

**REQUEST FOR PROPOSAL (RFP)  
FOR SELECTION OF  
TECHNICAL SERVICE PROVIDER (TSP)  
FOR END TO END  
FINANCIAL INCLUSION SOLUTION**

**HYBRID MODEL (KIOSK & MOBILE)**

RFP Reference No.	CO/FID/TSP/02/2022-23
RFP Issuance Date	01/07/2022
Date and Time of Pre-Bid Meeting	11/07/2022 11.00 AM
Last Date for Receipt of Bids	05/08/2022
Date and Time of Opening of Bids	08/08/2022 03.00 PM

**Issued By:**

Financial Inclusion Department,  
Indian Bank Corporate Office, 3<sup>rd</sup> Floor,  
PB- 5555, 254-260 Avvai Shanmugam Salai,  
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## **Preface**

This RFP document is divided into two Parts.

Part-1: Schedule A to H

Part-2: Section- I to VI

The sections are meaningfully segregated for better understanding of the RFP document. The Section headings or any other headings do not have any contractual sequence and submission of bid to this RFP should be based on total understanding of this RFP document.

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**REQUEST FOR PROPOSAL (RFP)  
FOR SELECTION OF  
TECHNICAL SERVICE PROVIDER (TSP)  
FOR END TO END  
FINANCIAL INCLUSION SOLUTION**

**Part-1**

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

CO: Financial Inclusion Department,  
Indian Bank, Corporate Office Building,  
254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

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Royapettah, Chennai-600014

**SCHEDULE-A**

**Important Dates and Information on RFP Submission**

Sl. No.	Particulars	Timeline
1	<b>Issuance Date of RFP</b> (Date of RFP Issuance)	01/07/2022
2	<b>Last Date of Request for Queries /Clarifications</b> (Last Date of Receiving request for queries /clarifications before the pre-bid meeting)	08/07/2022  Pre-Bid Query/ Clarification format is enclosed as <b>Annexure-XXI</b>
3	<b>Cost of RFP</b>	<p>Non-refundable Rs.50,000/- (Rupees Fifty Thousand only) that can be transferred through NEFT/RTGS/IMPS/UPI etc. latest by one day prior to pre-bidding meeting date towards cost of bid document in the following account number:</p> <p>Account No.: 743848138 Account Name: Indian bank, Head Office, Technology management Department-II, IFSC Code: IDIB000H003 Branch: Harbour</p> <p>If cost of RFP not transferred online, alternatively, Bidders can send in the form of Account Payee DD/Pay Order/IOI favouring "Indian Bank" payable at Chennai. (Scanned copy of DD to be sent by mail prior to Pre-Bid Meeting).</p> <p>Mode of Submission: (Online for e-transfer/ Offline for DD) MSE/NSIC registered Bidders are exempted. Pl refer Instruction to Bidders in Section-II of this RFP.</p>

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4	<b>Pre-Bid Meeting Date and Venue Details</b>	<p>11/07/2022 at 11.00 AM through virtual/physical mode. Bidders willing to participate in pre-bid meeting need to submit their details at <a href="mailto:cofid@indianbank.co.in">cofid@indianbank.co.in</a> on or before 08/07/2022.</p> <p>The interested Bidders, who have not transferred Cost of RFP through online mode, shall have to send the scanned copy of DD through e-mail as above latest one day prior to pre-bidding date i.e. latest by 10/07/2022. Bidders who have not submitted Non-Refundable Cost of RFP either the scanned copy of DD through e-mail or transferred Rs.50, 000/- (Rupees Fifty Thousand Only) shall not be called for pre-bidding meeting. Details of virtual/physical meeting would be communicated via e-mail to interested bidders separately.</p>
5	<b>Last Date of Submission/Closing Date in Online &amp; Offline Mode</b>  (Last Date of Submission of RFP response)	<p>05/08/2022 at 03.00 PM</p> <p>On Line Mode: - As instructed in Point No 6.</p> <p>Offline Mode:-The sealed outer envelope shall be addressed to the Bank at the Address given below and delivered at the below address:</p> <p><b>Assistant General Manager (FID), Indian Bank Corporate Office, Financial Inclusion Department, PB No.:5555, 254-260 Avvai Shanmugam Salai, Royapettah, Chennai- 600014</b></p> <p>The Cost of RFP as Account Payee DD/Pay Order/IOI favouring “Indian Bank” payable at Chennai (Only for Bidders who have not transferred online) should be sent along with the RFP submission documents.</p>
6	<b>Online Bid Submission Details</b>	<p>This RFP will follow e-Procurement (e-Tendering) process and the same will be conducted by Bank’s authorized e-Procurement service provider M/s. <b>Antares Systems Limited through website.</b></p> <p><a href="https://www.tenderwizard.com/indianbank">https://www.tenderwizard.com/indianbank</a></p>
7	<b>Documents to be submitted Physically by Bidders</b>	<p>1. Account Payee DD/Pay Order/IOI favouring “Indian Bank” payable at</p>

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		<p>Chennai towards Cost of Bid Document. (Only for Bidders who have not transferred online)</p> <p>2. Bid Security (EMD) for Rs.2,00,00,000 (Rupees Two Hundred Lakh Only) to be submitted in the form of DD/Fund transfer/Bank Guarantee/ Banker's Cheque (issued by a nationalised/scheduled commercial bank (other than Indian Bank) in favour of "Indian Bank" payable at Chennai. BG should be valid for 225 days excluding claim period of 15 days from the last date of submission of the Bid.</p> <p>3. Pre-Contract Integrity Pact</p> <p>4. Check list of Documents along with signed copy of RFP</p>
8	<b>Eligibility Bid for Evaluation - Opening Date</b> (Eligibility TSP criteria - Evaluation Date)	08/08/2022 at 03.00 PM
9	<b>Date, Time, Venue of Technical Evaluation cum presentation and demo by eligible bidders</b> (Bidders who qualify TSP eligibility criteria shall be called for Technical evaluation- Scoring Model and Presentation/Demo)	<p>Date and Mode shall be intimated separately by the Bank through email.</p> <p>Format of eligibility criteria &amp; Compliance is presented at <b>Annexure-VIII</b></p>
10	<b>Date of Reverse Auction</b> (Rank Based Bid)	The date of Online Reverse Auction (Rank Based Bid) for Commercial Bid will be communicated via e-mail to only Technically Qualified Bidders
11	<b>RFP Co-ordinator(s)</b>	<p>Sh. Sujay Kumar, Assistant General Manager (FID), Indian Bank Corporate Office, Financial Inclusion Department, PB No.:5555, 254-260 Avvai Shanmugam Salai, Royapettah, Chennai- 600014</p> <p>Sh. Arunabh Roy Choudhry, Chief Manager (FID), Indian Bank Corporate Office, Financial Inclusion Department, PB No.:5555, 254-260 Avvai Shanmugam Salai, Royapettah, Chennai- 600014</p>

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**The RFP document can also be downloaded from:**

**Bank's website:** <https://www.indianbank.in> and  
**e-procurement portal:** <https://www.tenderwizard.com/indianbank>

Clarifications, Modifications and Date of Extensions, if any, will also be posted on the same websites and paper publication will be done for the information regarding publishing the RFP. However, clarifications, modifications and date of extensions, if any, will be published in website and e-procurement portal only.

- Note: Indian Bank, does not take responsibility of any offers damaged/lost in transit/delivered at incorrect address prior to receipt of it at its designated office.
  - Bank will follow two bidding system. Part-I (Technical Bid) of the bid contains compliance details of the eligibility and terms & conditions set in the RFP document (including Annexure & Appendix) for which quotation is called for. Bidders should enroll / register themselves with e-procurement website before participating in the Bid. Bids to be submitted **online only** through e-procurement website along with physical submission of documents mentioned at Point No. 7 of [Schedule -A] (Important Dates and Information on RFP Submission). Further Bidders to submit their indicative commercial bid as per the format given in the RFP (as per **Annexure XIII**) along with the technical bid on our e-procurement portal. Technical bids submitted by all the bidders will be evaluated and only technically qualified bidders shall be called for final commercial bid through Reverse Auction (RA) (Rank Based Bid).
1. Bidders should enrol/register before participating through website - <https://www.tenderwizard.com/indianbank>. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the tender documents. Any other documents sent by any other mode will not be accepted.
  2. Documents to be uploaded online duly signed by the Authorized Signatory under the seal of the company in every page. Any correction should be authenticated by the same signatory. If insufficient or false information is furnished and/or if there is any deviation or non-compliance of the stipulated terms and conditions, the quotations will be liable for rejection.
  3. The price quoted should be unconditional and should not contain any strings attached thereto. Quotes, which do not conform to our eligibility criteria and terms & condition, will be liable for rejection.

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The original RFP (and any addendums, if any) needs to be signed and stamped by the Bidders and to be submitted along with the Technical Bid.

Time is as per Indian Standard Time. The above dates and time are tentative and subject to change without any prior notice or intimation. If a holiday is declared on the dates mentioned above, the Bids shall be opened on the next working day at the same time specified unless communicated otherwise.

**The RFP is issued by:**

General Manager (FID),  
Indian Bank Corporate Office,  
Financial Inclusion Department,  
PB No.:5555,  
254-260 Avvai Shanmugam Salai,  
Royapettah,  
Chennai- 600014

## **Definitions**

<b>Application/Proposal</b>	"Application/Proposal" means the offer made by the Applicant as written reply or submission in response to this RFP.
<b>Applicant/Bidder</b>	"Applicant/Bidder" means any eligible entity/Company which <b>applies/submits applications/Proposals</b> in response to this RFP and willing/offering to provide services as a Technical Service Provider (TSP) for the Bank pursuant to the terms of this RFP.
<b>Bank</b>	Bank refers to "Indian Bank" including its Branches, Administrative offices, Processing Centers/Hubs, Cells and all other units and establishments etc. (excluding its overseas establishments and Regional Rural Banks)
<b>Bidder</b>	Any company/entity/organization who bids for offering services as a Technical Service Provider (TSP) for the Bank pursuant to the terms of this RFP to provide End to End Financial Inclusion Solution
<b>Bid</b>	The offer made by the Bidder in response to this RFP with respect to the proposal as per term and conditions in the RFP.
<b>Field Business Correspondent (FBC)</b>	Individual BC engaged through Corporate Business Correspondents (CBCs) permitted to provide Basic Banking Services including transactions on behalf of banks as agents in the locations/cluster of villages/areas as allocated and fixed by bank. They are alternatively called Bank Mitras.
<b>Corporate Business Correspondent (CBC)</b>	CBC Means Service Providers (SPs) who are entities eligible to act as Corporate BC to Indian Bank for providing BC Management Services by engaging individual BCs and managing them on behalf of Bank.
<b>Eligibility Criteria</b>	"Eligibility Criteria" means the minimum criteria required to be satisfied by the Applicant in order to be eligible for engagement as a Technical Service Provider as per guidelines of RBI and more particularly described to in this RFP.
<b>FID</b>	Financial Inclusion Department of Indian Bank Corporate Office
<b>FI Solution</b>	"FI Solution" means the various hardware & peripherals (including window based Laptop; Android based Tab/Tablet & Integrated Mobile device, Desktop) used by the BC for implementation of the HYBRID OPEX MODEL (KIOSK & MOBILE) & all application to make the solution automated for customer service, BC lifestyle, security, MIS and capability to integrate with FinTechs/Aggregators.
<b>Hybrid Locations under OPEX Model / Commercials</b>	It means combination of both Fixed-Point BC (KIOSK) & Mobile BC in locations under SSA and Non SSA areas as determined by Bank.
<b>Kiosk</b>	"Kiosk" means fixed service points with a laptop/Tablet/Mobile, biometric scanner, camera, printer, debit card reader etc. as per specification for micro ATM as approved by the Bank

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<b>Mobile</b>	"Mobile" means FBC providing 'Door Step banking' with laptop/tablet/Integrated mobile device along with printer, biometric etc. as per specification approved by Bank.
<b>RBI</b>	"RBI" means the Reserve Bank of India.
<b>Sub Service Area (SSA)</b>	Sub Service Area (SSA) is a cluster of 2-6 villages and is linked to at least one base branch of the Bank. Out of this area is Non SSA area.
<b>The Contract/Service Level Agreement/Agreement</b>	"The Contract/Service Level Agreement/Agreement" means the model agreement/SLA as per IBA format entered into between the Bank and the Successful Applicant/Service Provider as per <b>Annexure - XV</b> of this RFP, as signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein. The TSP shall not be entitled to seek any modifications or amendments to any of the terms and conditions of the contract/SLA or other documents/standard formats annexed to this RFP
<b>TSP</b>	Technical Service Provider shall develop FI Solution for Bank, integrate/ provide CBCs/FBCs the FI Solution on behalf of Bank, maintain FI Gateway, integrated with bank's CBS/ other data source and providing various functionalities available at FBC point to serve the banking and financial needs of customer.

**N.B:** Any term used in this document are not specifically defined herein will have the same meaning as provided in relevant RBI regulations or RBI/ IBA/ DFS/ NPCI/ UIDAI guidelines and in case on any dispute, the decision of the bank shall be final and binding.



### **Abbreviations**

<b>AePS</b>	Aadhaar Enabled Payment System
<b>AI</b>	Artificial Intelligence
<b>BG</b>	Bank Guarantee
<b>BC</b>	Business Correspondence
<b>BI</b>	Business Intelligence
<b>CBC</b>	Corporate Business Correspondents
<b>CBS</b>	Core Banking System
<b>CAPEX</b>	Capital Expenditure
<b>DBT</b>	Direct Benefit Transfer
<b>DC</b>	Data Center
<b>DES</b>	Data Encryption Standard
<b>DFS</b>	Department of Financial Services
<b>DRC</b>	Data Recovery Center
<b>EBT</b>	Electronic Benefit Transfer
<b>FI</b>	Financial Inclusion
<b>GOI</b>	Government of India
<b>HS</b>	Hybrid Solution
<b>IBA</b>	Indian Banks' Association
<b>IDRBT</b>	Institute for Development and Research In Banking Technology
<b>IPR</b>	Intellectual Property Rights.
<b>KYC</b>	Know Your Customer
<b>MIS</b>	Management Information System
<b>MTTR</b>	Mean Time to Restore
<b>NBFC</b>	Non-Banking Financial Company
<b>NEFT</b>	National Electronic Fund Transfer

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<b>NGO</b>	Non-Government Organisation
<b>NPCI</b>	National Payment Corporation of India
<b>NFIQ</b>	NIST Finger-print Image Quality.
<b>NIST</b>	National Institute for Standards and Technology.
<b>OEM</b>	Original Equipment Manufacturer
<b>OPEX</b>	Operational Expenditure
<b>PADSS</b>	Payment Application Data Security Standard
<b>PMJDY</b>	Pradhan Mantri Jan Dhan Yojana
<b>RBI</b>	Reserve Bank of India
<b>RD</b>	Registered Device
<b>RFP</b>	Request for Proposal
<b>RTGS</b>	Real Time Gross Settlement
<b>SHG</b>	Self Help Group
<b>SLA</b>	Service Level Agreement
<b>STQC</b>	Standardization Testing and Quality Certification
<b>SSA</b>	Sub Service Area
<b>TSP</b>	Technology Service Provider
<b>UIDAI</b>	Unique Identification Authority of India

### **Brief About “RFP”**

In terms of Ministry of Finance, Government of India Gazette notification dt 04.03.2020, erstwhile Allahabad Bank has been amalgamated into Indian Bank w.e.f 01.04.2020. Prior to amalgamation, the modules functioning in both the Banks for implementation of Financial Inclusion Plan (FIP); movable Micro ATM Model of Indian Bank & Fixed KIOSK model of erstwhile Allahabad Bank have differences in Technology, BC Management, Services rendered to customers which is still persisting. As a part of amalgamation of both the Banks, it is also expedient that FI solutions of both the Banks should be transformed into one. Upon the study of both modules it is found that the system requires a major change in which all RBI directives and services as indicated in Ease agenda should be implemented. Further the system should carry the developments brought forward by other entities in the financial solution and the solution should be futuristic and cater the requirements for another 10-15 years to come. Therefore, it is premised that the new FI solution should comprise the multi-requirements of customer, having secured environment, support FBCs/ CBCs with enhanced experience and sustainable income, and strong enough to generate its MIS/ Dashboard/AI for effective monitoring and future planning.

Bank intends to select TSP to implement the new FI solution and include the legacy data/ information of the exiting FI solutions for future references.

Indian Bank hereinafter called as Bank “**The Bank or/ The Purchaser**” interchangeably, which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed to include its successors and permitted assigns, intends to issue this bid document, hereinafter called Request for Proposal or RFP, to the TSP entities to participate in the competitive technical bidding only towards the selection of End to End Financial Inclusion Solution as per the scope of work, specifications and terms and conditions in this RFP.

A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as “**Bidder/Applicant/Service Provider/Vendor/Sellers/Technical Service Provider**” interchangeably, which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed to include its successors and permitted assigns.

The Request for Proposal (RFP) invites detailed technical bids and commercial bids from well-qualified eligible entities for their selection as **Technical Service Provider (TSP)** for the End to End Technical Financial Inclusion Solution for implementation on Services under Financial Inclusion as required by the Purchaser.

### **Disclaimer**

Indian Bank (<https://www.indianbank.in>), a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act 1970, having its Corporate Office at PB- 5555 254-260 Avvai Shanmugam Salai, Royapettah, Chennai-600014, India. The Financial Inclusion Department at Corporate Office (COFID) is situated on 1st Floor of Corporate Office at PB- 5555 254-260 Avvai Shanmugam Salai, Royapettah, Chennai- 600014, India.

The information contained in this Request for Proposal (“RFP”) document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Indian Bank or any of their representatives, employees, or advisors (collectively referred to as Bank, hereinafter), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals for setting up End to End Financial Solution as Technical Service Provider (TSP). This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability, and completeness of the information in this RFP. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability, or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision, and amendment from time to time. It does not purport to contain all the information that a Bidder requires. Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

This RFP is not an offer by Indian Bank, but an invitation to receive responses from the eligible applicants. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by the duly authorized official(s) of Indian Bank with the selected applicant.

Bank reserves the right of discretion to change, modify, add to, or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website and it will become part and parcel of RFP. Bank in its absolute discretion, but without being under any obligation

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to do so, update, amend or supplement the information in this RFP. Bank reserves the right to reject any or all the Bid/ Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Bank shall be final, conclusive, and binding on all the parties.

The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any applicant upon the statements contained in this RFP.

Applicants shall bear all their costs associated with or relating to the preparation and submission of their proposals including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Bank or any other costs incurred in connection with or relating to its proposal. All such costs and expenses will remain with the applicant and Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an applicant in preparation or submission of the proposal, regardless of the conduct or outcome of the selection process.

Indian Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Such change will be published on the Bank's Website and it will become part and parcel of RFP.

Indian Bank reserves the right to reject any or all the bids/proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Indian Bank shall be final, conclusive, and binding on all the parties.

## **SCHEDULE-F**

### **Adoption and Implementation of Pre-contract Integrity Pact (IP) in Bank**

As per directives of Central Vigilance Commission (CVC), Bank has adopted and implemented the Pre-Contract Integrity Pact. As per the guidelines, in respect of all major procurements which essentially envisages an agreement between the prospective vendors/bidders and the buyer committing the persons /officials of both the parties not to exercise any corrupt influences on any aspect of the contract. The IP envisages a panel of Independent External Monitors (IEMs), who would review whether and to what extent parties, have complied with their obligations.

Vendors/Bidders/Sellers, only those who commit themselves to Integrity Pact (IP) with the Bank, would be considered competent to participate in the bidding process. In other words, entering this pact would be the preliminary qualification. In case of bids not accompanied with signed IP by the bidders along with technical bid, the offers shall be summarily rejected.

IP shall cover all phases of contract i.e., from the stage of Notice Inviting Tenders (NIT)/Request for Proposal (RFP) till the conclusion of the contract i.e., final payment or the duration of warranty/guarantee. Format of IP is attached in **Annexure-XVII** for strict compliance.

The Pre-Contract Integrity Pact begins when both parties have legally signed it. Pre-Contract Integrity Pact with successful Bidders will be valid from date of IP is signed by both the parties till the completion of contract. Pre-contract Integrity Pact with the unsuccessful bidders will be valid 6 months after the agreement is entered with the successful bidder.

#### **Adoption of IP:**

- ✓ The Pact essentially envisages an agreement between the prospective Bidders and the Bank, committing the persons/officials of both sides, not to resort to any corrupt practices in any aspect/stage of the agreement/contract.
- ✓ Only those Bidders, who commit themselves to the above pact with the Bank, shall be considered eligible to participate in the bidding process.
- ✓ The Bidders shall submit signed Pre-Contract Integrity Pact as per **Annexure-XVII**. Those Bids which are not containing the above are liable for rejection.
- ✓ Foreign Bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principles or associates, if any.

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- ✓ Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.
- ✓ Pre-Contract Integrity Pact in respect of this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the Bidders and exclusion from future business dealings.
- ✓ The Pre-Contract Integrity Pact agreement submitted by the Bidder during the Bid submission will automatically form the part of the contract agreement till the conclusion of the contract i.e. issue of Letter of engagement to successful Bidders for performing as TSP.
- ✓ IP in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- ✓ Pre-Contract Integrity Pact shall be signed by the person who is authorized to sign the Bid.

CVC has decided to engage the services of the following two of Independent External Monitors (IEMs) for Indian Bank, who will review independently and objectively, whether and to what extent parties have complied with the obligation under the pact.

**1. Name: Shri. Brahm Dutt, IAS (Retd.)**

***Email: dutt.brahm@gmail.com***

**2. Shri. Girraj Prasad Gupta, ICAS (Retd.)**

***Email: gpgupta1804@gmail.com***

It may kindly be noted that all clarifications/query/status with respect to the tender may be forwarded to the following officer and not IEMs except queries related to Integrity Pact.

**Assistant General Manager (FID),  
Indian Bank Corporate Office,  
Financial Inclusion Department,  
PB No.:5555, 254-260 Avvai Shanmugam Salai,  
Royapettah, Chennai- 600014**

## **Overview of Indian Bank**

Indian Bank, with its Corporate Office in Chennai was established as a part of Swadeshi Movement on 15<sup>th</sup> August 1907.

Along with 13 other Banks, the Bank was Nationalized on 19<sup>th</sup> July 1969. The Bank celebrated its centenary in August 2007. With effect from 1<sup>st</sup> April 2020, erstwhile Allahabad Bank amalgamated into Indian Bank. The integration of CBS systems of both the Banks was completed on 14.02.2021. In the last 114 years, Bank has established a rich legacy by providing quality financial services. Given the ever-changing requirements, Bank fine tuned its strategies and undertook several structural and operational changes and earned a coveted position in the Indian Banking Industry. Bank's foremost priority has been to serve the people and it's Nation.

The Bank has two subsidiaries. Viz. IndBank Merchant Banking Services Ltd. and IndBank Housing Ltd. Bank has also two Joint Ventures namely Universal Sampo General Insurance Company Ltd. and ASREC (India) Ltd.

Bank has three sponsored Regional Rural Banks (RRBs) Viz. Saptagiri Grameena Bank headquartered at Chittoor (Andhra Pradesh), Tamil Nadu Grama Bank headquartered at Salem (Tamil Nadu) and Puduvai Bharathiar Grama Bank headquartered at Puducherry (UT of Puducherry).

Bank has been a pioneer in Financial Inclusion (FI) implementation and received many awards and accolades. Bank has been embarking its journey in Financial Inclusion ecosystem from Conventional FI to Digital FI.

### **VISION:**

“Delivering excellence in financial services through customer focus, employee engagement and sustainable growth”

### **MISSION:**

- ✓ Bring the best of innovation and technology in our offerings
- ✓ Be responsive to the unique needs of every customer through all channels of choice
- ✓ To provide value to stakeholders
- ✓ Empower and engage our employee

As on 31st March 2022, Bank's total global business reached Rs.10, 09, 242 lakh crores consisting of deposit at Rs.5, 93, 618 Crore and advances at Rs.4, 15, 625 Crores.



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**SCHEDULE-H**

**List of Annexure, Forms & Appendices**

S.NO	Document to be provided	Annexure number	
1	Business Rule & Terms and Conditions of Online Reverse Auction (RA) (Rank Based Bid)	Annexure - I	
2	Bidder Specifications	Annexure - II	
3	Bid Form	Annexure - III	
4	Letter of Authority with Board Resolution	Annexure - IV	
5	Undertaking by Bidder for non-Black listed	Annexure - V	
6	Know your Employee undertaking	Annexure - VI	
7	Undertaking by Bidder	Annexure - VII	
8	Pre-qualification Eligibility Criteria & Compliance	Annexure - VIII	
9	Acceptance of Scope of Work	Annexure - IX	
10	Acceptance of Terms & Conditions of Work	Annexure - X	
11	Bid Security Form	Annexure - XI	
12	Performance Security Format	Annexure - XII	
13	Commercial Bid Format	Annexure - XIII	
14	Non-Disclosure Agreement	Annexure - XIV	
15	Contract Form	Annexure - XV	
16	Manufacturers' Authorization Form (MAF)	Annexure - XVI	
17	Pre-Contract Integrity Pact	Annexure - XVII	
18	Declaration For MSME Benefits	Annexure - XVIII	
19	Declaration on Procurement From Bidder of a country which shares a border with India	Annexure - XIX	
20	Details of Source Code Audit	Annexure - XX	
21	Pre-Bid Query Format	Annexure - XXI	
22	Experience Details	Annexure - XXII	
23	Turnover, Net worth and P & L Details	Annexure - XXIII	
24	Letter From PSB/Private Bank/RRB	Annexure - XXIV	

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25	Technical Bid Check List	Annexure - XXV	
26	BG Confirmation Letter	Form - 1	
27	BG Renewal/Extension Letter	Form - 2	
28	BG Invocation/ Encashment Letter	Form - 3	
29	Performa of Installation Certificate for issue by the Bank after completion of Implementation of the Project	Form - 4	
30	Certificate of Local content as per make in India Guidelines	Form - 5	
31	Process Compliance Form	Form - 6	
32	Price Confirmation	Form - 7	



**REQUEST FOR PROPOSAL (RFP)  
FOR  
SELECTION OF  
TECHNICAL SERVICE PROVIDER (TSP)  
FOR END TO END  
FINANCIAL INCLUSION SOLUTION**

**Part-2**

## **SECTION-I**

### **1.0. Invitation for Bid (IFB):**

- 1.1. Indian Bank a Public Sector Bank, headquartered in Chennai has Pan-India network with 20, 314 touch points including 5732 Brick & Mortar Branches, 4925 ATMs/BNAs, 9657 Field Business Correspondents (FBCs) as on 31.03.2022. It has overseas presence having branches in Singapore, Colombo, and Jaffna, besides a Foreign Currency banking unit in Colombo.
- 1.2. The Bank intends to extend banking and financial services to the under-banked and un-banked areas of the country through its program of Financial Inclusion (FI) - Pradhan Mantri Jan Dhan Yojana (PMJDY) being the flagship National Programme on Financial Inclusion. Bank shall also fulfill the objective laid out in National Strategy for Financial Inclusion- NSFI (2019-24). In the context of Financial Inclusion-PMJDY, NSFI, and other Financial Inclusion Programmes, the Bank envisages extension of Banking & Financial Services to these under-banked & un-banked (Rural & Urban) areas in both Sub Service Areas (SSAs) and Non-SSAs approach through FBCs/Bank Mitras at both Fixed locations as well as in movable delivery units to provide “branchless banking” Pan India and deliver financial and banking services using ICT based financial inclusion technologies.
- 1.3. Sub Service Area (SSA) is a cluster of 2-6 villages and is linked to at least one base branch of the Bank. Bank extends banking & financial services in both rural and urban SSAs as per Statutory/Regulatory requirements and in non-SSAs purely as a business proposition.
- 1.4. At Present, there are two Technology Service Providers (TSPs), along with their separate FI Gateways (FIGs) set-up, in Bank for FI Technology Solution. FBCs are operating through Fixed Point and movable delivery units engaged through CBCs. Bank follows Corporate Business Correspondence (CBC) Model for engagement of Field Business Correspondence (FBCs).
- 1.5. Bank invites applications from the eligible Bidders for their engagement as TSP for the purpose of implementing End to End Financial Inclusion on CAPEX basis to provide various functionalities at FBCs point in the field to deliver banking and financial services. A TSP should be capable of providing application based integrated solution for services/ activities of FBC, starting from developing tailor-made bank centric Solution which shall include selection of FBC location, on boarding FBCs to Banks technology platform, monitoring & remuneration of FBCs etc. TSP shall provide transaction flow on inter-changeable platform involving AEPS/ card-based transaction, FI Gateway maintenance, trouble shooting, MIS, dashboard etc. TSP should be capable to provide smooth and seamless functioning of applications to support large number of users, volume of transactions particularly during peak hours.

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- 1.6. At Present 9657 BCs operate under a combination of Fixed Outlet (KIOSK) Model numbering 6398 and Movable Micro ATMs numbering 3259. The Delivery Model proposed is a hybrid model. Their device can be either a laptop or tablet or integrated mobile device. The application will be made available both in web portal as well as in mobile app. The application will also be available to branch personnel on their desktop through Intranet/ web based.
- 1.7. Invitation of Bidders shall not have automatic right to commence TSP operations unless engaged through contract process.
- 1.8. The period of engagement of TSP shall be for periods of 3 years from the date of GO LIVE & extendable further to 2 years after review by Bank.
- 1.9. The **Commercial Bid will be called through Online Reverse Auction Process, (Rank Based Bid)** intimation will be given to all technically qualified bidders about the date and time of Reverse Auction (Rank Based Bid).
- 1.10. Bidder shall submit their commercial bid (during Reverse Auction -Rank Based Bid) for Total 5 Years along with period of implementation. **The commercial bid for Total 5 years along with period of implementation shall qualify for Commercial evaluation.**
- 1.11. **Bidder shall submit their indicative commercial bid as per Annexure XIII along with submission of Technical bid for the purpose of information only.** The indicative commercial Bid of Technically qualified bidder will be opened by Bank on the date of Online Reverse Auction (Rank Based Bid). **However, the Commercial bid submitted during Online Reverse Auction (Rank Based Bid) shall be final and shall qualify for Commercial Evaluation.**
- 1.12. Bank invites technically complete and competitive proposals from Bidders who are capable to work as TSP with FI Gateway and of Financial Inclusion activities and have requisite expertise and experience of rendering End to End technical solution in BC Management Services as detailed in **Section-III** and ensuing section.
- 1.13. Bidders interested in participating in this RFP must be guided by Clause 2.6 To 2.12 under selection criteria.
- 1.14. Interested bidders may download the RFP online. Complete set of the RFP for the above purpose can be downloaded from Bank's official website **www.indianbank.in**. Alternatively RFP document can be downloaded from Bank's e-procurement portal:- **<https://www.tenderwizard.com/indianbank>**
- 1.15. Bid can be submitted through online mode only. The bidder should submit the Bid, item wise, with the documents as mentioned in Check List in Section H and as per point no 7 of Schedule - A.

- 1.16. Bids submitted after the due date or after the stipulated time on the due date or incomplete in any respect are liable to be rejected.
- 1.17. Incomplete and / or unsigned bids are liable to be rejected. Bids not submitted along with relevant, necessary, and sufficient documents/ certificates will be treated as incomplete.
- 1.18. Bank may not accept any deviations from the terms and conditions specified in the RFP. Deviations may result in disqualification of the offer made by the Bidder.
- 1.19. Bank has the right to accept or reject any quotation/cancel the RFP at its sole discretion, at any point, without assigning any reason thereof. Also, Bank has the discretion for amendment / alteration / extension before the last date of receipt of bid.

#### **MAKE IN INDIA**

- 1.20. This RFP is further governed by Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion order number P-45021/ 2/2017-B.E.-II dated 15th June 2017 for the Public Procurement (Preference to Make in India), Order 2017, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 28th May 2018, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 29th May 2019, revision order no DPIIT Order No. P-45021/2/2017-PP(BE-II) dated June 04, 2020 and subsequent revision order no. P-45021/2/2017-PP (B.E.-II) dated 16th Sept 2020 & its amendment (if any).

Bank will follow the above orders and guidelines on Public Procurement (Preference to Make in India) and basis of allotment will be done in terms of the same.

- 1.21. Definitions: For the purpose of this RFP
  - (a) 'Local content' means the amount of value added in India which shall, unless otherwise prescribed by the nodal ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.
  - (b) 'Class-I local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50%, as defined under this Order.
  - (c) 'Class-II local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%, as defined under this Order.

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- (d) 'Non - Local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than or equal to 20%, as defined under this Order.
- (e) 'L1' means the lowest tender or lowest bid, or the lowest quotation received in a RFP, bidding process or other procurement solicitation as adjudged in the evaluation process as per the RFP or other procurement solicitation.
- (f) 'Margin of purchase preference' means the maximum extent to which the price quoted by a "Class-I local supplier" may be above the L1 for the purpose of purchase preference.

#### 1.22. Eligibility of 'Class-I local supplier'/ 'Class-II local supplier'/ 'Non-local suppliers' for different types of procurement

- (a) In procurement of all goods, services or works in respect of which the Nodal Ministry/Department has communicated that there is sufficient local capacity and local competition, only 'Class-I local supplier', as defined under the Order, shall be eligible to bid irrespective of purchase value.
- (b) In procurement of all goods, services or works, not covered by sub-para ii(a) above, and with estimated value of purchases less than Rs.200 Crore, in accordance with Rule 161(iv) of GFR, 2017, Global tender enquiry shall not be issued except with the approval of competent authority as designated by Department of Expenditure. Only 'Class-I local supplier' and 'Class-II local supplier', as defined under the Order, shall be eligible to bid in procurements undertaken by procuring entities, except when Global tender enquiry has been issued. In global tender enquiries, 'Non-local suppliers' shall also be eligible to bid along with 'Class-I local suppliers' and 'Class-II local suppliers'.

#### 1.23. Purchase Preference

- (a) Subject to the provisions of this Order and to any specific instructions issued by the Nodal Ministry or in pursuance of this Order, purchase preference shall be given to 'Class-I local supplier' in procurements undertaken by bank in the manner specified here under.
- (b) In the procurements of goods or works which are covered by para ii(b) above and which are divisible in nature, the 'Class-I local supplier shall get purchase preference over 'Class-II local supplier', as per following procedure:
- (c) In case there is sufficient local capacity and competition for the item to be procured, as noted by the nodal ministry, only class I local suppliers shall be eligible to bid. As such, the multiple suppliers, who would be awarded the contract, should be all and only 'Class-I local suppliers'
- (d) In other cases, 'Class II local suppliers' may also participate in the bidding process along with 'Class-I local suppliers' as per provisions of this Order.
- (e) If 'Class-I local suppliers' qualify for award of contract for at least 50% of the tendered quantity, the contract will be awarded to all the qualified bidders as per the award criteria stipulated in the bid document. However, in case 'Class-I local suppliers' do not qualify for award for contract for at least 50%



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of the tendered quantity, purchase preference will be given to the 'Class-I local suppliers' over 'Class-II local suppliers' provided that their quoted rate falls within 20% margin of purchase preference of the highest quoted considered for award of contract so as to ensure that the 'Class-I local suppliers' taken in totality are considered for award of contract for at least 50% of the tendered quantity.

- (f) First purchase preference will be given to the lowest quoting 'Class-I local suppliers', whose quoted rates fall within 20% margin of purchase preference, subject to its meeting the prescribed criteria for award of contract as also the constraint of maximum quantity that can be sourced from any single supplier. If the lowest quoting 'Class-I local suppliers', does not qualify for purchase preference because of aforesaid constraints or does not accept the offered quantity, an opportunity may be given to next higher 'Class-I local suppliers', falling within 20% margin of purchase preference, and so on.
- (g) To avoid any ambiguity during bid evaluation process, Bank may stipulate its own RFP/tender specific criteria for award of contract amongst different bidders including the procedure for purchase preference to 'Class-I local suppliers' within the broad policy guidelines stipulated in sub-paras above

1.24. Margin of Purchase Preference: The margin of purchase preference shall be 20%.

1.25. Verification of Local Content:

- (a) The 'Class-I local Supplier' / 'Class-II local Supplier' at the time of tender, bidding or Solicitation shall be required to indicate percentage of local content and provide Self-certification that the item offered meets the local content requirement for 'Class-I local supplier' / 'Class-II local Supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made.
- (b) In case of procurement for a value in excess of Rs. 10 crores, the 'Class-I Local Supplier'/'Class-II Local Supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (In respect of suppliers other than companies) giving the percentage of local content.
- (c) False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.
- (d) A supplier who has been debarred by any procuring entity for violation of this Order shall not be eligible for preference under this Order for procurement by any other procuring entity for the duration of the debarment. The debarment for such other procuring entities shall take effect prospectively from the date on which it comes to the notice of other procuring entities.



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- 1.26. If nodal ministry is satisfied and communicates to bank that Indian suppliers of an item are not allowed to participate and /or compete in procurement by any foreign government, it may, if it deems appropriate, restrict or exclude bidders from that country from eligibility for procurement of that item as per advise of nodal ministry.

For the Purpose of above, a Supplier or bidder shall be from a country if (i) the entity is incorporated in that country, or ii) a majority of its shareholding or effective control of the entity is exercised from that country; or (iii) more than 50% of the value of the item being Supplied has been added in that country. Indian suppliers shall mean those entities which meet any of these tests with respect to India.” (Declaration to be submitted by bidder on their letter head).

- 1.27. Bank will also provide benefits to Micro and Small Enterprises (MSEs) as per the guidelines of public procurement policy issued by Government of India. The bidders to submit declaration for claiming MSME Benefits as per **Annexure-XVIII**.
- 1.28. **Restriction of Bidders from countries sharing land border with India:**

As per Ministry of Finance, Department of Expenditure, Public Procurement Division’s office memorandum F.No.6/18/2019-PPD dated 23.07.2020, regarding insertion of Rule 144 (xi) in the General Financial Rules (GFR) 2017, any bidder from a country which shares a land border with India will be eligible to bid either as a single entity or as a member of a JV / Consortium with others, in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority. The Competent Authority for registration will be the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT). Political & Security clearance from the Ministries of External and Home Affairs respectively will be mandatory.

However, above condition shall not apply to bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects. Updated lists of countries to which lines of credit have been extended or in which development projects are undertaken are given in the website of the Ministry of External Affairs (MEA).

“The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority”

Definitions pertaining to “Restriction of Bidders from Countries sharing Land Borders with India” Clause Bidder” (including the term 'tenderer', 'consultant' 'vendor' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an

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association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency, branch or office controlled by such person, participating in a procurement process.

"Bidder from a country which shares a land border with India" means:

- a) An entity incorporated, established, or registered in such a country; or
- b) A subsidiary of an entity incorporated, established, or registered in such a country; or
- c) An entity substantially controlled through entities incorporated, established, or registered in such a country; or
- d) An entity whose beneficial owner is situated in such a country; or
- e) An Indian (or other) agent of such an entity; or
- f) A natural person who is a citizen of such a country; or
- g) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

"Beneficial owner" will be as under:

- i. In case of a company or Limited Liability Partnership (LLP), the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), has a controlling ownership interest or who exercises control through other means.

#### Explanation

- a) "Controlling ownership interest" means ownership of, or entitlement to, more than twenty-five per cent of shares or capital or profits of the company.
- b) "Control" shall include the right to appoint the majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or share-holders' agreements or voting agreements.
- ii. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
- iii. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
- iv. Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.
- v. In case of a trust, the identification of beneficial owner(s) shall include

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identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

"Agent" is a person employed to do any act for another, or to represent another in dealings with third persons.

1.29. Please note that

- (a) The cost of preparing the bids, including visit / visits to the Bank is not reimbursable.
- (b) The Bank is not bound to accept any of the bids submitted and the bank has the right to reject any/all bid/s or cancel the tender at any point without assigning any reason therefor.
- (c) All pages of the Bid document, Clarifications/Amendments if any should be sealed and signed by the Authorized Signatory and to be uploaded with technical bid. A certificate to the effect that the Authorized Signatory has authority to bind the company should also be attached along with the technical bid.
- (d) The Authority/Bank shall not be liable for any omission, mistake, or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP, Bidding Documents, or the Bidding Process, including any error or mistake therein or in any information or data given by the Authority.
- (e) Nothing in this Agreement shall obligate either Party to enter into any further Agreements.

After Eligibility Criteria evaluation, intimation will be given to all qualifying bidders about the date and time of Reverse Auction (Rank Based Bid). The business rules and Terms & Conditions of Online Reverse Auction (Rank Based Bid) is provided in **Annexure - I**

**Note:** The tender cannot be split. Either the Bidder on behalf of the Principal/ OEM or the Principal/ OEM themselves can participate in the bid, but both cannot bid simultaneously for the same solution.

## SECTION-II

### 2.0. Instruction to Bidders:

#### 2.1. Introduction:

It is the sole responsibility of the Bidder to examine all instructions, forms, terms, and specifications given in the Bidding Documents. If any element of doubt arises, the same should be clarified from the Bank before submitting the Bid. 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. Bank will not be responsible for the same.

#### 2.2. Pre-Bid Meeting:

- (a) The Bidders are requested to submit their queries/clarifications as per pre-Bid query format to the Bank to the following e-mail IDs on or before **08/07/2022 by 03.00 PM.**
- (b) A pre-bid meeting is scheduled to be held through Video Conference/Skype/Webex on **11/07/2022 at 11.00 AM.** Bidder's designated representatives (Maximum 2 Persons) may attend the pre-bid meeting.
- (c) The Purpose of the meeting will be to clarify the doubts raised by the probable bidders.

E-mail ID: [cofid@indianbank.co.in](mailto:cofid@indianbank.co.in)

#### 2.3. Cost of Bid Document:

In case the interested 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 paying the cost of bid document i.e. **Rs. 50,000/- (Fifty Thousand Rupees only) (non-refundable)** either transferred through Online as per details given at Sl. No. 3 (Schedule-A) or by way of Demand Draft in favour of Indian Bank payable at Chennai (Scanned copy to be sent through email). Bidders have to ensure that cost of bid document i.e. Rs. 50,000/- (Fifty Thousand only) is paid, before raising the queries through email:

**Assistant General Manager (FID),  
Indian Bank Corporate Office,  
Financial Inclusion Department,  
PB No.:5555, 254-260  
Avvai Shanmugam Salai,  
Royapettah, Chennai- 600014**

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Such Bidders who have not chosen to attend the pre bid meeting are required to submit the cost of Bid Document through online mode only (as mentioned Schedule-A along with Bid Documents at the above-mentioned address.

The text of the questions raised (without identifying the source of enquiry) and the responses given, together with amendment to the bid document, if any, will be ported in websites: <https://www.indianbank.in> and informed vide mail to the bidders who have raised queries.

## 2.4. Amendments of Bidding Documents:

- (a) 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(s) requested by a prospective Bidder, may modify/ cancel/ extend/ amend the Bidding Document by modification(s) / amendment(s).
- (b) 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. The amendments if any, will be published in the Bank website and will form part of the Bidding document.
- (c) The bid submitted cannot be withdrawn / modified after the last date for submission of the bids unless specifically permitted in writing by the Bank.

## 2.5. Bid Security (Earnest Money Deposit):

- (a) All bids must be accompanied with EMD (Earnest Money Deposit)-refundable of Rs.2,00,00,000.00 (Rs. Two Hundred lakhs only) to be submitted through Account Payee Demand Draft/Fund Transfer/Bank Guarantee/Banker's Cheque (issued by a Nationalized/Scheduled Commercial Bank (Other than Indian Bank) in favour of "Indian Bank" payable at Chennai. Bank Guarantee validity period shall be 225 days excluding claim period of 15 days from the last date of submission of the Bid as notified in this RFP. This Bid Security amount is to be submitted along with bid submission.  
Bank may seek extension of Bank Guarantee, if required. Relaxation if any, extended by GOI/competent authorities for furnishing the EMD shall be passed on to Bidders.
- (b) The EMD must not be in electronic form. Bid securities of the unsuccessful bidders shall be returned after the final bid validity and latest on or before the 30th day after the selection of Bidders as TSP.
- (c) The successful Bidders Bid Security will be discharged upon the Bidder signing Agreement and furnishing the performance security. The Bid Security of Bidders on selection as TSP shall also be returned after the final bid validity and latest on or before the 30th day after the selection of Bidders as TSP. They must furnish Performance Guarantee only when Agreement shall be executed with them by Bank.

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The bid security may be forfeited if:

- I) Bidder withdraws its bid during the period of bid validity  
or
  - II) In the case of a successful Bidder with whom Bank intends to execute contract, if the Bidder fails to sign the Contract within the specified time from the date of issue of purchase order, or to furnish performance security.
- (d) No interest will be payable on the Bid Security amount.

## 2.6. General Evaluation Criteria:

- (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.

## 2.7. Phase-1: Technical Evaluation:

This stage will be done in 3 stages.

At first stage, under Technical Competency, the Bidder shall furnish as part of its Eligibility bid, documents establishing the bidder's eligibility to bid and its technical qualifications to perform the Contract. The documentary evidence of the Bidder's technical eligibility to bid and qualifications to perform the Contract if its bid is accepted, shall establish to the Bank's satisfaction that, the Bidder has the eligibility necessary to participate in Technical Evaluation.

In the 2<sup>nd</sup> stage, Functional and Technical Capability has to be demonstrated by the Bidder by showcasing their developed applications.

In the 3<sup>rd</sup> (final) stage of Technical Evaluation presentation to be done by the Bidder before Technical and/ or Project Management Committee of the bank.

Any bid document not accompanied by the above will be rejected.

- 2.8. There shall be a cut of Marks for Technical Evaluation. Bidder need to score a minimum 50% marks in each stage and aggregate to progress into the next Phase 2.

## 2.9. Phase 2: Commercial Evaluation

Bank shall only call those bidders, for **online Reverse Auction (Rank Based Bid)**, who are qualified for Technical Evaluation and final presentation as a part of the selection process as per Point 2.7 (Phase 1) & 2.8. Bank shall adopt 70:30 formula for Techno-commercial evaluation. A minimum of 100 marks in aggregate and 50% in all stages of Technical Evaluation shall be required for the Bidders for selection into **online Reverse Auction (Rank Based Bid) commercial Bidding Phase**. Bank shall adopt a combination of both Technical and Commercial evaluation process detailed in 2.12.

## 2.10. Clarification of Bids

During any phase of 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/ by email, and no change in the substance of the bid shall be sought, offered, or permitted.

The Bidder shall make his/her own interpretation of any and all information provided in the Bidding Document. The Bank shall not be responsible for the accuracy or completeness of such information and/or interpretation. Although certain information's are provided in the Bidding Document, however, bidder shall be responsible for obtaining and verifying all necessary data and information, as required by him. The Bank reserves the right to accept or reject any/ all tender in whole or in part without assigning any reason whatsoever.

## 2.11. Evaluation Criteria:

Bid evaluation methodology that Indian Bank shall adopt is given below:

- a. All bids shall be evaluated by **Technical and/or Project Management Committee** set up by bank as per requirement for the purpose of this RFP. The evaluation shall be on the basis of technical competence and the price quoted. The Technical and the Commercial Evaluation shall have the weightage of 70% and 30% respectively, and this weightage shall be taken into consideration for arriving selection of the Successful Bidder as TSP. The assessment methodology is covered in Section V.
- b. The proposals will be evaluated in two phases viz. Technical Evaluation and Commercial Evaluation.



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#### A. Phase 1 - Technical Evaluation

Phase 1 is segregated in three parts:

1. Technical competency of the Bidder shall consist of 100 marks (As per Assessment Matrix given at **Section V**).
2. Functional capability: It shall be consist of 50 marks. **The bidder has to present Demo to support their claim for the applications developed by them in an automated manner without manual intervention.**
3. Presentation by Bidder (Max marks - 50) i.e. Bidders journey in Financial Inclusion area particularly their granular architecture to cover Scope of Work of this RFP.
4. 50% is the qualifying marks for each part.

#### B. Phase 2 - - Commercial Evaluation (Through Online Reverse Auction -Rank Based Bid Only)

1. The minimum qualification marks in Technical evaluation is 50% at each stage and aggregate 100 marks out of 200. The online Reverse Auction (Rank Based Bid)for commercial bid will be allowed for only technically qualified bidders.
2. During Technical Evaluation the score of the Bidders will not be shared.
3. If sufficient numbers of bidders do not qualify the cut off score for Technical Evaluation, Bank at its sole discretion may reduce the cut off score. Bank reserves the right to accept or reject any technical bid without assigning any reason thereof. Decision of the Bank in this regard shall be final and binding on the bidders.

#### 2.12. Evaluation Process :

- a) Bank shall adopt Quality-Cum-Cost based selection (QCBS) for the selection of TSP.
- b) The Technical Evaluation will have weightage of 70% while Commercial Evaluation will have weightage of 30% in determining the final score for bidders. A combined score will be arrived at after considering the total marks obtained in Technical Evaluation and marks under commercial quotes with relative weights of 30%.
- c) The methodology to evaluate the highest total combined score is as follows:
- d) The bidder obtaining the Highest Combined Score in technical and commercial evaluation will be ranked H-1 followed by proposal securing lesser marks as H-



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2, H-3 etc. Bidder securing Highest Combined Marks and ranked H-1 shall be recommended for award of contract.

The detailed method with example is given below to demonstrate how the final ranking/scoring of bidders is done:

The marks obtained in Technical Evaluation will be given a weightage of 70% which will be termed as “**Weighted Technical Score**” (WTS) and shall be arrived at as under:

**e) Weighted Technical Score (WTS):  $(T/T1) * 70$**

T: Technical score of the respective bidder

T1: Highest technical score of all qualified bidders

**Note:- The highest technical score among all technically qualified bidders will be awarded full marks.**

The total marks of 200 as per technical evaluation criteria will be scaled down to 70 marks as furnished below.

*For Example:* If there are two bidders "A" and "B" who score 120 and 130 marks respectively, their “WTS” would be as under:

Bidder "A" =  $120 / 130 \times 70 = 64.61$  marks, Bidder "B" =  $130 / 130 \times 70 = 70$  marks

**f) Weighted Commercial Score (WCS):  $(L1/C) * 30$**

L1: Lowest price quoted of all Technical qualified bidders

C: Price quoted by the respective Technical qualified bidder

**Note:- The Lowest commercial price quote among all technically qualified bidders will be awarded full marks**

Extending the example given above, in case Bidders, Bidder "A" and "B" for example quote TCO as Rs. 2,10,000 and Rs.2,00,000 respectively, then the WCS in their case would be calculated as under:

Bidder “A” =  $2,00,000 / 2,10,000 \times 30 = 28.57$  marks

Bidder “B” =  $2,00,000 / 2,00,000 \times 30 = 30$  marks

g) The total of Technical and Commercial Scores of each bidder will become basis of final ranking of bidders. Bidder whose total of Technical & Commercial Scores is highest will be as “H1 Bidder” and bidders with second & third highest final scores will be ranked as “H2” and “H3” and so on and so forth.

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$$\text{Total Score H1} = (T / T1) * 70 + (L1 / C) * 30$$

In above examples, the Total Score after Techno-Commercial evaluation (H1) of Bidders "A" and "B" will be as under:

Bidder	Weighted Technical Score	Weighted Commercial Score	Total Score
A	64.61	28.57	93.18
B	70	30	100

- h) The bidder with the Highest Combined Score (H1) shall be selected. In case of tie between two or more bidders for the Highest Total Combined Score, then the bidder with Highest Technical Score amongst such bidders shall be the successful bidder. The decision of Technical and/ or Project Management Committee in this regard shall be final.

### 2.13. 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 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, demos, and any other meetings during the process.

### 2.14. 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 successful bidder.

## 2.15. 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, inter-alia causes 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.

## 2.16 Timeline for the Project:

Timelines for implementation of the project is given below:

Milestones	Expected Date of Completion
Floating Tender	01.07.2022
Finalization of New TSP	30.09.2022
Issue of Purchase Order	31.10.2022
Pilot Run on the Model suggested	30.06.2023
Roll out of the proposed Model	30.09.2023

**Note:-** These are tentative end date for completion of all given stages. It is expected that each stage should be completed before these timelines. Phase wise development/ implementation milestone is provided in this RFP.

### **SECTION-III**

#### **3.0. Scope of Work:**

The Scope of the work would involve the followings:

- 3.1 The TSP shall be a Total Solution Provider (System Integrator capable of providing an end-to-end FI Technical Solution and FI Gateway (FIG)
- 3.2 The term of agreement shall be for a period of 3 years from the date of GO-LIVE extendable further to 2 years on review by Bank.
- 3.3 The proposed Platform shall be hosted on Bank's premise/infrastructure. However, Platform should have capability to migrate to any other platform as per the Bank's requirement.
- 3.4 Bank shall provide Hardware, Operating System and Oracle Database. However, the selected bidder must complete Installation, Configuration, Customization, Up-gradation, Maintenance and Support of all the software / tools required in the proposed Platform.
- 3.5 The successful bidder shall design the Platform with high availability & secure infrastructure in Data Centre (DC), Disaster Recovery (DR) site and Near DR Site as per Industry accepted security standards and best practices.
- 3.6 The bidder should propose the comprehensive Platform having services for front end (Customer side) as well back end (Bank Side) to meet the requirements in the RFP. The bidder must provide details of all proposed software component in Bill of Material & the corresponding price in Commercial Bid Format.
- 3.7 Supply of any 3<sup>rd</sup> party software/ applications required for installation / functioning of the platform deployed by the bidder should also be provided by the bidder.
- 3.8 The bidder should submit the detailed bill of material covering all the software components being supplied as part of the platform solution with details of the required infrastructure from the Bank.
- 3.9 The Bidder should host the Platform at Bank's advised premises in High Availability mode, along with DR and a minimum uptime time of 99.95% per quarter in a financial year.
- 3.10 The Bidder shall do proactive monitoring and capacity planning at regular intervals and advise the Bank on Hardware / Software upgrades. However, there should not be any additional cost to the Bank for any software upgrade during

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the implementation period till Go Live, as the Bank may use existing IT infrastructure or procure separately the required infrastructure based on the sizing proposed by the Bidder.

- 3.11 As part of the technical Platform, the Bidder must provide the complete IT infrastructure details like Server, Operating System, Database, Storage Capacity and other related requirements. In the event the sizing proposed by the Bidder does not meet the performance / service levels of the Bank, the Bidder will at their cost carry out the necessary upgrades/ replacements.
- 3.12 The Bidder to design & size the hardware required at Primary Data Center (Including Test/ Development/ Training environments), DR Site and Near DR Site. The Bidder to provide the complete architecture, hardware requirement for end-to-end functioning of the Platform as part of Technical bid submitted to the Bank.
- 3.13 The Bidder should provide complete details of the hardware, software and network architecture of the Platform offered by means of diagrammatic/ pictorial representations, including the project plan for going live. Bidder should also provide security set-up proposed in the Platform and various layers of risk identification and mitigation measures.
- 3.14 Bidder to carry out Health Check-up on the application / infrastructure on regular basis (i.e. atleast 6 months once) for suggesting any improvements in hardware / software configurations.
- 3.15 The Bidder must provide requirement of optimal size of the Hardware, Operating System, Database, keeping in view the current average and peak volume of transactions and to extrapolate the same for the full contract period (i.e., **3 years & further extendable to 2 years** ). Some of the basic parameters (indicative) for sizing are given herein under in **Appendix - V**
- 3.16 Bidder shall be required to provide descriptions of hardware including specification which should be compatible with Bank's requirements and future planning. Bidder has to provide all other software, middleware etc for End to End FI Solution and will upgrade and maintain as required.
- 3.17 Bidder shall develop/supply and install requisite software/solution for FI as per the specifications and schedule agreed in the contract. The requirement of Bank which is enumerated in the scope of work and other sections of this RFP.
- 3.18 Bidder shall provide applicable licenses which should be Enterprises Edition, perpetual and in the name of Bank.

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- 3.19 Bidder shall maintain response time for Application as well as APIs at agreed level, patch updates, maintaining IT securities, back up, Data Centre, Near DR, Disaster Recovery and Business continuity. The Bank shall specify its requirement in respect of each of the above items and non-performance will attract penalty at agreed rates.
- 3.20 The TSP needs to integrate with internal systems such as Core Banking Solution/FRMC/Aadhaar Vault along with FIG and external systems such as NPCI, FinTech, etc., on ongoing basis.
- 3.21 The TSP shall be required to implement end-to-end working solutions at locations defined by the Bank (BC/ Branches/ Zones) as both Web based and Intranet platform.
- 3.22 The TSP will be responsible for the uninterrupted performance of the application deployed, by providing technical support including additional requirement, which may arise during the period of contract.
- 3.23 The key designed principle of the proposal FI Architecture is presented at Appendix - I to V as an illustrative and are part of this scope of work. However, the proposed technical solution is not exhaustive in nature and the bidder may propose their own suitable solution in line with the bank's proposed solution.
- 3.24 The selected bidder shall provide an end to end financial inclusion solution setup to the Bank. The architecture shall be compatible to Android/ IOS/ Window. The solution shall support following but not limited to :-
  - A. Laptop, Tablets, Integrated Mobile Device (Android and Windows) & Desktop
  - B. Hardware Security Module (HSM) based key management system
  - C. FI Gateway Solution
  - D. Online dashboard & MIS/ AI reports shall be based on data to be brought from various sources.
  - E. Proposed Solution includes support at Data Center (DC) / Disaster Recovery (DR) & NDR setup at Bank's DC/DR site.
  - F. The FI Solution should also include testing setup (Web, Application & Database Server) at primary site of bank at DC Chennai.
- 3.25 The bidder shall provide necessary technology for the Aadhaar Enabled Payment System/ATM Cards/ HHT based financial inclusion projects including:-
  - A. Biometric Standards and Authentication
  - B. Aadhaar Enable Payments
  - C. Card based Authentication & transaction
  - D. UPI/ IMPS/ NEFT/ RTGS/ Bhim Aadhar/ Bill Payment/ QR Code

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- 3.26 Bidder should integrate the End to End FI solution with Bank's Core Banking Solution (CBS), ATM Switch, Aadhar Vault, IMPS Switch, FRMC, MIS, Call centre as well as with NPCI/UIDAI and/or any other Govt. organization as required by Bank. Data integrity should be ensured in all transaction/communication/movement of information or data. Bidder should also extend necessary compatibility support in the end to end FI solution for any version up gradation of the above entities from time to time as per requirement of the bank.
- 3.27 FI solution should drive & manage Hybrid model (Fixed and Movable) and existing devices serviced by all Corporate Business Correspondents (CBCs) engaged by Bank with switching capability for processing & routing transactions initiated at BC Points to CBS, aggregator point, ATM switch, and NPCI / UIDAI etc.
- 3.28 The proposed solution should comply with Bank's Security Architecture. Bidder shall implement Centralized Device control and management to safeguard Bank against any unauthorized device, application or any software which may cause harm/ impact to Bank and further it shall comply RBI guidelines also. The RBI guidelines require that "there should be mechanism to prevent/ control installation of unauthorised software utilized by FBCs." As such control mechanism should be capable to control:- ( Solution should check the same at the time of login/ transaction and through error, if defined parameter are not observed at FBC point)
- A. Devices at FBC point should have an updated version of antivirus/ antimalware solution.
  - B. Use of flash drive/ dongle/ USB shall be restricted/ controlled.
  - C. FBCs should not install any tools that will enable screenshots, snipping tools to prevent exfiltration of bank's information.
  - D. Only authorized/ license software shall be loaded in the device of FBCs.
- 3.29 Bidder shall ensure that the proposed software applications should meet the current guidelines & / or standards issued by DFS/RBI/IBA/NPCI/UIDAI/IDRBT etc., for implementation of Financial Inclusion initiatives and should continue to comply with any new initiatives/amendments/changes made to these standards by the above referred authorities. It should also be ensured to make it compliant of various Policy/ guidelines to be issued by Bank including FRMC.
- 3.30 The bidder shall install/re-install, configure/ re-configure and maintain all the required technology and infrastructure, including hardware, software,



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applications, maintenance and provide operational support for the end-to-end FI solution as per requirement of Bank at Bank's DC / DR locations.

- 3.31 Bidder shall provide necessary assistant to the field functionaries to make the application operational at FBC/Bank Location.
- 3.32 The Bidder shall ensure on-site support for resolving Hardware issues , Application , System software issues, User Application Testing (UAT), Deployment , certification with regulatory bodies , installation which includes Gateway solution, Operating System (OS) and Database related issues, including re-installation of OS, Databases and other software's mentioned in the Scope, due to any reason what-so-ever, during warranty and AMC/ATS period.
- 3.33 Bidder shall suggest the latest model/version of hardware and supply software available for FI setup, if higher version is available, the same will be upgraded. The models/ version should compatible to each other and facilitate smooth and hassle free functioning of devices and applications.
- 3.34 FI solution shall have an Application Protocol Interface (API) Gateway to expose for Fintech companies and Market place integrations without having point to point integrations.
- 3.35 Bidder shall carryout patch management activity during the warranty/AMC period as per Bank's requirement. Since all devices/ applications are under supervision of TSP, it will be the responsibility of TSP to initiate/ develop/ test/ deploy require patch to make the solution update/ hassle free and error free.
- 3.36 Any customization of the FI Gateway, common Kiosks application, BHIM Aadhaar application, and any other infrastructure inclusive of reports shall be carried out during warranty and AMC/ATS period. The system shall be capable of supporting any number of CBCs.
- 3.37 Bidder shall provide software/ program/utility to lodge the call and other details including solution provided, time taken, root cause analysis and reports etc.
- 3.38 The end-to-end FI solution should have support of bill generation for FBC and Bank Mitras based on combination of variables/performance /fixed pay structure and commission, charges on monthly / quarterly basis. The proposed solution should also be capable to track the accommodating transactions based on various logics/Scenarios for accommodating transactions. The system should also provide capability for calculation of Merchant Discount Rate (MDR) for BHIM Aadhaar transactions.
- 3.39 Reconciliation reports for day to day reconciliation of interbank transactions shall be generated (AEPS, PIN based RuPay card, IMPS, Merchant transactions) as per Bank's requirement and specification.



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- 3.40 Bidder shall ensure the smooth migration of complete data setup of existing FI solution (which includes FI Gateways & Two Technical Service Providers) and transition from Bank's existing FI solution to proposed end to end FI solution.
- 3.41 Bidder will be responsible for managing the actions and activities of its personnel involved in the project and will be accountable for all the personnel deployed/engaged in the project.
- 3.42 Bidder shall monitor the utilization of hardware resources on regular basis and suggest suitable upgradation / replacement of hardware (if any required) to avoid any business loss due to system performance issue. The utilization of the hardware resources should be shared with the bank on regular basis.
- 3.43 Bidder shall assist the Bank in identifying potential risks in the solution, provide remedy for the identified risks, develop strategies to measure, monitor and mitigate those risks and implement new and appropriate controls. The proposed system should be capable of generating reports based on risk factors.
- 3.44 Bidder shall extend their full support/assistance of Internal and External Audits and mitigation of audit observations within the stipulated Timelines as per bank's policy.
- 3.45 The Bidder has to provide complete document on Business Continuity plan (BCP) and Disaster Recovery Plan (DRP) for the proposed solution. DR site should be implemented parallel to the date of go live at Primary Site.
- 3.46 The bidder should provide hands on User manual, process flow documents etc and update the same from time to time.
- 3.47 Facilities Management services shall be provided as per bank's requirement. Facilities Management Services will commence from the date of go live.
- 3.48 Bidder shall be responsible for the uptime commitment. Bank may increase or decrease number of resources at any time during contractual period.
- 3.49 The end-to-end FI Solution should have capability to centrally control all the devices at BC (Proposed Laptop & Mobile based solution) and existing (PC/ Laptop/ Micro ATM based solution). List of devices separately annexed Appendix - V.
- 3.50 The end-to-end FI Solution should have capability to generate robust and customizable MIS to meet the requirements of the bank /BIG data/ BI/ AI on the basis of data routing through it and data brought from other channels. Capability should be for development of Dashboard having architecture to present composite information drilling down to micro data level. . It should have capability to generate reports for reconciliation of transactions at the end of the day and end of the month.

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- 3.51 The end-to-end FI Solution should have capability to store sensitive data in encrypted form and its retrieval thereafter. The FI Solution should have capability to maintain log files / audit trail in arranged manner and its retrieval based on analytical requirements.
- 3.52 All the incidental activities to the said scope will also be manned and managed by the Service Provider.
- 3.53 Bidder should ensure regular Back Ups of the Application / Database on Daily, weekly and monthly basis. Bidder has to check the correctness of data on monthly basis and provide the certificate to the Bank mentioning the same. The bidder will suggest the required infra for backup.
- 3.54 Bidder should provide necessary support for DR Drill activity as per the bank's schedule.
- 3.55 There shall be requirement of Web/ Mobile based applications/module required to develop by the bidder from time to time as per requirement of bank by the bidder which will be part of scope of Bidder to be developed, installed, maintained, upgraded whenever required (not limited to): illustrative list is as under:
  - (a) BC Life Cycle Management System - (Location approval, Selection of BC, Profiling of BC and on boarding with generation of Kiosk Operation (KO) Code, BC monitoring with geo tagging of BC movement, Centralised remuneration structure with MIS, Site inspection by Officials at BC Point)
  - (b) Implementation of GOI/IBA/DFS schemes and Reform Agenda.
  - (c) Monitoring of Loan account with Geo tagging and upload facility
  - (d) Collection in Loan accounts
  - (e) Enrollment for Micro Pension and Micro Insurance
  - (f) Cash management module
  - (g) Learning and Document Management module for FBCs
  - (h) Grievance Resolution Mechanism for FBCs through Ticket management Module
  - (i) Grievance Redressal Module for customer's at BC points.
  - (j) Illustrative list of Services required at FBC Point is provided in Separate Appendix III).

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- 3.56 Bank may engage the Business Facilitators (BF) who does not manage the FBCs but generates leads / business with/ or without integration to FIG and FI technical Solution.
- 3.57 Provision for integration with Fintech Cos/ Aggregators should be developed for on boarding BF's/ Service point as per requirement of the bank.
- 3.58 Bidder shall customize/modify/ develop/ upgrade end-to-end FI solution to meet the regulatory (DFS/RBI/IBA/NPCI/UIDAI etc.) requirements within a defined time period from the date of issuance of such customization/modifications/ development/ upgradation or earlier, depending upon the level of customization/modification/ development/ upgradation prescribed by the said authorities.
- 3.59 Bidder shall extend their full support/assistance in case of any audit of our Solution by Banks internal audit (including IS Audit)/UIDAI/RBI/NPCI/Any other Regulatory Authority/ Third Party Information Security Auditor of the Bank and shall comply with any irregularities pointed out in any such audit within the stipulated Timelines.
- 3.60 Bidder shall maintain the complete End-to-end FI application system (FIG, Kiosk Application, Merchant Application, Recon etc.) for a period of five years after go live by deputing sufficient number of on-site resources for support. The Onsite support should be 24 X 7 and should be capable to provide resolution to regular issues, handle the database and optimize the application to maintain the application smooth and hassle free. Bank will have the option to discontinue the onsite support at any time after One year, during the contract period. However, Vendor's responsibility with respect to uptime commitment will remain the same. Bank may increase or decrease number of resources at any time during contractual period.
- 3.61 Any customization of the end-to-end FI Gateway solution, BHIM aadhaar application, and any other infrastructure inclusive of reports has to be carried out during warrantee and AMC/ATS.
- 3.62 Bidder shall carry out all minor customisation / modification / changes of end-to-end FI Gateway solution, BHIM aadhaar application etc with no cost to the bank. Bidder shall carry out Six (6) Major changes (150 mandays/ yearly) and new product customization of end-to-end FI Gateway solution, BHIM aadhaar application etc per year with no cost to the bank. The classification of changes as 'Major' or 'Minor' shall be at the sole discretion of bank, and binding on successful bidder.
- 3.63 Bidder shall ensure not to use any Unlicensed S/Ws (Database, OS, Web Servers etc.) in any cases. Subcontract is also not allowed. If the FI Setup (DR & DC) is

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relocated to any other place within India, Bidder shall reinstall/re implement the whole setup without any additional cost to the bank. The shifting cost of hardware will be borne by bank.

- 3.64 The applications required as per scope of work shall be part of FI solution and Bidder shall develop and customize as per bank's requirement/ specifications. Bidder may suggest architecture of application but bank shall be final authority on architecture/ specifications. In all these applications, wherever variables are required, it should be admin based development so that any changes in value can be done through Front end by the bank users and need not require changes in application.
- 3.65 The FI solution to be provided by bidder shall be capable to control the functioning of FBCs, services available at FBC point as per bank's requirement.
- 3.66 There are 10000(Approx) FBCs are enrolled on present FI solution. The bidder shall be capable to onboard all these FBCs in one go/ phased manner after roll out of new FI solution.
- 3.67 With the expansion of bank business through FBC channel by the way of increase in customer base or geographical expansion, the load will increase. Hence, the architecture/applications should be capable and scalable of handling increased load, as well as storing data and managing processes in a performant manner. Bidder should ensure that the capacity shall be upgraded/changed in size or scale without any disruption of the services. Key features of FI solution is presented at APPENDIX - I, II, III, IV,V & VI which are part of scope of work.
- 3.68 In case there is a change in TSP either before completion of Term or on the completion of term, the bidder has to perform its duties to successful functioning of End To End Financial Inclusion Solution till another entity takes over the functioning or till Bank decides as if there is no change in entity. The bidder will support the new entity to take over the FI Solution upto complete logical solution.

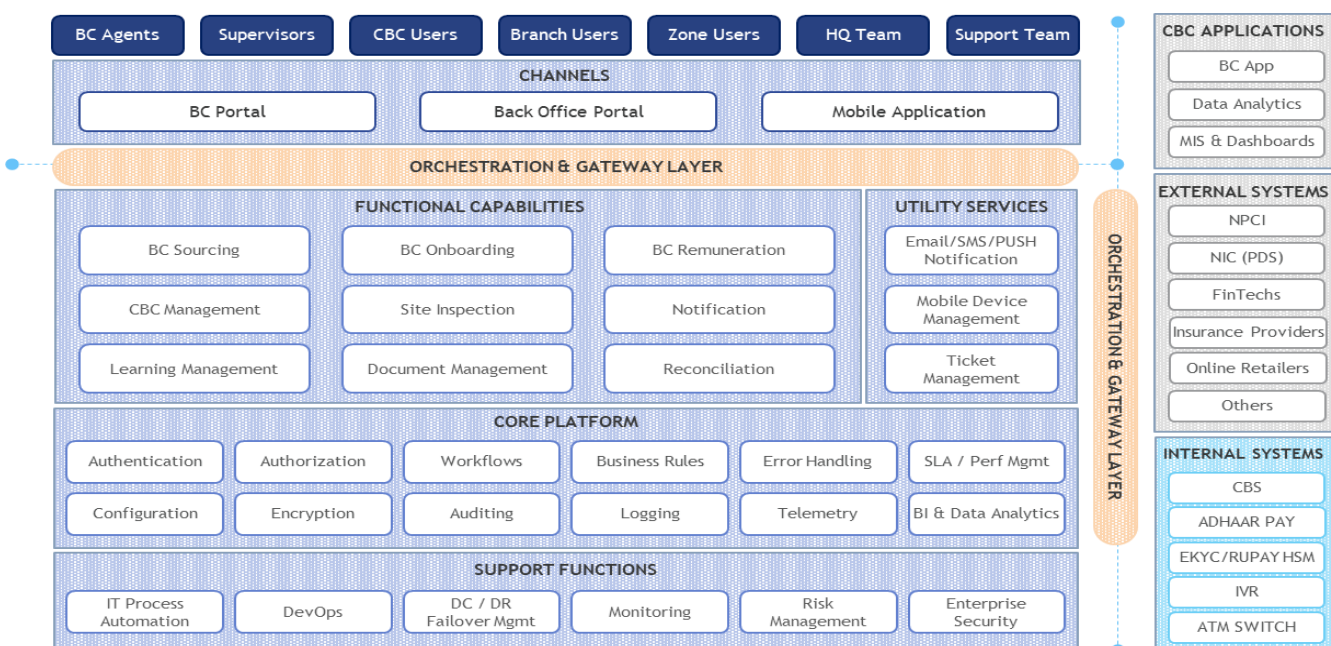
## APPENDIX - I

### Key Design Principles of proposed FI Architecture

1.1 TSP is required to develop and customize the application as per the following illustrative (not exhaustive) requirements of the Bank.

1.2 To develop FI gateway solution to provide enhanced user experience, improved processes, agility and flexibility for new changes and improving overall efficiency. The key characteristics of the FI solution interalia include **scalability of operations**, **security of data**, **capability to introduce new services/features** in tune with market trend, reliability, help automation of processes and help decision making.

1.3 To develop a Solution Architecture with following functionalities



**To develop Channels in such a way that**

- BC application portal shall be accessible through Laptop/ mobile/ Integrated Mobile device/ Desktop, having provision to connect with various peripherals like pinpad, camera, barcode scanner etc., to perform various Financial and Non-Financial Transactions by FBCs/ Branches.
- The Back-office Portal shall provide the capability to all Bank Officials and CBCs to access seamlessly the information and data, on a real-time/ EOD basis and take necessary actions.
- There shall be a single Mobile Application for the FBCs, CBC's Field Supervisors, and Banks Field Inspectors. This will be accessible via Mobile



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Phone or Tab. The functionalities shall be visible to the user as per the mapped role i.e. FBCs will only be able to perform the Banking and Non-Banking Transactions related to end Customers, Field supervisors and Bank Inspectors will not be able to perform any other tasks apart from Field Inspection activity and viewing Transaction report of BCs assigned to them.

- (d) To develop a platform to perform all financial and non-financial requirements of the customers

**1.4 To develop Orchestration& Gateway Layer** in such a way that the various systems (Internal as well as External) in the FI ecosystem should be able to integrate, exchange, and make use of information, to perform core activities, get better insights and integrate with the next-generation capabilities in the industry. Eg. Adhaar APIs for eKYC, NPCI APIs for Payments, Other FinTech APIs for Identity Verification and Background check, etc. The Gateway layer will also provide the capability to expose the APIs from FI Solution to CBCs, Fin Techs, and other channels.

**1.5 To develop Functional Capabilities** which will enable automation of sourcing of FBCs and on boarding them. The BC remuneration functionality will reflect the remuneration earned on EOD basis based on the services rendered. This functionality will also include CBC's to monitor various activities of CBCs as per defined roles, automate site inspection, notify system generated alerts, pending actions to all stake holders. Various knowledge sharing information in the form of FAQs, user manuals, Product Literature will be ported for the benefit of all stake holders. Document Management will manage various files with digital approvals.

**1.6 To develop a Core Platform with following features**

- (a) Only legitimate users will be able to access the FI Solution with the required Authentication/authorization.
- (b) System-based workflows and rule-based processing for officials (Branch, Zone, FGM, CO) to approve or reject any request / action, which will help reduce the time spent in physical movement and tracking of the files and documents.
- (c) The FI Solution shall have detailed logging and auditing capabilities, which will help at the time of troubleshooting issues and tracing the user actions in case of any ambiguity or fraud.
- (d) FI Solution should have the capability to monitor and measure various SLAs and turnaround times of different activities.
- (e) All the transactions performed on the FI Gateway shall be in an encrypted manner to ensure the confidentiality and privacy of the User data.
- (f) The system shall allow the configuration capability wherever possible for the Admins to make the change. This helps in avoiding application downtime and deployment hassles.

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- (g) The capabilities like MIS Reports, Dashboards, and Data Analytics will provide insights to CBCs and Bank Officials on the transactions, performance, etc., and will help in detecting frauds and making informed decisions promptly.

### 1.7 To develop following Support Functions:

- (a) Automation of various processes to improve efficacy of the system.
- (b) DevOps to increase the speed and quality of software deployment
- (c) Technical capability to support the failover from DC to DR in compliance with the DC/DR management policy of the Bank.
- (d) To manage the risks from Infrastructure, Operations, etc. adequate security measures built-in for secured data access, data protection, blocking unauthorized access, etc. to comply with the security policies and regulations defined by RBI, NPCI, and Indian Bank etc.,
- (e) utility functions in the form of sending the notification in various possible formats i.e. Email, SMS, and Push Notification
- (f) Centralized Ticket management system, which will be used by all users including BC Agents, CBCs, and Bank Official to raise any issues. The tickets will be assigned to respective owners (TSP, CBC, or Bank Official) for the resolution.
- (g) Technical solution should have the capability to allow new additions in future.

### 1.8 The Total FI Solution should contain features to facilitate/ monitor/ control all the services available at FBC point. Some of the features are illustrated below:-

- (a) **Holiday Marking:-** Attendance table for BC should be maintained. It should be visible for related BC/ Branch heads. In case BC wants to avail leave, he should apply in the system and it should be approved by his supervisor/ CBC. In case BC is not able to apply, his supervisor or CBC may apply with reason and should be approved by higher authority or by another user of CBC. Branch/ ZO/ CO may also mark leave with reason and should be approved by higher authority or by another user at CO. During the period of leave, BC may not be able to login. After completion of leave, BC may enter the application with login but it should be confirmed by higher authority also before he initiates for any transaction. Corporate office admin may mark holiday for any BC/ CBC/ ZO/ State/ All BCs. CO can also amend but with reason and with approval. MIS :- BC/ CBC/ Branch/ Zone/ State to be made available.
- (b) **Centralized Working Hours measurement:-** Timing of Working at BC point may be controlled at centralized level based on individual BC/ CBC/ Branch/ Zone/ State/ All BC. It should be separately for Fixed point and for mobile also. Working hours of BC should be recorded both for fixed model and for movable model. MIS for working hours with granular detail should be made available as part of FI MIS Dashboard.
- (c) **Notification:-** Any information can be populated from CO/ Zone/ Branch/ CBC for BC/ CBC/ Branch/ Zone/ FGM/ State/ all BC/ All stakeholder/ = Only Tier basis (For stipulated time ; Amendment allowed)  
Notification will come as Pop-up at start of screen. If required, it may also be send through SMS

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**1.9 Learning Management :-** Chapterwise SOP / List of Multichoice question to be scroll daily with login :- Entry through login ; To be uploaded by CO FI.

Suggestion Box should be available at each stage with Title Box (drop down basis) also. It will be visible at all level. Reply box for one time should be available.

**1.10 Ticket Management :-** All issues to be raised in this application. It will be available at all level and can be raised with login.

Ticket raised - BC - Supervisor - CBC - Corporate Office

BC - Branch - ZO - Corporate Office

Proper Resolution mechanism till final closure; assignment of ticket to concerned authority can be done with reason. SMS provision for customer and concerned person who has to attend the ticket.

**1.11 Customer Response (Satisfaction) Index:-**

FI solution should have separate application for customer response. SMS will be send to all those customers getting service at BC point. There should be option for capturing mobile number before initiation of transaction (optional). After completion of transaction, system will send a URL to the customer on his registered mobile or mobile number provided by the customer. Service will initiate 2 hours after completion of transaction.

There will be certain options related to the customer experience and customer will be required to click the button out of five. After completion of all options, it needs to be submitted and it will be saved in the system against the BC with date and time of transaction. BC detail will not be populated in the option. On the basis of response, a logic will be placed in the system to calculate points obtained by BC out of total options and total transaction. Quantification will be done against these marks which may be certain defined percentage of BC remuneration

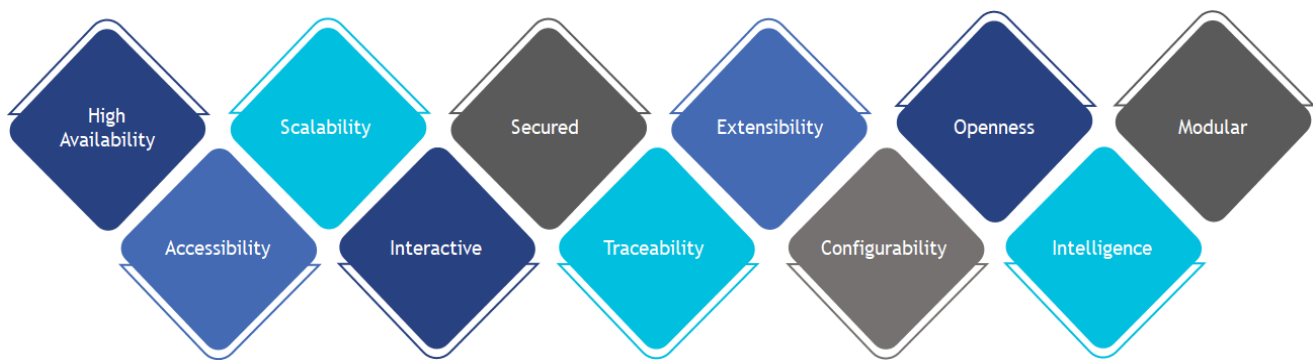
**1.12 Cash Management Application:-**

FI solution should have separate application for cash management at BC point. On the basis of certain logic, the transaction/ service at BC point can be stopped/ controlled.



## APPENDIX - II

### 1.13 Key Characteristics of the FI Solution



**Figure 20: Key characteristics of the FI Gateway solution**

- a. **High Availability** will ensure the continuity of service in case of any failure of hardware or software components. This ensures redundancy at different layers to meet performance SLAs using continuous testing and monitoring.
- b. **Scalability:** With the expansion of bank business through customer base or geographical expansion, the load will increase. Hence, the application should be capable of handling this load, as well as storing data and managing processes in a performant manner.
- c. **Secured access:** To ensure the security of data captured through devices over an open network, end-to-end data security will be required for all users and operations. This would include physical access and role-based access to the data available in the application. Capability to maintain the audit trails in the system to validate the legitimate access of the data.
- d. **Extensibility:** The application should provide the capability to introduce any new functionalities, services, and features to meet the evolving nature of business.
- e. **Openness:** Considering the rapid pace of innovation in the financial service sector, the solution should have the capability to integrate and plug with other ecosystem partners and solutions. Openness will enable others to reuse, extend, and create solutions. The design should be vendor-neutral, sharing data for better insights and improvements.

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- f. **Modular and atomic services:** The application modules and services should be developed in a way that they can be deployed and scaled independently.
- g. **Reliability:** The solution should perform consistently and should be dependable as it scales to a high volume of transactions.
- h. **Accessibility:** The application should have digital front-ends to provide anytime, anywhere access to various stakeholders.
- i. **Interactive:** The application should provide intuitive and seamless experiences for the needs of the diverse user base - BCs, CBCs, Bank Officials with support for Real-time Alerts & Notifications.
- j. **Traceability:** The application should have the capability for an end-to-end data lineage and traceability, enabling better audit controls.
- k. **Configurability:** To make the platform highly reusable, improve agility and flexibility for any changes.
- l. **Intelligence:** Simplified, integrated business process with workflow and rules-driven Automation, AI / Analytics for actionable intelligence and informed decision-making.

### **Appendix - III**

#### **List of Services to be available at FBC point**

Following are the list of services which has to be provided by Bidder. These services are indicative only and may be revised/ added as per Bank's sole discretion. Any further services initiated by any regulators/ authorities/ bank has to be developed and provided at FBC point by the bidder within stipulated timeline.

<b>S.No.</b>	<b>Services to be Implemented</b>
1	Account Opening
2	Cash deposit (own bank)
3	Cash deposit (other bank—AEPS/Rupay card)
4	Cash withdrawal (on us)
5	Cash withdrawal (off us)
6	Fund transfer (own bank)
7	Fund transfer (other Bank—AEPS/Rupay card)
8	Balance enquiry (own bank)
9	Balance enquiry (other bank—AEPS/Rupay card)
10	Mini statement
11	TDR/RD opening
12	Enroll for micro accidental death insurance
13	Enroll for micro life insurance
14	Enroll for social security pension scheme
15	Cheque collection
16	Aadhaar seeding
17	Mobile seeding
18	IMPS
19	NEFT
20	Request new cheque book
21	Stop payment of cheque
22	Cheque status enquiry
23	Renew TD/RD
24	Block debit card
25	Launch complaints

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26	Track complaints
27	Request for SMS alert / email statement (if mobile no. / e-mail is already registered)
28	Pension life certificate authentication through Jeevan Pramaan (Aadhaar enabled)
29	Recovery/collection upto bank approved limits
30	Apply for RuPay debit cards
31	Passbook update
32	Loan request initiation for personal loan
33	Loan request initiation for vehicle loan
34	Loan request initiation for home loan
35	Lead generation for Current account
36	Request initiation for mutual fund
37	Request initiation for life insurance
38	Request initiation for health insurance
39	Request initiation for motor insurance

#### Other than Requirements:-

40. Loan request for small ticket size loan :- To capture basic details of customer and upload facility for documents. It can be verified by Branches/ ZO etc. This information may be uploaded in CBS system through API with maker checker.
41. Monitoring of Small ticket Loan accounts:- Branch/ ZO may upload the details of accounts for monitoring. FBC may visit the unit, upload the photo of borrower, unit and submit observation. Branch/ ZO may reply on observations.
42. Collection of dues in loan account:- Branch/ ZO may upload the details of accounts for collection. FBC may visit the unit, collect the dues. SMS to customer for amount collected.
43. Recovery of Loan as per Bank's policy:- only for those FBC who have got the certification for recovery. Branch/ ZO may upload the details of accounts for collection. FBC may visit the unit, collect the dues. SMS to customer for amount collected.
44. Integration with Fin Techs/ aggregators to provide various services through BC point.:- Services of Fin Techs/ Aggregators will be routed through FI gateway based on API.
45. MIS/AI :- Bidder shall develop Dashboard/ MIS/ AI based on all the data available at FI gateway and also data available at CBS/ Bank MIS (only Required data) so that

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Customer based information/ their transaction based information can be developed/ generated.

**All above should be based on API. Movement of FBCs will be Geo tagged.**

**Customer shall be sent SMS after availing each services at FBC point, where mobile seeding is done in their account at Bank level.**

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## Appendix - IV

### Project Completion Milestone

S.No.	Services to be provided by Bidder (Stagewise)	Phase	Time to Achieve the stage from Purchase Order date
1	Account Opening	1	3 Month
2	Cash deposit (own bank)	1	3 Month
3	Cash deposit (other bank–AEPS/Rupay card)	1	3 Month
4	Cash withdrawal (on us)	1	3 Month
5	Cash withdrawal (off us)	1	3 Month
6	Fund transfer (own bank)	1	3 Month
7	Fund transfer (other Bank–AEPS/Rupay card)	1	3 Month
8	Balance enquiry (own bank)	1	3 Month
9	Balance enquiry (other bank–AEPS/Rupay card)	1	3 Month
10	Mini statement	1	3 Month
11	Enroll for micro accidental death insurance	1	3 Month
12	Enroll for micro life insurance	1	3 Month
13	Enroll for social security pension scheme	1	3 Month
14	NEFT	1	3 Month
15	Block debit card	1	3 Month
16	Launch complaints	1	3 Month
17	Track complaints	1	3 Month
18	Recovery/collection up to bank approved limits	1	3 Month
19	Passbook update	1	3 Month
20	BC Location Approval	2	5 Month
21	BC selection & onboarding with KO code generation	2	5 Month
22	BC monitoring Application	2	5 Month
23	BC Remuneration	2	5 Month
24	Learning	2	5 Month
25	Site Inspection	2	5 Month
26	Document Management	2	5 Month
27	Ticket management	2	5 Month
28	Customer Satisfaction Index	2	5 Month
29	MIS/ AI	2	5 Month
30	Central Control mechanism	2	5 Month
31	Cash Management Application	2	5 Month
32	Notification	2	5 Month
33	Holiday Marking	2	5 Month
34	TDR/RD opening	3	6 Month

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35	Cheque collection	3	6 Month
36	IMPS	3	6 Month
37	Request new cheque book	3	6 Month
38	Stop payment of cheque	3	6 Month
39	Cheque status enquiry	3	6 Month
40	Renew TD/RD	3	6 Month
41	Request for SMS alert / email statement (if mobile no. / e-mail is already registered)	3	6 Month
42	Pension life certificate authentication through Jeevan Pramaan (Aadhaar enabled)	3	6 Month
43	Apply for RuPay debit cards	3	6 Month
44	Loan request initiation for personal loan	3	6 Month
45	Loan request initiation for vehicle loan	3	6 Month
46	Loan request initiation for home loan	3	6 Month
47	Request initiation for mutual fund	3	6 Month
48	Aadhaar seeding	4	7 Month
49	Mobile seeding	4	7 Month
50	Lead generation for Current account	4	7 Month
51	Request initiation for life insurance	4	7 Month
52	Request initiation for health insurance	4	7 Month
53	Request initiation for motor insurance	4	7 Month
54	Loan request for small ticket size loan	5	8 Month
55	Monitoring of Small ticket Loan accounts	5	8 Month
56	Collection of dues in loan account	5	8 Month
57	Recovery of Loan as per Bank's policy	5	8 Month
58	Integration with Fin Techs/ aggregators to provide various services through BC point	5	8 Month

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## Appendix - V

### Indicative Load factor and Capacity Building

#### 1. USER Load Factor:-

User Load	2022	2023	2024	2025	2026	2027
BC	10000	12000	15000	17000	19500	23000
Supervisor @40/BC	250	300	375	425	488	575
CBC	100	120	130	120	140	150
Branch	11600	12400	12500	13000	13500	14000
Zone	180	400	400	400	400	400
FGM	56	64	64	64	64	64
CO FI	20	30	30	30	30	30
TSP	20	30	30	30	30	30
Total	22226	25344	28529	31069	34152	38249

#### 2. Transaction & Traffic Load:

Transaction Load factor has been analysed as 80 Crore transaction per year. It is expected that it will grow by 20% Y-O-Y in next five years.

The Traffic load factor has been analysed as 3000-3500 transaction per minute during peak hours. It is expected that it will grow by 15% Y-O-Y in next five years.

The Traffic for Bhim Aadhar transaction shall be 10 lacs transaction per year with Y -O-Y projection of 20% in next 5 years.



## **Appendix - VI**

### **Device Management and Protection**

The processing engine of the FI Gateway Solution is a high-performance module use to acquire, route and authorized messages for multiple electronic devices simultaneously. Seamless integration need to be ensured with the devices used at the BC locations. The FI Gateway solution is to be developed in such a way that it can independently handle the various devices including the new one with latest features. The integration of the following devices:-

#### **1. Window Based WEB Kiosk**

- a. Laptop or Desktop
  - i. CPU : Core i3,i5,AMD or Higher
  - ii. OS : Windows 10
  - iii. RAM : Minimum 4GB
  - iv. HDD : Minimum 500 GB
  - v. Web CAM
  - vi. Speakers
- b. Printers :
  - i. Passbook Printer (**EPSON PLQ-20, 25, 30, 35**)
  - ii. Thermal Printer or Laser Printer
- c. Pin Pad Device
  - i. PAX -D180
  - ii. VeriFone - VX805

Note : Compatible with Latest version of PAX & VeriFone Device.
- d. Biometric Device (Enabled with RD package as per UIDAI Guidelines)
  - i. Morpho
  - ii. Mantra
  - iii. Cogent
  - iv. Evolute

#### **2. TAB OR Mobile Devices (Integrated with all accessories)**

- a. OS : Andriod 10.X and Above
- b. Screen : Minimum 7"
- c. RAM : 2GB and above
- d. Storage : Minimum 16 GB
- e. Bluetooth 2.1 & Wi-Fi enabled
- f. GSM/GPRS enabled
- g. USB 2.0/3.0
- h. Speaker Support

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- i. 4G enabled
- j. Accessories
  - i. Card Reader (Magnetic / EMV)
  - ii. Direct thermal dot printer with support of Multiple fonts , Barcode & Graphic printing
  - iii. Finger Print Scanner
  - iv. Camera (8 MP and Above)
- k. Additional Accessories
  - i. Bar Code Reader
  - ii. Battery Charger / Solar Charger
  - iii. Thermal Paper Roll

**Note:**

- a. Touch Screen Android Tab from leading manufacturers only is recommended.
- b. Integrated Device of any make but should be compatible (for example:- Evolute Leopard Integrated Device or Falcon Integrated Device)

**3. Linux Based Micro ATM Devices.**

- a. OS : LINUX 3.0 and Above
- b. CPU : 1GHz (Minimum)
- c. RAM : 1 GB (Minimum)
- d. Flash Memory : 8 GB (Minimum)
- e. Display : 3.5 “ and Above
- f. Printer Integrated Thermal Printer.
- g. Finger Print Scanner
- h. GSM/GPRS , Wi-Fi, Ethernet, 4G
- i. Smart Card Readers
- j. Speakers

**The all three types of devices may be compatible with IRIS scanner devices.**

The configuration of the devices is decided in such a way that a BC can use those devices in new environment for over a period without any configuration changes. It may also be necessary to incorporate/integrated all the existing devices which are currently being used at the BC points.

**Endpoint / End-User Device Management: -**

An Endpoint / End-User device is a hardware that the user in general (In regards to FI - BCs) uses during work for doing transactions. End-user device management is necessary to protect bank's business data and network. The management of the devices is necessary when it comes to Cyber Security. The cyber threats are commonly aimed at exploiting the end user's lack of insight about the security threats. As all the

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transactions are initiated from the Endpoint devices so it is necessary to manage the same to prevent for any Cyber Risk. Typically, management is accomplished with either specialized hardware or with software agents, installed on devices. Some of the key features includes:-

- a. Restrict network access to authorized endpoints and users across bank's network
- b. Apply, monitor, and enforce security policies on endpoint devices.
- c. Manage endpoints and perimeter processes

**The need of Endpoint / End-User Device management includes:**

**Security:** Endpoint services play a big role in the mitigation of security risks. First, centralized management systems can be put in place to keep track of your employee profiles, policies, and devices.

**Efficiency:** End user device management services help to increase the efficiency of the devices as the centrally control will ensure that no BC cannot use any other application other the authorized applications for which he is allowed to do.

**Visibility:** Provides clear information regarding who is using what devices on which endpoint.

**Control:** It is easy to control on how these devices are being used to ensure only legitimate business use.

**Data Integrity:** Ensures that data transferred onto these devices is encrypted to prevent unauthorized use of dissemination. Easy to enforce encryption policies on all data transfer.

**Log Files:** All the audit trails regarding the use of Endpoint Devices.

Management of end-user devices includes installing and updating operating systems and application patches, managing user accounts, and maintaining up-to-date security. The mechanism should be in place to centrally control the Device management activities. The TSP must ensure that the endpoint devices management/operation controls comply with the following:

- (a) Software is protected and stored in a manner which precludes unauthorized modification;

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- (b) Loading of software into endpoint devices is performed by a person who has the requisite knowledge and skills, and who has been nominated and authorized by a TSP to undertake these tasks under information to the bank.
- (c) USB devices are disabled for any other devices other than that required peripherals.
- (d) All the peripherals are whitelisted / registered in the FI Gateway solution and only are allowed after the device registration process.
- (e) Mac-id of the Laptop / Desktop / TAB are to be mapped with the BC / Agent Code.
- (f) For any changes in the device due to non working / fault can be updated with the new device centrally.
- (g) Latest Antivirus patch must be installed.
- (h) No other applications other than the authorized application can be used.
- (i) The BC code will be blocked automatically if any unwanted / malicious traffic is observed.
- (j) Dongle / PAN Drive are permitted on controlled manner.

**Summary / Bullet points: -**

- a. The number, frequency and impact of cyber incidents/attacks have increased manifold in the recent past, more so in the case of financial sector, it has, therefore, become essential to enhance the security so as to prevent, detect, respond to and recover from cyber-attacks.
- b. There should be proper monitoring of lifecycle of its IT assets; both hardware and software, so as not to run the risk of operating obsolete hardware/ software. A Comprehensive process for Software License Management (SLM) shall be implemented. Review and appraisal of IT assets (criticality, privilege access, password policy, etc.) may be conducted at least on a yearly basis.
- c. IT Asset Inventory Register should be maintained containing the following fields, as a minimum: a. Details of the IT Asset (viz., hardware/software/network devices, services, etc.)
- d. Maintain an up-to-date and preferably centralized inventory of authorized software(s)/approved applications/software/libraries, etc.
- e. Put in place a mechanism to control installation of software/applications on end-user PCs, laptops etc. Also, put in place a mechanism to block/prevent and identify installation and running of unauthorized software/applications on such devices/systems.
- f. The web browser settings should be set to auto update and consider disabling scripts like JavaScript, Java and ActiveX controls when they are not in use.
- g. Ensure that all the **network** devices are configured appropriately and periodically assessed to ensure that such configurations are securely maintained.
- h. Implement and update antivirus protection for all end points preferably through a centralized system.
- i. Disallow administrative rights on end-user laptops.

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

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- j. Remote Desktop Protocol (RDP) which allows others to access the computer remotely over a network or over the internet should be always disabled.

#### **4.0. Terms and Conditions of Contract:**

##### **4.1 Architecture proposed:**

- a. The proposed Solution should use cloud-native architecture using on premise environment including web enabled user interface also.
- b. Solution should have ability to change any feature through loosely coupled architecture.
- c. Platform should be capable of vertical and horizontal scaling, high availability to be able to cater to growing dynamic user base & transactions
- d. Micro services-based platform that enables decoupling & flexibility in deploying new feature/capabilities.
- e. Containerized platform for horizontal & on demand scalability with immediate response time, based on request volume or resource utilization of CPU/ Memory/ Storage; or ability to increase concurrent instanced based on utilization threshold limit (of below 70% utilization of CPU/Memory/Storage).
- f. Architectural ability to process large volume of messages/ events.
- g. Architecture should be fault-tolerant.
- h. The platform should provide building various User Interface (UI) having Low Code builder capabilities.

##### **4.2 DevOps & Test Automation:**

- a. The Bidder should use agile, cloud native delivery model and leverage DevOps for the same.
- b. End to end advanced monitoring mechanism using centralized log management to enable proactive alert and incident management.
- c. The Bidder should also provide and implement version control tool.
- d. The Bidder should be able to automate the release and delivery of applications, shortening the delivery lifecycle, streamlining manual processes, and accelerating team velocity.
- e. Source code management which enables coordination, sharing and collaboration across the development teams
- f. Bidder should enable teams to package their applications and dependencies and build artefacts with ease to ensure DevOps acceleration with automated software pipelines

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- g. The Bidder will build the test automation capability; design, implement, roll-out & support. It is required to deliver a very robust fault tolerant, responsible and performant system.
- h. The Bidder should be able to automate unit testing, functional testing and non-functional testing (e.g. performance test, security test) and integrate them into the pipeline.
- i. Ability to orchestrate and manage development and test environments and support and manage Container based platform.
- j. Daily/ Scheduled runs of automated scenarios to enable faster feedback mechanism. There should provide a continuous monitoring and feedback mechanism.
- k. Automation of different levels should be covered (Mobile, Web, DB, API, UI/UX etc.)
- l. Test environment, should cater for on-demand upscaling and downscaling for testing and ensuring robustness for concrete Continuous Integration (CI)/ Continuous Deployment (CD) pipeline.
- m. Integration with monitoring and analytics tool for the product, which can help determine performance metrics, event monitoring for infrastructure and cloud services if any.

#### 4.3 Other requirements:

- a. The Platform should allow an administrator to run vulnerability and compliance scans.
- b. The proposed software components should be less infrastructure / less resources hungry.
- c. The system design should be 100% assured delivery of transaction. There should not be any loss of messages.
- d. The containerization platform should provide logging and monitoring capabilities. It should also provide application developer console and IDE for developer console.
- e. The platform should integrate with the Ticketing tool and Application Performance Monitoring Tool.
- f. The Bidder shall build the test automation capability; design, implement, roll-out & support. It is required to deliver a very robust fault tolerant, responsible and performant system.

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#### 4.4 Security:

Bidder has to ensure that security is included in the design such as encrypt all communications (using https or transport layer security), authenticate all access requests, don't hard code certificates, passwords or any form of secrets within the code, define the Use DevSecOps tools designed for Micro Service architecture environments to scan code as it is developed.

Also, following factors as part of the implementation -

- a. Isolation
- b. API Security,
- c. Container Security Solutions for Micro-Services Architecture,
- d. Application Images,
- e. Registry,
- f. Orchestration,
- g. Container,
- h. Host OS,
- i. Securing containers must harden the CI/CD pipeline, etc.,
- j. APIs and strictly make sure all communications comply.
- k. Bidder must harden the Continuous Integration/ Continuous Deployment (CI/CD) pipeline so that everything that runs through it can be considered secure by Host Hardening, Mandatory Access Controls, Secure Computing Mode Profiles, Secrets Management, Software Composition Analysis, Authorization Between Micro Services, Resilience, API Gateways, Risk-Based Controls etc.,
- l. Bidder shall follow industry best practices to power Micro Services Architecture by setting up a Platform Ops Team, explore technologies for managing micro Services environment and explore the use of observability tools and patterns to receive meaningful insights on the state of application.
- m. The Platform should check/record/verify authentication of source of each transaction like user IDs, IP address, Mac address which is required for audit purpose.
- n. The Platform should have the capability of logging successful and unsuccessful authentication attempts. The Platform should be able to log successful and unsuccessful authorization events.
- o. The platform to have strong (no proprietary) authorization controls. Platform to have controls for prevention against unauthorized data access and distribution.



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User and Admin access control management to be provided as part of Platform.  
Access control to be based on least access privilege principle.

- p. While developing the interfaces, the Bidder must ensure and incorporate all necessary security and control features within the application as defined by RBI and other regulators.
- q. Wherever applicable, the Platform to have strong file level validation controls for size, type, and content. Files to be scanned for any malicious content through an antivirus.
- r. The file store locations need to be secured. Standard cryptographic controls to be supported. All Encryption keys to be stored in secured location with limited access.
- s. The Strong encryption to be applied for data while in transit or rest.
- t. The platform should connect to Bank's HSM for generation and validation of PIN / passwords.
- u. All applicable API security controls shall be in place as per the industry best practices such as OWASP.
- v. Bidder shall provide the support for integration of the application with Web Application Firewall (WAF), Intrusion Prevention System (IPS) and provide the requisite details to WAF, IPS Teams for implementation of the same.
- w. The bidder shall provide support for integration of Application with security systems such as SIEM (Security Information and Event Management) and DAM (Database Activity Monitoring). Further, provision to add Web & Mobile app logs to be integrated with SIEM.
- x. The system to be fully compliant with ISO27001 controls, PDP/GDPR, PA-DSS guidelines.
- y. The bidder shall provide the list of all open-source libraries being used in the platform. None of these should consist of any malicious code/script. All such libraries/code to undergo Static App Security Testing - Static Code Analyzer SAST scan by the bidder. The Bank will engage external IT Security agencies for VAPT
- z. Static application security testing and dynamic application security testing should be conducted by the Bidder for any change request involving a design or code change. All gaps identified will be fixed by Bidder prior to go-live.
- aa. Bank reserves the right to conduct further security testing of the source code and the system by either BANK personnel or another party. Any gaps identified during this testing will be fixed by Bidder at no extra cost to Bank.

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- bb. Bidder shall disclose all the permissions that the application needs on the device with supporting reasons thereof.
- cc. Bidder shall ensure the user that related device information obtained during the application download process will not be used or disseminated by the bidder for any commercial purposes.
- dd. Bidder shall ensure that the application is sufficiently obfuscated prior to release.
- ee. Bidder shall ensure that the most appropriate APIs from libraries of the respective mobile operating systems (Android, iOS) are used to minimize privacy risk.
- ff. Track all third-party frameworks/APIs used in the mobile application for security patches and perform upgrades as they are released.
- gg. All mobile application security controls as per the industry best practices such as OWASP should be implemented during the development.

#### 4.5 Licensing:

The successful bidder has to provide necessary perpetual enterprise Licenses for end to end Financial Solution Platform which will be used for Primary Site (PR), DR Site, Development and UAT/Training. The successful bidder has to quote for all software License requirements for Primary, DR Site, Near DR and UAT/ Training implementation in their commercial Bid. Specification for end to end Financial Solution has also to be mentioned in the technical bid. The Bidder shall furnish all the software Licenses in the light of Bank's, its associates, successors etc., 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.

#### 4.6 Development Process Guidelines:

- a. The Platform / software developed or customized should follow a standard development process to ensure that it meets functional, security, performance & regulatory requirements of the Bank.
- b. The Bidder shall provide the complete documentation including technical, operations, user manual.
- c. For every software including any third-party software before software/ service become operational, the Bidder must deliver to the Bank, documents including user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, system configuration documents, system/ database administrative documents, debugging/ diagnostics documents, test procedures.(repeat)

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- d. The Bidder should also provide documents related to Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all product components, list of all dependent/ external modules and list of all documents related to traceability of the product as and when applicable. Any level / version changes and / or clarification or corrections or modifications in the above-mentioned documentation should be supplied by the Bidder to the Bank without any additional cost to Bank.
- e. All the patches/ fixes/ updates, minor version upgrades of all the software components released by the OEM during the contract period should be provided. The Bidder shall ensure implementation of all the patches/ fixes/updates and minor version upgrades in the production environment to the latest version during the contract period without any additional cost to Bank.
- f. The Bidder should provide on-site comprehensive warranty for the software Platform & produce documentary evidence from software OEM/ OSD of having agreed to provide back-to-back warranty and technical support for its supplied products and related services on the terms agreed between the parties.
- g. The Bidder shall ensure seamless migration of the application and Platform after expiry of contract period / termination of contract.
- h. If the bank desires to upgrade to higher version of database or hardware, the Bidder shall be required to comply with banks requirement.
- i. The proposed platform should support the database and hardware version proposed by the bidder and provided by Bank. Bank will take care of hardware and database upgrade activity. The Bidder has to ensure that the application should be compatible with hardware and database.
- j. The Platform integration testing will be followed by user acceptance testing, plan for which has to be submitted by The Bidder to the Bank. The UAT includes Functional tests, Resilience tests, Benchmark Comparisons, Operational tests, Load tests. Indian Bank staff/ third Party vendor designated by the Bank will carry out the functional testing. This staff / third party vendor shall be trained by bidder for this purpose. Bidder should carry out other testing like resiliency / benchmarking / load. Bidder shall submit result log for all testing to the Bank.

#### 4.7 Training requirements:

- a. The Bidder shall organize for training (familiarization) to the Bank's team as follows:
- b. One working days training to the Bank's Core Team is to be imparted before UAT. The training program may be conducted in 2 batches of 50 officers each. It may

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be held at Chennai and outside also. Only training centre will be provided by bank.

- c. Training to be provided to bank's team, Support & Front Office users on 'Train the Trainer' model. A total of 100 officers needs to be trained in multiple batches.
- d. Module wise Job cards shall be provided (in soft copies) to all trainee.
- e. Successful bidder should provide self-paced on demand training content in audio video format for bank staff.

#### 4.8 Hardware Sizing and Performance Requirement:

- a. The proposed Solution shall be hosted on Bank's on premise infrastructure. However, Platform should have capability to migrate to any other platform as per the Bank's requirement.
- b. Bank will provide Hardware, Operating System and Oracle Database. However, the selected bidder has to complete Installation, Configuration, Customization, Up-gradation, Maintenance and Support of all the software / tools required in the proposed Platform.
- c. The successful bidder shall design the solution with high availability & secure infrastructure in Data Centre, Disaster Recovery site and Near DR Site as per Industry accepted security standards and best practices.
- d. The bidder shall propose the comprehensive Solution having services for front end (Customer side) as well back end (Bank Side) to meet the requirements in the RFP. The bidder must provide details of all proposed software component in Bill of Material & the corresponding price in Commercial Bid Format.
- e. Bidder shall provide the details of any 3<sup>rd</sup> party software/ applications required for installation / functioning of the platform deployed by the bidder should also be provided by the bidder.
- f. The bidder should submit the detailed bill of material covering all the software components being supplied as part of the platform solution with details of the required infrastructure from the Bank.
- g. The Bidder shall assist to host the Platform at Bank's advised premises in High Availability mode, along with DR and a minimum uptime time of 99.95% per quarter. In case of any issues, bidder shall provide proper advice.
- h. The Bidder shall do proactive monitoring and capacity planning at regular intervals and advise the Bank on Hardware / Software upgrades. However, there should not be any additional cost to the Bank for any software upgrade during the implementation period till Go Live, as the Bank may use existing IT infrastructure

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or procure separately the required infrastructure based on the sizing proposed by the Bidder.

- i. As part of the technical Platform, the Bidder must provide the complete IT infrastructure details like Server, Operating System, Database, Storage Capacity and other related requirements. In the event the sizing proposed by the Bidder does not meet the performance / service levels of the Bank, the Bidder will at their cost carry out the necessary upgrades/ replacements.
- j. The Bidder to design & size the hardware required at Primary Data Center (Including Test/ Development/ Training environments), Disaster Recovery (DR) Site and Near DR Site. The Bidder to provide the complete architecture, hardware requirement for end-to-end functioning of the Platform as part of Technical bid submitted to the Bank.
- k. The Bidder should provide complete details of the hardware, software and network architecture of the Platform offered by means of diagrammatic/ pictorial representations, including the project plan for going live. Bidder should also provide security set-up proposed in the Platform and various layers of risk identification and mitigation measures.
- l. Bidder to carry out Health Check-up on the application / infrastructure on regular basis (i.e. atleast 6 months once) for suggesting any improvements in hardware / software configurations.
- m. The system should be capable of keeping online data of at least 3 years. Thereafter, the system should provide purging & archival of data. The response time at server end should be always less than 2 second. During the agreement period, if at any stage, it is found that the Platform provided by The Bidder is not able to give the requisite performance as per the sizing parameters (i.e., up time above 99.95% and response time < 2second) the Bidder shall have to provide additional hardware, software without any additional cost to the Bank. The hardware proposed for the Platform should not exceed 70% of CPU(s), Memory(s), Hard Disk(s) utilization levels at any given point in time during the TCO Period.

#### 4.9 Roll Out Plan:

- a. To ensure that there is a quick turnaround of a functioning Platform which will bring value to the Bank and is operational in the minimum possible timeframe, the implementation needs to be divided into phases.
- b. The bidder should roll out the 'end to end Financial Solution ' as per implementation plan agreed with the bank, however, the bank expects the bidder to implement the scope in different stages as defined in milestone with its development timeline.

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#### 4.10 Escrow:

- a. 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 end to end Financial Solution supplied by the successful bidder to the Bank in order to protect its interests in an eventual situation.
- b. The Bank and the successful bidder shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter-alia, the events of the release of the source code and the obligations of the escrow agent.
- c. 50% of the Costs for the Escrow will be borne by the successful bidder and the rest 50% will be borne by the bank.
- d. As a part of the escrow arrangement, the successful bidder is expected to provide a detailed code documentation of the end to end Financial Solution.
- e. 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.
- f. 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.

#### 4.11 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 must remedy/ mitigate all discrepancies observed by the auditors at no additional cost to the bank.



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#### 4.12 User Acceptance Test of Software:

- a. The Bank shall conduct User Acceptance Test (UAT) for end to end Financial Solution to ensure that all the functional requirements are available & functioning as per RFP and the successful bidder shall support the Bank in the UAT process.
- b. The Successful Bidder shall be responsible for conducting system integration testing to verify that all system elements have been properly integrated and that the system performs all its functions.
- c. Successful Bidder shall be responsible for setting and maintaining the test environment during the entire period of project implementation and will ensure its configuration and parameterization for conducting the UAT as per bank's policies and in compliance with this RFP's requirements.
- d. The Successful Bidder shall provide the scenarios for UAT and assist in preparing test cases including the test data to support all the Business scenarios. The Successful Bidder should dedicate resources (from Successful Bidder's as well as the OEM's team) to work with the Bank's project team for this purpose.
- e. The Successful Bidder shall assist the Bank in analyzing / comparing the results of testing.
- f. Successful Bidder shall provide adequate resources for trouble-shooting during the entire UAT process of the Bank.
- g. The Successful Bidder shall be responsible for maintaining appropriate program change control and version control of the system as well as documentation of UAT and change of configuration and parameterization after making changes in the system.
- h. All errors, bugs enhancements/ modifications required during and after testing will be resolved within the overall timelines for implementation. Sign-off for the same will be obtained from the Bank prior to implementing the work-around, in respect of errors and bugs affecting the functioning of the Bank.
- i. The Successful Bidder shall be responsible for using appropriate tools for logging, managing, resolving and tracking issues and its progress, arising out of testing and ensuring that all issues are addressed in a timely manner to the satisfaction of the Bank and as per requirements mentioned in this RFP.
- j. 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.
- k. The solution may be audited for risk analysis and security features by Bank's IS Audit team or a third party appointed by the Bank, if so desired by the Bank. Support is to be provided for fixing such findings. The acceptance letter shall be subject to mitigation of all vulnerabilities by the bidder.

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#### 4.13 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.

#### 4.14 Disaster Recovery Site:

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

The major elements of BCP and DR plan are given below:

- Plan invocation authorities and procedures
- Notification of contact list
- Backup site details (resource available)
- Details of critical documents with offsite storage and retrieval arrangements
- Details of the contact numbers- (BCP Team at Corporate Office)
- Details of process to be carried out with critical Recovery Time Objectives and methods of processing if applicable.

The bidder shall follow following guidelines in respect of preparation for disaster recovery:

- Appropriate training programs and awareness drills are designed and run along with bank officials at bank's site.
- The BCP Insurance cover will be obtained as per the Policy guidelines and the Policy documents will be kept readily for claiming the loss due to disaster.
- There shall be a team as the first responder after declaration of disaster. They must be in a position to respond immediately to the situation, especially in case of sudden disasters as in the case of fire etc. They must be trained properly to deal with fire and other emergency situations.

Recovery Point Objective (RPO) for DR	ZERO
Recovery Time Objective (RTO) for DR	120 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



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above. For a DR Drill, Bank may plan to shift functioning of all the systems from PR to DR which would include the end to end financial Inclusion Platform 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 the Bank from time to time.

#### 4.15 Onsite Technical Support (24x7 onsite / production Support engineers):

The successful bidder shall provide sufficient number of onsite technical support engineers per shift (to meet the defined SLAs) at Chennai without any additional cost such as travelling, lodging, resources during the contract period for functional / technical support, ad-hoc reporting, managing the solution on 24x7x365 basis, from the date of signing the contract for a period of 5 years. The successful bidder to provide the price breakup of the resources allocated, in the Commercial bid format forming part of this RFP.

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 no.30 of section-III. Further, the support engineer should be available during any software/ database/ hardware maintenance activities by the Bank's Data Center. The on-site support engineers deployed should be conversant with the proposed Platform's Operations.

Bank has the discretion to reduce/ terminate the onsite support as per the requirement with three-month notice period. On banks' request, the successful bidder is bound to increase the onsite support resource at the cost specified in the price breakup. Bank has the right to interview and reject resources deployed by the Bidder. In case, if any of the required onsite technical support engineer(s) is/are not available in any of the shifts on any particular day, the Bank will be deducting the cost of those resources for the period of their absence.

On request from the Bank, the bidder need to adequately ramp up the onsite support team in order to support the additional journeys / use cases / modules / solutions so developed for the bank under end to end financial Inclusion architecture. **The Bidder needs to bring its own version control tool.**

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#### 4.16 Documentation:

Detailed documentation (functional and technical) shall be provided to the bank on all the implementation and customization done. Backup, archival, restoration and database maintenance (if any specific to application functioning) shall be provided by the successful bidder duly documented. Documentation and data dictionary with description of table and field names shall be updated and provided to bank after every customization.

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

- a. General functional description
- b. Set up and installation guide
- c. User guide including:
  - I. Screen layouts
  - II. Report layouts
  - III. Transaction processing rules
  - IV. Operation authorization descriptions
  - V. Error correction procedure descriptions
- d. Error tracking and defect resolution documentation process
- e. System administrator guide including:
- f. Data base administration guide
- g. Data backup guide
- h. System security and access guide
- i. System audit trail guide
- j. Glossary of terms
- k. Necessary training for version upgrades / system maintenance
- l. Changes in usage of the system in case of major upgrades
- m. Detailed SRS (System Requirement Specifications) Document
- n. High Level Architecture Document.
- o. Techno - Functional Risks and Mitigation Document
- p. Functionality Traceability matrix
- q. High Level Design Document
- r. Proof of Concept for the solution
- s. Low Level Design Document
- t. Test Plans
- u. Comprehensive Test Cases Document (Unit, Integration and UAT Test cases)

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- v. Deployment Plan Document
- w. Content Management Guide
- x. Change Management Methodology Document
- y. Security Guide
- z. User Management Guide
- aa. Release Notes
- bb. BCP Guide

#### 4.17 Installation, Maintenance and Support:

The solution must be installed and customized as per bank's requirement by the bidder of the proposed End to End Financial Inclusion Solution platform only.

The successful bidder shall

- a. Be responsible for studying of existing source systems, data mapping, integration with the Core Banking Solution/ Middleware, other external systems provided under scope of work, maintenance, support and overall management of the project.
- b. Supply, install, configure, test, integrate & commission all the necessary software modules with necessary and adequate customization, modification, patches, upgrades, utilities, tools etc., and maintain the End to End Financial Inclusion Solution platform to achieve full functionality as specified in the functional requirements.
- c. Seamless integration of supplied, customized, developed End to End Financial Inclusion Solution Platform for Indian Bank to meet the Bank's Functional and Regulatory requirements.
- d. On-Site maintenance of End to End Financial Inclusion Solution Platform 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 End to End Financial Inclusion Solution Platform, inclusive of providing support for day to day functional and technical support to the Bank's team at Chennai.
- e. The test activities should be carried out and vendor should submit all the test reports to the Bank authorities for vetting and approval.
- f. To provide complete training on the entire solution with all its components.
- g. Maintaining history of all additions, modifications, deletions and parameter changes etc. as Audit Trails and regular reports on the same for inspection and audit.

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- h. 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 till the agreement with bidder remains active.
- i. The successful 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.
- j. The successful bidder will be required to implement all four environments for the solution i.e. Production/ Primary Site, Disaster Recovery (DR) Site, Near DR Site, Development and Test.
- k. The successful bidder has to migrate complete data from existing data sources to the proposed solution.
- l. All data files transmitting through various interfaces should be in encrypted form.
- m. Interface with the Fintech through API interface (Bank will pay the subscription charges).
- n. Any new regulatory & statutory requirement during/after implementation must be covered without additional cost to the bank during the contract period.
- o. The hardware recommended should be scalable to support additional user journeys and modules.
- p. Necessary support should be provided to the Bank's internal / external auditors for conducting internal / external Vulnerability Assessment & Penetration Testing on the solution supplied.
- q. Closure of all VAPT/ Information Security (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.
- r. 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 48 hours of problem occurrence, including:
  - I. Explanation of the root cause
  - II. Actions taken to resolve the problem
  - III. 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.
- s. The customizations done in the application should be carried out with proper version control mechanism in place.
- t. Bidder shall undertake the following Access Control activities (indicative):
 

User account Creation/ deletion as per access policy of the organization

  - I. Creating/ modifying/ deleting groups
  - II. Administering user rights, roles and passwords of all the relevant subsystems.

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- III. Maintaining data access security etc.
- IV. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Bank.
- u. Admin based (Maker - Checker) functioning to centrally change any variables in any application as per bank's decision
- v. Bidder shall undertake following Performance Tuning activities (indicative):
  - i. Methodically carry from diagnosis to solutions.
  - ii. 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.
  - iii. Identify, correlate and isolate the performance bottlenecks in components of software solution.
  - iv. Carry out performance tuning of solution application and databases on regular basis.
  - v. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Bank.
- w. Bidder shall undertake following server administrator activities (indicative):
  - i. Solution software Re-installation in the event of system crash/ failures.
  - ii. Configuring file systems, volumes and apportioning disk space.
  - iii. Ensure proper configuration of server parameters.
  - iv. Periodic system performance tuning.
  - v. Addition, deletion, re-configuration of devices, additional users etc.
  - vi. Implementing security patches on servers at all levels.
  - vii. Security management - Configuring account policy, access rights, password control as per Bank's Information Security policy.
  - viii. Ensure all critical services are running properly on the servers. Schedule and optimize these services.
  - ix. Maintain lists of all system files, root directories and volumes.
  - x. Performance tuning of servers and other equipment.
  - xi. Monitoring access logs and application logs.
  - xii. Purging of temporary Files, logs in accordance with Bank's policies
  - xiii. Firewall/ IPS/ IDS Policy formulation and implementation in the system supplied.
  - xiv. Data backup and restoration planning and implementation
  - xv. Regular and proper backups of all Servers & Storage to protect against data losses.

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- xvi. 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.
- xvii. Customizing login scripts
- xviii. Troubleshooting Problems etc.
- xix. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Bank
- x. Integration with Database Activity Monitoring (DAM - McAfee), Privileged Identity Management (PIM - Arcos), Security Information and Event Management (SIEM - IBM QRadar) installed at Bank.
- y. Bidder shall undertake following server administrator activities (indicative):
  - i. Installation, configuration and commissioning of Backup plan/ policy
  - ii. Configure Backup for automatic backup of Application and Data.
  - iii. Media Logs/ Replacement
  - iv. Recovery of Data in case of necessity etc.
  - v. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Bank.
- z. Bidder shall undertake Monitoring and confirming the DR replication and performing DR:
  - I. Ensuring that the application maintains the RPO and RTO as per RFP terms.
  - II. Performing switchover and switchback operations for DR drills as per the RFP terms.
  - III. Documentation of the detailed procedure for switchover/ failover and switchback/ fall back operations to be performed during DR drill/ Disaster.
  - IV. Data protection, complete data backup and other data safeguards including disaster recovery in respect of the project.
  - V. Coordinating with bank for creating infrastructure for Disaster Recovery and Business Continuity Management as per Bank policies.

(In all these activities, bidder shall impart training to bank officials to perform these activities independently)

- A. 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.

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- B. All installation and configuration reports, documents, diagrams etc., are to be supplied before commissioning.
- C. Compliance to Indian Bank's policies like IT policy, Information Security policy, etc.
- D. All professional services of the vendor required for complete installation, commissioning and maintenance shall be part of the scope of work.
- E. 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.
- F. Solution must integrate with the Bank's existing network and security solutions.
- G. Undertake immediate bug fix actions in the event of software failure causing an interruption of operations as per the response / resolution times. The bidder shall make the FI 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/ data should be lost.
- H. The bidder will be responsible for notification of new versions / releases and supervise their implementation in mutually agreed deadlines but not beyond the regulatory timeline.
- I. Notify about all the detected software errors, it's impact and correct them in the shortest possible time so that business shall not be adversely impacted.
- J. 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 3 years & extendable further 2 years from the date of go live.
- K. The end to end financial Inclusion Platform must be conducted in a manner not compromising the security and integrity of Bank's data.
- L. Conduct minimum 2 DR drills successfully within 6 month after Go live.
- M. The scope for the on-site team will include configuration changes, version upgradations, performance monitoring, trouble shooting, patch installation, database tuning for improving performance of end to end financial Inclusion Solution application, and liaison with OEM for various support issues, etc.
- N. Alerting bank in case of any performance issues or hardware upgradation requirements.
- O. Resolution of the issues as per the Service Response and Resolution time for the onsite support services mentioned in clause no.32 of section-III.
- P. The major responsibilities as specified above are indicative only and are not exhaustive in any manner.

#### 4.18 Period of Validity of Bids:

Bids should remain valid for the period of 180 days after the last date for submission of bid prescribed by the Bank. A bid valid for a shorter period shall be rejected by



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the Bank as non-responsive. Bank may seek extension of bid validity period, if required.

#### 4.19 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.

#### 4.20 Payment Terms:

The Bank shall make payments as follows:

##### a) Payment for License (for Primary, NDR & DR Site) and Implementation cost:

**Note:- Project cost = (Final Agreement amount) - (ATS cost + FM Cost)**

S. No	Specifications	License / Solution Implementation Cost
1	Setting up of Project Management Office (PMO) and deployment of required man power	5% of Project Cost
2	Purchase of License and its registration in the name of bank	15% of Project Cost
3	Development, Installation, UAT for Stage 1	10% of Project Cost
4	Go Live of Stage 1	5% of Project Cost
5	Development of All application For BC onboarding, Audit etc. of Stage 2	5% of Project Cost
6	Onboarding of FBCs for Stage 2	5% of Project Cost
7	Development, Installation, UAT for Stage 2 & GO Live	5% of Project Cost
8	Onboarding of FBCs for Stage 3	5% of Project Cost
9	Development, Installation, UAT for Stage 3 & GO Live	5% of Project Cost



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10	Onboarding of FBCs for Stage 4	5% of Project Cost
11	Development, Installation, UAT for Stage 4 & GO Live	5% of Project Cost
12	Successful Running of 6 months	5% of Project Cost
13	Successful Running of 12 months	5% of Project Cost
14	Any Additional Work (Beyond the Scope of Work)	100% on completion of work

#### b) Payment for Onsite Support:

The Successful bidder has to ensure availability of the manpower requirement as per the RFP. The payment for the Cost of manpower for onsite support & dedicated L3 onsite development engineer will be payable quarterly in arrears.

#### 4.21 ATS of Software:

- The ATS cost after warranty period, shall be paid yearly in advance onwards for the subsequent years after Go-Live of FI Solution.
- The platform proposed as part of this RFP should be maintained with back-to-back support from the OEM on 24x7x365 basis by the Successful Bidder till the end of the contract period. All payments will be released only after submission of the proof for the same along with the invoices, request for payment and other related documents.
- The Bank shall have the right to withhold any payment due to the successful bidder, in case of delays or defaults on the part of the successful bidder. Such withholding of payment shall not amount to a default on the part of the Bank. If any of the items/ activities as mentioned in functional specifications as part of Technical bid is not taken up by the bank at the time of GO-LIVE, the successful bidder to provide the functionality at later point of time without any additional cost to the Bank.
- All payments will be released within 30 days from the date of receipt of invoice subject to submission of proof and other related documents. Vendor has to submit the invoices, milestone sign-off & other documents required for release of payment.

#### 4.22 Change Requests / Enhancements in the Application:

- Change Request for creating/ adding a new functionality in the proposed solution which is not present scope of work will be discussed separately with the successful bidder for necessary development / customisation. Bank will pay for these change requests on person-day efforts at the price and timelines agreed

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mutually between Bank and the successful bidder. However, no ATS will be paid for these change requests during the contract period. The Bank may avail bucket size of 250 person-days whenever required, as per the actual requirements of the Bank.

- b. Any implementation forming part of statutory/ regulatory changes as required under the directives of Government of India(GOI), Reserve Bank of India(RBI) etc. should be carried out without any cost to the Bank.
- c. Any version upgrades for the proposed solution should be provided without any cost to the bank during the contract period.

#### 4.23 Change Orders:

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

- a) The place of delivery; and / or
- b) The Services to be provided by the bidder;

If any such change causes an increase or decrease in the cost of, or the time required for, the Bidder'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 bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the bidder's receipt of the Bank's change order.

#### 4.24 Service Level Agreement (SLA):

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

Peak CPU Utilisation	Measured on Monthly basis - 8 Hours	<= 70%	No Penalty
		> 70%	1% of Monthly Payment
Patch Update	Latest Patches on Mobile Device within 72 hours	> 90%	No Penalty
		=< 90%	0.1% of Monthly Payment
Application Uptime	Measured on Monthly basis - 8 hours	> =99.75%	No Penalty
		< 99.75%	0.1% of Monthly Payment

SLA format will be shared with the Successful bidder along with Purchase order.

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#### 4.25 Warranty / ATS:

Bidder has to provide onsite comprehensive warranty providing 24x7 support around the year until GO-LIVE of entire application and migration of existing database in new solution. The comprehensive ATS for **3 years & extendable further 2 years** will be applicable after the GO-LIVE.

#### 4.26 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.

#### 4.27 Maintenance:

- a. 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 this RFP and SLA.
- b. Also, the successful bidder agrees to maintain the entire end to end Financial Inclusion Solution, on **24x7x365** basis 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. 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.
- c. In case the successful bidder is not the OEM of the solution offered, then the solution supplied by the successful bidder must be maintained under back-to-back support from the respective OEMs and the versions installed must not be end of life / support.
- d. 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.

#### 4.28 Contract Period:

The contract period will commence from the date of signing the SLA and will be valid up to a **period 3 years from the date of GO LIVE & extendable further to 2 years on review by Bank**. The contract is extendable / renewable further at the option of the Bank on mutually agreed terms.

#### **4.29 Sub-Contracting:**

The successful bidder will not subcontract or delegate or permit anyone other than the bidders' 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. Bank at its own discretion may permit or deny the same.

#### **4.30 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 the 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 be supplied by the Bidder to the Bank both in hard copy except where hard copies are not feasible 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.

#### **4.31 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.

#### **4.32 Insurance**

The Service Provider may be required to take adequate insurance cover against all kinds of risks including fidelity clause for the loss arising from acts of omission/ commission/ dishonesty of its employees and / or agents and would be required to

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keep the insurance policy alive at all times during the currency of the agreement. Bidder should have cyber insurance policy to cover first party and third party liability coverage to organisation when cyber risk materializes and / or cyber security controls at organization level fails. The coverages established by the cyber insurance shall cover property, theft and network level security.

#### 4.33 Place of Delivery:

Licenses should be delivered at following email id: [cofid@indianbank.co.in](mailto:cofid@indianbank.co.in)

#### 4.34 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.

- a) Copy of the Supplier Invoice showing contract number, description, quantity, unit price, total amount;
- b) Manufacturer's / Supplier's Warranty Certificate;
- c) License Certificates.

#### 4.35 Delays in the Supplier's Performance:

- a. Delivery of the Goods and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the bank in the Schedule of Requirements.
- b. 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.

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#### 4.36 Jurisdiction and 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. Compliance with labour and tax laws, etc. will be the responsibility of the service provider at their cost.

#### 4.37 Liquidated Damages (LD):

The successful bidder 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 bidder's performance. In the event that the Bank is forced to cancel an awarded contract (related to this RFP) due to the successful bidder'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 bidder shall be liable for forfeiture of 1% of the payable project cost per week, as per the project implementation timelines mentioned in Section-III for every stage or part thereof subject to maximum of 10% of cost of project for the delay solely not attributable to bank. Once the Liquidated Damages (LD) crosses 10% of the cost of the project, Bank reserves the right to terminate the contract.

#### 4.38 Penalty / Guarantees on Response to Errors:

Successful bidder shall sign a Service Level Agreement with Bank.

However Bank will classify fault/ bugs issues in production region in three categories:

- i.**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.
- ii.**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.
- iii.**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

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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	15 minutes	60 minutes
Severity 2	61 minutes	4 hours
Severity 3	> 4 hours	24 hours

- \* Penalty of Rs. 2 lakhs per hour exceeding the resolution time defined for Severity - 1, 2 & 3 shall be charged for non-conformance with the aforementioned table.

Failure of the successful bidder to maintain uptime SLA will attract penalty as mentioned above. The penalty will be deducted from the charges payable during the contract period. In case, the penalty amount is more than amount payable by bank, bank reserves the right to invoke the performance security submitted by the successful bidder. Once the penalty crosses 10% of the cost of the project, Bank reserves the right to terminate the contract.

#### 4.39 Bank's right to accept or reject any bid or all bids:

- The Bank reserves the right to accept or reject any bid / all bids or annul the bidding process at any time prior to awarding the contract, without thereby incurring any liability to the affected Bidder or Bidders.
- Bank reserves the right to modify the terms and conditions of this RFP duly informing the same before due date of the RFP & publishing the same on Bank Website and e-procurement portal.

#### 4.40 Performance Security:

- Within 15 days of issue of Purchase Order, the successful bidder shall furnish to the Bank the Performance Security equivalent to 3% of the contract value in the form of a Bank Guarantee, valid for 69 months with further three-months claim period, in the format enclosed (Annexure-XII). Relaxation if any, extended by GOI/ competent authorities for furnishing PBG shall be passed on to eligible bidders.



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- b. The performance security submitted by the successful bidder shall be invoked by the Bank as compensation for any loss resulting from the bidder's failure in completing their obligations under the Contract.
- c. The performance security will be discharged by the Bank and returned to the successful bidder not later than thirty (30) days following the date of completion of the successful bidder's performance obligations under the Contract.
- d. Failure of the successful bidder to comply with the requirement of signing of contract and performance security shall constitute sufficient grounds for annulment of the award and forfeiture of the bid security, in which event the Bank may call for new bids.

#### 4.41 Limitation of Liability:

Successful bidders aggregate liability under the contract shall be at actual and limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender.

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. If a third party asserts a claim against bank that a vendor product acquired under the agreement infringes a patent or copy right, vendor should defend the bank against that claim and pay amounts finally awarded by a court against bank or included in a settlement approved by vendor.

#### 4.42 Indemnity Clause:

If at the time of the supplying, installing the platform/ software in terms of the present contract/ order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the supplier shall indemnify the Bank and keep it indemnified on that behalf.

#### 4.43 Patent Rights:

The Supplier shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or software or hardware or any part thereof along with the cost bank has to incur to safeguard its position/ reputation or any loss on account of such infringement.



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#### **4.44 IT Act 2000:**

The equipment's to be quoted as per this tender should comply with the requirements under Information Technology (IT) Act 2000 and subsequent amendments and related Government/Reserve Bank India guidelines issued from time to time.

#### **4.45 Intellectual Property Rights (IPR):**

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.

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 or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.

Bidder warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever.

In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; [b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case

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service levels are not met because of inability of the bank to use the proposed product.

The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims at the expenses of the indemnifying party. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.

The bidder acknowledges that business logics, work flows, delegation and decision making processes of Bank are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors.

#### **4.46 Acceptance of Purchase Order:**

Acceptance of purchase order should be submitted within 7 days of issuance of purchase order along-with authorization letter. If for any reason H1 bidder backs out after issuance of purchase order or the purchase order issued to the H1 bidder does not get executed in part / full, Bank shall invoke performance bank guarantee and blacklist the bidder for a period of one year.

#### **4.47 Signing of Contract Form, NDA, SLA and Submission of Proof of Source Code Audit:**

Within thirty (30) days of Purchase Order, the successful bidder shall sign the contract form (Annexure-XV), Non-Disclosure Agreement (Annexure-XIV) and Service Level Agreement and return it to the Bank. Pre-Contract Integrity Pact (Annexure-XVII) executed between the Bank and successful bidder(s) is deemed to be a part of the contract.

Successful bidder has to submit the proof of source code audit (Annexure-XX) within 30 days from the date of purchase order or from the date of its development/ deployment in FI solution whichever is earlier that the code developed is free from any known vulnerabilities and standard coding practice including proper version control is followed during development of the code.

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#### 4.48 Settlement of Disputes:

- a. If any dispute or difference of any kind whatsoever shall arise between the Bank 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.
- b. If after 30 days, the parties have failed to resolve their disputes or difference by such mutual consultation, then either the Bank 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.

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. 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 presiding Arbitrator, 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

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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 (IBA).
- (f) Notwithstanding any reference to arbitration herein,

1. the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and
2. the Bank shall pay the supplier any monies due to the supplier.

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

#### **4.49 Authorization Letter from OEM:**

The bidder has to obtain and submit Authorization letter from Original Equipment Manufacturer (OEM) as per Annexure-XVI. If bidder is an OEM and they quote their own product, then MAF (Manufacturer's Authorization Form) need not be submitted.

#### **4.50 Coverage of Successful Bidder under the Employees' Provident Funds and Miscellaneous Provisions Act, 1952 (EPF & MP Act 1952):**

The Successful bidder has to submit attendance, salary, appointment letters etc. of all the outsourced employees 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 is to be submitted. 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 Electronic Challan cum Return (ECR) should be submitted.

#### **4.51 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 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. The bidder shall maintain the FI solution with same capability, capacity and outcome, as it was doing

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before expiry of term, till complete transformation and written communication by the bank in the matter.

#### **4.52 Termination for Convenience:**

Bank, by 90 days' written notice sent to the Successful bidder, 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 bank's convenience, the extent to which performance of the Successful bidder 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 (90) 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.

#### **4.53 Termination for Default:**

The Bank, without prejudice to any other remedy for breach of contract, by 90 days' written notice of default sent to the Supplier, may terminate this Contract in whole or in part:

- a. if the successful bidder fails to deliver any or all of the Goods and Services within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser;
- b. if the successful bidder fails to perform any other obligation(s) under the Contract.
- c. If the successful bidder, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- d. In case of successful Bidders revoking or cancelling their Bid or varying any of the terms in regard thereof without the consent of the Bank in writing.

'For the purpose of this clause:

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**“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 Bank, 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 Bank of the benefits of free and open competition.

In the event the Bank terminates the Contract in whole or in part, the Bank 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 Bank for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

#### 4.54 Force Majeure:

- a. The Successful bidder 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. For purposes of this clause, “Force Majeure” means an event beyond reasonable control of the Successful bidder and not involving the Successful bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes. Delay by sub suppliers of vendor to Vendor will not be considered as cause of force Majeure.
- b. If a Force Majeure situation arises, the Successful bidder shall promptly notify the Bank in writing of such condition and the cause thereof but in any case not later than 10 (Ten) days from the moment of their beginning. Unless otherwise directed by the Bank in writing, the Successful bidder 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.
- c. If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received or complete transition / handover to the in-coming Vendor / Service Provider.



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#### 4.55 Confidentiality:

Bidder will be exposed to internal business information of the Bank, affiliates, and / or business partners by virtue of the contracted activities. The Bidder / their employees shall treat all data & information collected from the Bank during the project in strict confidence. **The Bank is expected to do the same in respect of Bidder provided data / information. After termination of the contract also the successful bidder / supplier shall not divulge any data/ information collected from the Bank during the project.**

The supplier will have to enter into a Non-Disclosure agreement (Annexure-XIV) with the Bank to safeguard the confidentiality of the Bank's business information, legacy applications and data.

The successful bidder and its employees either during the term or after the expiration of this contract shall not disclose any proprietary or confidential information relating to the project, the services, this contract, or the business or operations without the prior written consent of the Bank.

The successful Bidder and its employees shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the successful Bidder under this contract or existing at any Bank location. The successful Bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank data and sensitive application software. The successful Bidder shall also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the successful Bidder under this contract or existing at any Bank location.

#### 4.56 Negligence:

In connection with the work or any the provisions of other Terms, if the successful bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank or contravenes any terms, in such eventuality, the Bank may after giving notice in writing to the successful bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the successful bidder liable for the damages that the Bank may

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sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the successful bidder.

#### **4.57 Amalgamation:**

If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the obligations of the Service Provider under this RFP. In such case, decision of the new entity will be binding on the successful bidder.

#### **4.58 Inspections and Tests:**

The Purchaser or its representative(s), RBI or any Statutory bodies, shall have the right to visit and /or inspect any of the Bidder's premises to ensure that software / code provided to the Bank is secured. The Purchaser shall notify the Supplier in writing, in a timely manner, of the identity of any representatives retained/ authorised for these purposes.

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

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.

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

The supplier shall provide unrestricted access to its premises and records being maintained with regard to the job being performed as per its contract with the Bank, to the authorized personnel of the Bank/ its auditors (internal and external)/ any statutory/ regulatory authority/ authorized personnel from RBI to carry out any kind of process of audit including that of its operations and records related to services provided to the Bank, in the presence of representatives of the supplier, at any point of time giving advance notice. RBI or persons authorized by it shall access the records of Bank and the supplier related to this agreement and cause inspection.



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#### **4.59 Use of Contract Documents and Information:**

The successful bidder 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/authorized by the successful bidder in the performance of the Contract. Disclosure to any such employed/authorized person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

The successful bidder 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.

#### **4.60 Pre-Contract Integrity Pact:**

Bidders shall submit Pre-Contract Integrity Pact (IP) along with the technical bid as per Annexure-XVII of the RFP. Pre-Contract Integrity Pact is an agreement between the prospective bidders and the buyer committing the persons/officials of both the parties not to exercise any corrupt influence on any aspect of the contract. Any violation of the terms of Pre-Contract Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings.

The Pre-Contract Integrity Pact begins when both parties have legally signed it. Pre-Contract Integrity Pact with the successful bidder(s) will be valid till completion of contract. Pre-Contract Integrity Pact with the unsuccessful bidders will be valid 6 months after the contract is awarded to the successful bidder.

#### **4.61 Other Terms and Conditions:**

- The relationship between the Bank and Successful Bidder/s is on principal to principal basis. Nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship or principal and agent or master and servant or employer and employee between the Bank and Successful Bidder/s hereto or any affiliates or subsidiaries thereof or to provide any party with the right, power or authority, whether express or implied to create any such duty or obligation on behalf of the other party.
- Successful bidder/Service Provider shall be the principal employer of the employees, agents, contractors, subcontractors etc., engaged by the successful bidder/Service Provider and shall be vicariously liable for all the acts, deeds, matters or things, of such persons whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of

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any employment in the Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by the successful bidder/Service Provider, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, contractors, subcontractors etc., of the successful bidder/Service Provider shall be paid by the successful bidder/Service Provider alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the successful bidder's/Service Provider's employees, agents, contractors, subcontractors etc. The Successful Bidder/Service Provider shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of Successful Bidder/Service Provider's employees, agents, contractors, subcontractors etc.

- The cost of preparing the proposal including visit to the Bank by the bidder is not reimbursable.
- All pages of the Bid Document, Clarifications/Amendments if any should be signed by the Authorized Signatory (Power of Attorney (POA) proof to be submitted). A certificate of authorization should also be attached along with the bid.
- The Bank is not bound to accept any of the proposals submitted and the Bank has the right to reject any/all proposal/s or cancel the tender without assigning any reason therefore.
- Any additional or different terms and conditions proposed by the bidder would be rejected unless expressly assented to in writing by the bank.
- 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.
- Each bid should specify only a single solution which should meet the tender specifications and should not include/suggest any alternatives.
- 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.
- 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.
- 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
- The bidder shall submit a non-disclosure agreement on behalf of the bidder and individual capacity of all the persons contracted.

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- The end to end Financial Inclusion solution project planned for deployment should be having a minimum of 3 years and extendable to further 2years of support from the OEM.
- Bidders to quote for entire end to end Financial Inclusion solution project from single OEM.

#### 4.62 GENERAL TERMS AND CONDITIONS:

##### A. Rejection of Bids

The Bank reserves the right to reject the Bid if,

- i. Bidder does not meet any of the pre-bid eligibility criteria mentioned above.
- ii. The bid is incomplete as per the RFP requirements.
- iii. Any condition stated by the bidder is not acceptable to the Bank.
- iv. If the RFP and any of the terms and conditions stipulated in the document are not accepted by the authorized representatives of the bidder.
- v. Required information not submitted as per the format given.
- vi. Any information submitted by the bidder is found to be untrue/fake/false/misguiding.
- vii. The bidder does not provide, within the time specified by the bank, the supplemental information / clarification sought by the bank for evaluation of bid.

The Bank shall be under no obligation to accept any offer received in response to this RFP and shall be entitled to reject any or all offers without assigning any reason whatsoever. The Bank may abort entire process at any stage without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for Bank's action.

In order to promote consistency among the Proposals and to minimize potential misunderstandings regarding how Proposals will be interpreted by the Bank, the format in which Bidders will specify the fundamental aspects of their Proposals has been broadly outlined in this RFP.

Any clarifications to the RFP should be sought by email as per the dates mentioned in **“Schedule - A Important Dates)”**. Responses to the queries will be uploaded on Bank's website. Bank will hold a pre-bid meeting, to answer all the questions / queries received by email which would also be uploaded on bank's website. Proposals received by the Bank after the specified time on the last date shall not be eligible for consideration and shall be summarily rejected.

In case of any change in time line, the same shall be updated on the Bank's website and shall be applicable uniformly to all bidders. It will solely be the obligation of bidders to remain updated regarding any communication on the website and bank incurs no responsibility for any information which bidder failed to verify on the website.

## **B. Representation and Warranties**

The Bidder represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:

- i. That the representations made by the Bidder in its Bid are and shall continue to remain true and fulfil all the requirements as are necessary for executing the duties, obligations and responsibilities as laid down in the RFP and unless the Bank specifies to the contrary, the Bidder shall be bound by all the terms of the RFP.
- ii. That all the representations and warranties as have been made by the Bidder with respect to its Bid and Contract, are true and correct, and shall continue to remain true and correct through the term of this Contract.
- iii. That the execution of the Services herein is and shall be in accordance and in compliance with all applicable laws.
- iv. That there are -
  - (a) no legal proceedings pending or threatened against Bidder or any sub Bidder/third party or its team which adversely affect/may affect performance under this Contract; and
  - (b) no inquiries or investigations have been threatened, commenced or pending against Bidder or any sub-Bidder / third part or its team members by any statutory or regulatory or investigative agencies.
- v. That the Bidder has the corporate power to execute, deliver and perform the terms and provisions of this Contract and has taken all necessary corporate action to authorize the execution, delivery and performance by it, of the Contract.
- vi. That all conditions precedent under the Contract has been complied.
- vii. That neither the execution and delivery by the Bidder of the Contract nor the Bidder's compliance with or performance of the terms and provisions of the Contract:
  - a) will contravene any provision of any applicable law or any order, writ, injunction or decree of any court or government authority binding on the Bidder,

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- b) will conflict or be inconsistent with or result in any breach of any or the terms, covenants, conditions or provisions of, or constitute a default under any agreement, contract or instrument to which the Bidder is a Party or by which it or any of its property or assets is bound or to which it may be subject or
  - c) Will violate any provision of the Memorandum and Articles of Association of the Bidder.
- viii. That the Bidder certifies that all registrations, recordings, filings and notarizations of the Contract and all payments of any tax or duty, including without limitation stamp duty, registration charges or similar amounts which are required to be effected or made by the Bidder which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract have been made.
- ix. That the Bidder confirms that there has not and shall not occur any execution, amendment or modification of any agreement/contract without the prior written consent of the Bank, which may directly or indirectly have a bearing on the Contract or the project.
- x. That the Bidder owns or has good, legal or beneficial title, or other interest in, to the property, assets and revenues of the Bidder on which it grants or purports to grant or create any interest pursuant to the Contract, in each case free and clear of any encumbrance and further confirms that such interests created or expressed to be created are valid and enforceable.
- xi. That the Bidder owns, has license to use or otherwise has the right to use, free of any pending or threatened liens or other security or other interests all Intellectual Property Rights, which are required or desirable for the project and the Bidder does not, in carrying on its business and operations, infringe any Intellectual Property Rights of any person. None of the Intellectual Property or Intellectual Property Rights owned or enjoyed by the Bidder or which the Bidder is licensed to use, which are material in the context of the Bidder's business and operations are being infringed nor, so far as the Bidder is aware of, is there any infringement or threatened infringement of those Intellectual Property or Intellectual Property Rights licensed or provided to the Bidder by any person. All Intellectual Property Rights (owned by the Bidder or which the Bidder is licensed to use) are valid and subsisting. All actions (including registration, payment of all registration and renewal fees) required to maintain the same in full force and effect have been taken thereon and shall keep the Bank indemnified in relation thereto.

- xii. Any intellectual property arising during the course of the execution under this contract related to tools/ systems/ product/ process, developed with the consultation of the bidder will be intellectual property of the Bank.

### **C. Relationship of Parties:**

- i. Nothing in this Contract constitutes any fiduciary relationship between the Bank and Bidder/Bidder's Team or any relationship of employer - employee, principal and agent, or partnership, between Indian Bank and Bidder and /or its employees.
- ii. No Party has any authority to bind the other Party in any manner whatsoever, except as agreed under the terms of the Contract.
- iii. Indian Bank has no obligation to the successful Bidder, except as agreed under the terms of the Contract.
- iv. All employees/personnel/ representatives/agents etc., engaged by the Successful Bidder for performing its obligations under the Contract/RFP shall be in sole employment of the Successful Bidder and the Successful Bidder shall be solely responsible for their salaries, wages, statutory payments etc. Under no circumstances, shall Indian Bank be liable for any payment or claim or compensation (including but not limited to any compensation on account of any injury / death / termination) of any nature to the employees/personnel/representatives/agent etc. of the Successful Bidder.

### **D. No Right to Set Off:**

In case the Bidder has any other business relationship with the Bank, no right of set-off, counter-claim and cross-claim and or otherwise will be available under this appointment to the Bidder for any payments receivable under and in accordance with that business.

### **E. Publicity:**

Any publicity by the Bidder in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank.

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#### **F. Conflict of Interest:**

The Bidder shall disclose to the Bank in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidder's team) in the course of performing the services / appointment as soon as but not later than 30 days after it becomes aware of that conflict.

#### **G. Solicitation of Employees:**

The selected Bidder, during the term of the contract shall not without the express written consent of the Bank, directly or indirectly: a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or b) induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.

#### **H. Notices and Other Communication:**

If a notice must be sent to either of the parties following the signing of the contract, it has to be in writing and shall be sent personally or by certified or registered post with acknowledgement due or overnight courier or email duly transmitted, addressed to the other party at the addresses, email given in the contract.

Notices shall be deemed given upon receipt, except that notices sent by registered post in a correctly addressed envelope shall be deemed to be delivered within 5 working days (excluding Sundays and public holidays) after the date of mailing dispatch and in case the communication is made by email, on business date immediately after the date of successful email. (that is, the sender has a hard copy of the page evidencing that the email sent to correct email address).

Any Party may change the address, email address and fax number to which notices are to be sent to it, by providing written notice to the other Party in one of the manners provided in this section.

#### **I. Substitution of Team Members:**

The BID should also contain resource planning proposed to be deployed for the project which includes inter-alia, the number of personnel, skill profile of each personnel, duration of employment etc.



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During the assignment, the substitution of key staff identified for the assignment shall not be allowed to leave the assignment unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the Bidder can do so only with the concurrence of the Bank by providing alternate staff of same level of qualifications and expertise. If the Bank is not satisfied with the substitution, the Bank reserves the right to terminate the contract and recover whatever payments made by the Bank to the Bidder during the course of this assignment besides claiming an amount, equal to 10% of the contract value as liquidated damages. The Bank reserves the right to insist the Bidder to replace any team member with another (with the qualifications and expertise as required by the Bank) during the course of assignment. The Bidder will have to undertake that no such substitution would delay the project timelines.



## **5.0. Eligibility Criteria:**

This RFP invites detailed proposal from eligible bidders for selection as Technical Service Provider (TSP) to set up and maintain end to end Technical Financial Inclusion Solution based on Hybrid Model. Some of the key features (details provided in the relevant section of this RFP) of the model shall be as under: -

- Centralized Device control and management software.
- BC life cycle management module - on boarding, replacement, removal, holiday marking, measurement of working hours, Geo tagging etc.
- Comprehensive FI dashboard with features of Application Programming Interface (API) to be provided to CBCs for performance / monitoring BC operations on real time basis/ on EOD basis.
- Automation of cash management at BC channel with Cash Management Module.
- Centralized remuneration platform with in-built features like TDS, invoice generation, pay slip for FBCs etc.
- Automation of all services including EASE services and provision to expand additional services as per industry trend.
- Learning / Training module for capacity building of FBCs and field functionaries.
- Help desk module to handle day-to-day complaint, trouble shooting of FBCs through ticketing system

Only those Bidders who fulfill the following criteria are eligible to respond to this RFP. Offers received from Bidders who do not fulfill any of the following eligibility criteria are liable for rejection.

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The bidder must fulfill the criteria mentioned in the table below to bid for this RFP:

S. No.	Eligibility Criteria	Supporting Documents
1	<p>The bidder must be a registered Company (Public / Private) / PSU / PSE / Partnership Firm / LLP in India and been in operation in India for at least 5 years as on as on date of bid submission.</p>	<p>Copy of Certificate of Incorporation and Certificate of Commencement of Business in case of Public Limited Company,</p> <p>Or</p> <p>Copy of Certificate of Incorporation in case of Private Limited Company,</p> <p>Or</p> <p>Partnership Deed for LLP/Partnership firm</p> <p>Copies of Memorandum and Articles of Association to be submitted along with GST registration certificate mandatorily for all form of legal entities described as above.</p> <p>Any claim of being in operation based on prior affiliation shall not be entertained.</p>
2	<p>The Bidder is not from such a country which shares a land border with India, in terms of the said amendments to GFR, 2017.</p> <p>(or)</p> <p>The Bidder is from such a country and has been registered with the Competent Authority i.e. the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade, as stated under Annexure to the said Office Memorandum / Order and will submit the proof of registration herewith.</p>	<p>Undertaking as per Annexure-XIX to be submitted.</p>
3	<p>The Bidder to provide information that any of its subsidiary or associate or</p>	<p>Letter of undertaking from the Bidders on their letter heads duly supported by</p>

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	holding company or companies having common director/s or companies in the same group of promoters/ management or partnership firms/ LLPs having common partners has not participated in the bid process.	Board Resolution that mentions Authorised Signatory.
4	The Bidder must have an average annual turnover of <b>minimum Rs.150 crores</b> during last 03 (three) financial year(s) i.e. FY 2020-21, FY 2019-20 and FY 2018-19.	Self-attested Copies of audited financial statements/Annual Reports for FY 2020-21, 2019-20 & 2018-19. CA certified Provisional Financial Statement for FY 21-22.
5	The Bidder should have earned net profit at least for two out of last three financial years. The net worth of the Bidder should be positive for the previous three financial years. i.e. FY 2020-21, FY 2019-20 and FY 2018-19 and <b>minimum average should be more than Rs.150 Crores.</b>	Self-attested Copies of audited financial statements/Annual Reports for FY 2020-21, 2019-20 & 2018-19. CA certified Provisional Financial Statement for FY 21-22.
6	The Bidder should not have been blacklisted/ debarred by the Central Government/State Governments / Semi-Government departments / Regulatory Authorities / Financial Institutions/ banks/ Public Sector Undertakings in India and overseas.	A Self-Declaration to be furnished by the Bidder on the Company's letter head duly supported by Board Resolution that mentions Authorised Signatory as per <b>Annexure-IV</b>
7	Bidder should not be insolvent, in receivership, Bankrupt, or being wound up.	Letter of undertaking from the Bidders on their letter heads duly supported by Board Resolution that mentions Authorised Signatory.
8	Bidder should have experience of minimum 5 years in providing Financial Inclusion Solution.	Copy of the purchase order and / or Certificate of completion of the work. The Bidder shall furnish letter from the institution quoting the period and nature of services provided. Details to be furnished as per <b>Annexure-XXII.</b>
9	The Bidder should have experience of implementing and managing Financial Inclusion Solution for at least one	The bidder to submit certificate from the Bank/Fis along with the copies of Purchase Order to the effect that the

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	<p>Scheduled Commercial Banks in India / Payment Banks in India having a total business of more than 1,00,000 crores rupees as on 31.03.2022 having minimum 500 Branches and presence in more than 5 States.</p> <p>The platform should be operational for minimum of 1 year as on the date of bid submission.</p>	<p>solution has been implemented and working satisfactorily. Details to be furnished as per Annexure-XXII.</p>
10	<p>The Bidder should have experience of implementing and managing the technical aspect of Financial Inclusion Solution in India having a total number of FBCs more than 2500 as on 31.03.2022.</p> <p>The platform should be operational for minimum of 1 year as on the date of bid submission.</p>	<p>The bidder to submit certificate from the Banks/Fis along with the copies of Purchase Order mentioning number of FBCs working satisfactorily. Details to be furnished as per Annexure-XXII.</p>
11	<p>The bidder must be ISO 27001/ CMMI level 3 Certified Company and the certificate should be valid as on date of bid submission (or) in case the bidder is the OEM.</p>	<p>Copy of certificate to be submitted.</p>
12	<p>The bidder shall be the OEM/ Certified or authorized agent/ reseller/ partner for supply of Licenses and solution implementation and maintenance support under warranty/ AMC of the proposed solution.</p> <p>OEM proposed by bidder should have its development &amp; support center in India. This should be full fledged establishment and not created for the submission of this Bid.</p>	<p>Bidder should specifically certify in this regard on company letter head duly supported by Board Resolution that mentions Authorised Signatory.</p>
13	<p>The bidder shall be the OEM/ Certified or authorized agent/ reseller/ partner</p>	<p>Authorization Form and confirmation from OEM that the proposed solution is</p>

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	<p>of the proposed solution. The proposed solution quoted in this RFP should have been implemented by the bidder and is operational for not less than minimum 1 year as on the date of RFP.</p> <p>Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India or globally.</p>	<p>implemented by the Bidder and is operational for more than one year to be furnished.</p> <p>Bidder should specifically confirm on their letter head duly supported by Board Resolution that mentions Authorised Signatory in this regard as with Start and End date, project details and client references details.</p>
14	<p>The Bidder should have at least 50 technical resources (In India) on its roles across areas such as Technical Architecture, Engineering/ Development/ Testing in (Web/ Mobile), Design Engineering (UI/UX Designers), Business Analyst (in Banking Domain etc.) - (excluding the resources in support and Maintenance Activities) as on the date of RFP.</p>	<p>Undertaking from the bidder on bidder's letter head duly supported by Board Resolution that mentions Authorised Signatory.</p>

- Attested photocopies of all relevant documents / certificates should be submitted as proof in support of the claims made. The bidder should provide relevant additional information wherever required in the eligibility criteria. The Bank reserves the right to verify /evaluate the claims made by the Bidder independently. Any decision of the Bank in this regard shall be final, conclusive, and binding upon the Bidder.
- Scheduled commercial banks do not include Small Finance Banks, Regional Rural Banks and Co-operative Banks.
- Either the Bidder on behalf of the Principal/ OEM or the Principal/ OEM themselves can participate in the bid, but both cannot bid simultaneously for the same solution.
- If a Bidder submits a bid on behalf of the Principal/ OEM, the same agent shall not submit a bid on behalf of another Principal/ OEM for the same solution.
- The proposed solution quoted in this RFP need not be the proposed version of the solution implemented in other Banks.
- Bidder is required to propose/ submit End to end financial Inclusion solution.

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### 5.1 General Evaluation Criteria:

- a) All bids shall be evaluated by Technical and/ or Project management Committee set up for this purpose by the Bank.
- b) 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.
- c) The bank may waive any minor informality, non-conformity, or irregularity in a bid which does not constitute a material deviation.
- d) 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.
- e) During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter / email seeking clarification/ explanation.
- f) In addition to the above, bidder shall arrange for site visits (if required) for Bank's team, where the bidder's and / or OEM's software is already functional / implemented.

### 5.2 Evaluation Criteria:

Bid evaluation methodology that Indian Bank shall adopt is given below:

- I. All bids shall be evaluated by Technical and/or Project Management Committee set up by bank as per requirement for the purpose of this RFP. The evaluation shall be based on technical competence and the price quoted. The Technical and the Commercial Evaluation based on Reverse Auction (Rank Based Bid) only shall have the weightage of 70% and 30% respectively, and this weightage shall be taken into consideration for arriving selection of the Successful Bidder as TSP. The assessment methodology is covered in this Section.
- II. The proposals will be evaluated in two phases viz. Technical Evaluation and Commercial Evaluation based on Reverse Auction (Rank Based Bid) only.

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### A. Phase 1 - Technical Evaluation

Phase 1 is segregated in three parts:

- I. Technical competency of the Bidder shall consist of 100 marks (As per Assessment Matrix given at this Section V).
- II. Functional capability: It shall consist of 50 marks. **The bidder shall present Demo to support their claim for the applications developed by them in an automated manner without manual intervention.**
- III. Presentation by Bidder (Max marks - 50) i.e. Bidders journey in Financial Inclusion area particularly their granular architecture to cover Scope of Work of this RFP.
- IV. 50% is the qualifying marks for each part.

### B. Phase 2 - - Commercial Evaluation

- I. The minimum qualification marks in technical evaluation shall be 50% in each stage and aggregate 100 marks out of 200 put together shall be qualifying for bidders for participating in online Reverse Auction(Rank Based Bid) based commercial bid.
- II. During Online Reverse Auction(Rank Based Bid) and finalization of selected bidder, technical Evaluation score of the Bidders will not be shared.
- III. If sufficient numbers of bidders do not qualify the cut off score for Technical Evaluation, Bank at its sole discretion may reduce the cut off score. Bank reserves the right to accept or reject any technical bid without assigning any reason thereof. Decision of the Bank in this regard shall be final and binding on the bidders.

### 5.3 Evaluation Process:

Bank shall adopt Quality-Cum-Cost based selection (QCBS) for the selection of TSP. Technical Evaluation will be allowed weighted of 70% while Commercial Evaluation based on Online Reverse Auction(Rank Based Bid) will be allotted 30% weighted. A combined score will be arrived at after considering the total marks obtained in Technical Evaluation and marks under commercial quotes based on Online Reverse Auction (Rank Based Bid) with relative weights of 30%.

The methodology to evaluate the highest total combined is as follows:

- a) The bidder obtaining the Highest Combined Score in technical and commercial evaluation based on Online Reverse Auction (Rank Based Bid) will be ranked H-1



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followed by proposal securing lesser marks as H-2, H-3 etc. Bidder securing Highest Combined Marks and ranked H-1 shall be recommended for award of contract.

The detailed method with example is given below to demonstrate how the final ranking/scoring of bidders is done: The marks obtained in Technical Evaluation will be given a weightage of 70% which will be termed as “**Weighted Technical Score**” (WTS) and shall be arrived at as under:

**b) Weighted Technical Score (WTS):  $(T/T1) * 70$**

T: Technical score of the respective bidder

T1: Highest technical score of all qualified bidders

The total marks of 200 as per technical evaluation criteria will be scaled down to 70 marks as furnished below.

*For Example:* If there are two bidders “A” and “B” who score 120 and 130 marks respectively, their “WTS” would be as under:

Bidder “A” =  $120 / 130 \times 70 = 64.61$  marks, Bidder “B” =  $130 / 130 \times 70 = 70$  marks

**c) Weighted Commercial Score based on Online Reverse Auction (Rank Based Bid) (WCS):  $(L1/C) * 30$**

L1: Lowest price quoted of all Technical qualified bidders

C: Price quoted by the respective Technical qualified bidder

Extending the example given above, in case Bidders, Bidder “A” and “B” for example quote TCO as Rs. 2,10,000 and Rs.2,00,000 respectively, then the WCS in their case would be calculated as under:

Bidder “A” =  $2,00,000 / 2,10,000 \times 30 = 28.57$  marks

Bidder “B” =  $2,00,000 / 2,00,000 \times 30 = 30$  marks

d) The total of Technical and Commercial Scores of each bidder will become basis of final ranking of bidders. Bidder whose total of Technical & Commercial Scores is highest will be as “H1 Bidder” and bidders with second & third highest final scores will be ranked as “H2” and “H3” and so on and so forth.

$$\text{Total Score H1} = (T / T1) * 70 + (L1 / C) * 30$$

In above examples, the Total Score after Techno-Commercial evaluation (H1) of Bidders “A” and “B” will be as under:

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Bidder	Weighted Technical Score	Weighted Commercial Score	Total Score
A	64.61	28.57	93.18
B	70	30	100

e) The bidder with the Highest Combined Score (H1) shall be selected. In case of tie between two or more bidders for the Highest Total Combined Score, then the bidder with Highest Technical Score amongst such bidders shall be the successful bidder.

#### Technical Evaluation for Selection of Bidder for TSP

1. Technical Score as per Evaluation and Assessment Matrix carries 150 Marks.
2. Presentation carries 50 Marks.
3. 50% is qualifying marks for each part.
4. The scores obtained in the Technical Score and Presentation shall be clubbed together to arrive at the final score.
5. A minimum of 100 marks required as overall Final score out of 200 of Technical Evaluation is required.

#### Evaluation and Assessment Matrix

##### Technical competency-

Sl No.	Eligibility Criteria	Criteria	Weightage Score	Max. Score
1	Experience of Bidder as a Technical Service Provider in India.	10 years & above	10	10
		7 years & above	6	
		5 years & above	4	
2	Average Net Profit of the Bidder entity during last 03 (three) financial year(s) i.e. FY 2021-22, FY 2020-21 and FY 2019-20.	>= 20 Cr	10	10
		>= 10 Cr < 20 Cr	8	
		>= 5 Cr < 10 Cr	4	
		Less than 5 Cr	0	
3	Average turnover during last 03 (three) financial year(s) i.e. FY 2021-22, FY 2020-21 and FY 2019-20.	Avg. Turnover Rs.300 cr & above	10	10
		Avg. Turnover Rs.250cr & above	8	
		Avg. Turnover Rs.200 cr & above	6	
		Avg. Turnover Rs.150 cr & above	4	

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4	The average net worth of the Bidder for the previous three financial years. i.e. FY 2021-22, FY 2020-21 and FY 2019-20	Avg. Net Worth Rs.300 cr & above	10	10
		Avg. Net Worth Rs.250cr & above	8	
		Avg. Net Worth Rs.200 cr & above	6	
		Avg. Net Worth Rs.150 cr & above	4	
5	Experience of Bidder in providing Financial Inclusion Solution.	Experience 10 years & above	10	10
		Experience 7 years & above	7	
		Experience 5 years & above	5	
6	Experience of Bidder in implementing and managing Financial Inclusion Solution for Scheduled Commercial Banks in India and its number of Branches.	5 Scheduled Commercial banks with minimum 500 Branches	10	10
		3 Scheduled Commercial banks with minimum 500 Branches	6	
		1 Scheduled Commercial banks with minimum 500 Branches	3	
7	Capability of Bidder to provide technical support to FBCs as on 31.03.2022.	Number of FBC's more than 10000	10	10
		Number of FBC's more than 5000 to 10000	6	
		Number of FBC's 2500 to 5000	3	
8	Number of human resources on attendance role of Bidder in India	1000 & above	10	10
		500 & above	8	
		200 & above	4	
		Less Than 200	0	
9	Number of technical resources (In India) on Bidder's attendance across areas such as Technical Architecture, Engineering/ Development/ Testing in (Web/ Mobile), Design Engineering (UI/UX Designers), Business Analyst (in Banking Domain etc.) - (excluding the resources in support and Maintenance Activities) as on the date of RFP.	200 & above	10	10
		100 & above but less than 200	7	
		50 & above but Less than 100	3	

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10	Bidder should be ISO27001 / CMMI 3 level Certified	Both ISO & CMMI certified	10	10
		Either ISO or CMMI certified	5	
	TOTAL Score			100

### Functional Capability

Bidder has to present Demo for each application implemented by it.

Sl. No	Function	Available	To be Customised	Max. Score
1	Experience of handling Own Gateway			5
2	Implemented AEPS deposit/ withdrawal/ Transfer			5
3	Implemented Card Based Authentication/ Transaction			5
4	Implemented IMPS/ UPI			5
5	Implemented Dashboard - drill down to base data			5
6	Implemented Aadhar & Mobile Seeding			5
7	Implemented Learning Module			5
8	Implemented Multi Tier Ticket Management Module			5
9	Implemented BC Monitoring Module			5
10	Implemented API based integration			5
	TOTAL Score			50

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S. No.	Evaluation Criteria	Maximum Marks	Minimum Marks	Minimum Passing Percentage
1	Technical competency	100	50	50%
2	Functional capability	50	25	50%
3	Technical Presentation	50	25	50%
<b>Total</b>		<b>200</b>	<b>100</b>	<b>50%</b>

Bidders scoring at least the minimum score in each section mentioned in the table above and an overall score of 50% marks or more will be declared technically qualified.

However, during technical evaluation, if sufficient number of bidders do not qualify on the technical criteria as stipulated in the above table, Bank has the discretion to relax the minimum passing percentage for any one

Also, Bank at its sole discretion, reserves the right to cancel and go for retendering process and the decision of the Bank in this regard shall be final.

If only one bidder qualifies, Bank, at its discretion, may choose to open the online Reverse commercial bid of the only bidder who qualifies. Bank may at its discretion also reject the proposal if any of the Bidders have provided wrong information in technical / functional specifications.

The evaluation of technical proposals, will be based on the following:

S.No.	Technical Evaluation	Evaluation Methodology
1	<b>Technical Presentation</b> ( Max. Marks - 50 marks )	All eligible bidders will be required to make presentations based on the Scope of Work (SoW) defined in the RFP . The bank will schedule the date and time of the presentations and communicate to the bidders. Failure of a bidder to provide presentation to the bank covering the functionalities expected in the SoW, may result in rejection of the bid.

- During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter / email seeking clarification/ explanation.
- In addition to the above, bidder shall arrange for site visits (if required) for Bank's team, where the bidder's software is already functional / implemented.

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#### 5.4 Process on Technical Evaluation:

Technically bid submitted by all the Bidders will be evaluated and only technically qualified bidders will be allowed for Online Reverse Commercial Bidding (Rank Based Bid) process for finalization of Commercial evaluation.

1. The Bill of Material must be attached in Technical Bid as well as indicative Commercial Bid. The format will be identical for both Technical Bid and indicative Commercial Bid, except that the Technical bid should not contain any price information (with Prices masked). Technical bid without Bill of Materials will be liable for rejection. Any deviations from the Bill of Material / non-submission of prices as per the format shall make the bid liable for rejection.
2. The optimized TCO (Total Cost of Ownership) identified in the commercial bid submitted on online Reverse Auction(Rank Based Bid) would be the basis of the entire outflow of the Bank for undertaking the scope of work.
3. In case there is a variation between figure and words, the value mentioned in words will be considered.

#### Note:

1. The highest technical bidder may not automatically qualify for becoming successful bidder and for award of contract by the bank.
2. The Successful Bidder shall be the first ranked Bidder (having the highest combined score). The final decision on the successful bidder will be taken by the bank. The implementation of the project will commence upon acceptance of purchase order by the successful bidder.
3. If for some reason, the successful bidder fails to execute an agreement within a specified timeline, the bank reserves the right to award the contract to the next most eligible bidder based on the final evaluation scope of technical evaluation scores and commercial prices quoted in commercial bid submitted during online Reverse Auction.
4. In case of a tie of Total Score between two or more bidders, the Bid with higher technical score would be chosen as the successful Bidder.
5. The bank will calculate the scores up to two decimal points only. If the third decimal point is greater than 0.005, then the same shall be scaled up else, it shall be scaled down to arrive at two decimal points.
6. The scores of the bidders based on technical evaluation will be not be shared / communicated to the bidders.

#### 5.5 Process on Commercial evaluation:

Technically qualified Bidders alone will be qualified for Online Reverse Auction (Rank Based Bid) commercial bid, through which Bank will identify successful Bidder for awarding contract.

In the commercial bid during online Reverse Auction (Rank Based Bid), the bidder will be required to quote only total cost as mentioned in the indicative commercial bid format (Annexure - XIII).

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The price quoted should be inclusive of all charges but exclusive of taxes only. The successful bidder has to submit price break up as per commercial bid format to the Bank duly signed by the authorized signatory. The unit price for each line item should be comparable to prevailing market rates.



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**ANNEXURE-I**

**Business Rules and Terms & Conditions of Online Reverse Auction (RA)  
for Selection of Technical Service Provider For  
End to End Financial Inclusion Solution**

<b>BUYER NAME</b>	Indian Bank Corporate Office, Financial Inclusion Department, PB No.:5555, 254-260 Avvai Shanmugam Salai, Royapettah, Chennai- 600014 Phone: +91-44-2813 4507/4314/4526 Email: cofid@indianbank.co.in
<b>Auction To be Conducted by</b>	M/s. Antares Systems Limited #24, Sudha Complex, 3rd Stage, 4th Block Basaveshwaranagar, Bangalore - 560 079.  Auction Website : <a href="https://www.tenderwizard.com/indianbank">https://www.tenderwizard.com/indianbank</a>  Mr. Gunaseelan Mobile: 99432 77499, 080-40482100 Email: <a href="mailto:gunaseelan.m@antaressystems.com">gunaseelan.m@antaressystems.com</a>
<b>Date of Auction</b>	Auction date:- Online Reverse Auction: Rank Based Reverse Auction (With unlimited extensions of 10 minutes each)
<b>Documents Attached</b>	1) Business rules for online reverse auction 2) Process Compliance Form (Form -6 Page 133) 3) Price Confirmation Letter (Form - 7 Page 135)
<b>Special Instruction</b>	Bidding in the last minutes and seconds should be avoided in the bidders own interest. Neither the Service Provider nor INDIAN BANK will be responsible for any lapses /failure on the part of the vendor, in such cases.
<b>PURPOSE</b>	This online reverse auction is to be held to find the Commercial Bid Ranking of the bidders and total price as per tender terms from the technically qualified bidders.

### **Business Rules for Online Reverse Auction (Rank Based Bid)**

The commercial bid rankings of the bidders shall be finalized against the tender for End to End Technical Service Provider for Financial Inclusion Solution through Reverse Auction (Rank Based Bid) mode. INDIAN BANK has made arrangement with M/s. Antares Systems Limited, who shall be INDIAN BANK's authorized service provider for the same. Please go through the guidelines given below and submit your acceptance to the same.

1. For the proposed reverse auction, technically and commercially acceptable bidders only shall be eligible to participate.

2. Computerized Reverse Auction shall be conducted by INDIAN BANK, on pre-specified date, while the bidders shall be quoting from their own offices/ place of their choice. Internet connectivity and other paraphernalia requirements shall have to be ensured by bidders themselves and the Bank shall not be responsible for the same. In the event of failure of their Internet connectivity, (due to any reason whatsoever it may be) it is the bidder's responsibility. In order to ward-off such contingent situation, bidders are requested to make all the necessary arrangements / alternatives whatever required so that they are able to circumvent such situation and still be able to participate in the reverse auction successfully. However, the bidders are requested not to wait till the last moment to quote their bids to avoid any such complex situations. Failure of power at the premises of bidder during the Reverse Auction cannot be the cause for not participating in the reverse auction. On account of this, the time for the auction cannot be extended and INDIAN BANK is not responsible for such eventualities.

3. M/s. Antares Systems Limited shall arrange to provide training to the nominated person(s), without any cost to you. They shall also explain you, all the rules related to the Reverse Auction/ Business Rules Document to be adopted along with bid manual. You are required to give your compliance well before start of bid process. Otherwise, you will not be allowed to participate in the reverse auction.

4. **MATERIAL FOR BID:** Bid document and subsequent amendments & clarifications for End to End Technical Service Provider for Financial Inclusion Solution.

5. **BIDDING CURRENCY AND UNIT OF MEASUREMENT:** Bidding will be conducted in Indian Rupees (INR).

6. **BID PRICE:** The Bidder has to quote the total price for End to End Technical Service Provider for Financial Inclusion Solution as per tender.

**7. VALIDITY OF BIDS:** The Bid price shall be firm and shall not be subjected to any change whatsoever.

**8. LOG IN NAME & PASSWORD:** Each Bidder will be assigned a Unique User Name & Password by M/s. Antares Systems Limited. The Bidders are requested to change the Password after the receipt of initial Password from M/s. Antares Systems Limited. All bids made from the Login ID given to the bidder will be deemed to have been made by the bidder.

**9. BIDS PLACED BY BIDDER:** The bid of the bidder will be taken to be an offer to execute the work. Bids once made by the bidder cannot be cancelled/ withdrawn. The bidder is bound to execute the work at the price they bid. Should any bidder back out and not make the supplies as per the rates quoted, INDIAN BANK, and / or Service provider shall take action as appropriate.

**10. LOWEST BID OF A BIDDER:** In case the bidder submits more than one bid, the lowest bid of the bidder will be considered as the bidder's final offer to execute the work.

**11. BIDDER MANUAL:** Complete bidder manual is available on the website <https://www.tenderwizard.com/indianbank>, in which all the aspects of Reverse Auction is mentioned in detail. Bidders are advised to read the bidder manual thoroughly before entering into the Reverse Auction.

**12. AUCTION TYPE:** Reverse Auction under Rank Bid model.

**13. OPENING PRICE (OP) / BID DECREMENT AMOUNT (BDA):** The Opening Price (OP)/ Bid Decrement Amount (BDA) shall be specified by INDIAN BANK. The Opening Price(OP)/ Bid Decrement Amount (BDA) shall be available to the Bidders at the start of the auction.

**14. ONLINE REVERSE AUCTION (RANK BID MODEL):**

INDIAN BANK will declare its **Opening Price (OP)** and **Bid Decrement Amount (BDA)**, which shall be visible to the all bidders during the start of the reverse Auction. Bidders will be required to start bidding after announcement of Opening Price and decrement amount. Also, please note that the Opening Price in online reverse auction is open to all the participating bidders. Any bidder can start bidding, in the online reverse auction, from the Opening Price itself. However please note that only one bidder will be able to submit a bid matching the Bank declared Opening Price (first online bid that comes in the system). The second online bid and onwards can be lesser than the auction's opening price by one bid decrement amount, or lesser than the auction's opening price in multiples of bid decrement amount. From second online bid, multiple bidders can quote the same price matching other

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bidder quotes (ties are allowed). The second online bid and onwards can be equal / more or less than the competing bids as long as it is having one or multiples of decrements than the bidder's own previous bid.

**The Rank Bid model is to identify the relative commercial rank of the individual bidders as per their best price quoted.**

#### **15. DURATION OF AUCTION:**

Reverse auction (Rank Bid) shall be for a **period of 60 minutes**. If a bidder places a Bid in the last 10 minutes of Closing of the Auction, the auction shall get extended automatically for another 10 minutes. **In case, there is no Bid in the last 10 minutes of closing of Auction, the Auction shall get closed automatically without any extension.** Such extension will be allowed to continue till no quote is placed within 10 minutes of the last quote. There is no limit on number of extensions.

However, bidders are advised not to wait till the last minute or last few seconds to enter their bid during the auto-extension period to avoid complications related with internet connectivity, network problems, system crash down, power failure, etc.

**16. VISIBILITY TO BIDDER:** The Bidder shall be able to view the following on his screen along with the necessary fields during Reverse Auction (Rank Bid):

- a) Leading Bid in the Auction (L1, L2, L3, L4, ...)
- b) Bid Placed by you
- c) Opening Price
- d) Bid Decrement Amount
- e) Your current rank in the auction with amount
- f) Current Relative Rank and amount of least bids of other bidders (Name masked)

**17. AUCTION WINNER:** At the end of the Reverse Auction, INDIAN BANK will rank the submitted least bids of all the bidders. The decision of the Bank in this regards shall be final and binding on all the bidders.

**18.** During Reverse Auction, if no bid is received within the specified time, INDIAN BANK, at its discretion, may decide to revise opening price / scrap the reverse auction process. In the event, only one bidder submits a bid during the reverse auction, the indicative commercials submitted by the other technically qualified bidders will be considered as their respective best offer and the ranking will be done on the same.

**19.** The Online Reverse Auction will be treated as closed only when the bidding process gets closed in all respects for the tender.

**20.** All terms and conditions shall be as per RFP document and Subsequent Amendments and Clarifications.

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**21.** The bidders are required to submit a declaration that they have understood and accept the terms / conditions / modalities provided in the document, before participating in the reverse auction, as per the format specified, failing which the bidders will be disqualified from participating in the reverse auction.

**22.** At the end of the reverse auction, Successful bidder has to provide a detailed break up for their lowest offer within 2 working days (Bank's Working days) of closing of reverse auction to Bank in the prescribed format issued by INDIAN BANK, duly signed and stamped in a sealed envelope (hard copy) to the Bank. Any variation between the on-line bid value and signed document will be considered as sabotaging the tender process and will invite disqualification of bidder to conduct business with INDIAN BANK as per prevailing procedure.

**23. OTHER TERMS & CONDITIONS:**

- The Bidder shall not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly by communicating with other suppliers / bidders.
- The Bidder shall not divulge either his Bids or any other exclusive details of INDIAN BANK to any other party.
- At the end of the Reverse Auction and on submission of the price breakup, INDIAN BANK will decide upon the winner. INDIAN BANK's decision on award of Contract shall be final and binding on all the Bidders.
- INDIAN BANK along with Service Provider can decide to extend, reschedule or cancel any Auction. Any changes made by INDIAN BANK and / or Service Provider, after the first posting will have to be accepted if the Bidder continues to access the site after that time.
- INDIAN BANK / Service Provider shall not have any liability to Bidders for any interruption or delay in access to the site irrespective of the cause.
- INDIAN BANK / Service Provider will not be held responsible for any damages, including damages that result from, but are not limited to negligence. INDIAN BANK/ Service Provider will not be held responsible for consequential damages, including but not limited to systems problems, inability to use the system, loss of electronic information etc.
- In the event of any disputes, the audit trail provided by the service provider for all User Transactions and administrative actions will be considered as final and binding.

**Note:**

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- All the Bidders are required to submit the Process Compliance Form duly signed to M/s. Antares Systems Limited for obtaining user ID and password for participating in the Reverse Auction.
- All the bidders are requested to ensure that they have a valid digital signature certificate well in advance to participate in the online event.
- All Bidders are required to the Price confirmation as per the draft annexure on completion to M/s. Antares Systems Limited immediately on completion of the Reverse Auction.
- All the bidders who had participated in the Online Reverse Auction has to submit price break up as per the commercial bid format within Bank's two (2) working days in Tamil Nadu, post completion of reverse auction, directly to the Bank duly signed by the authorised signatory.

**N.B.**

- All the Bidders are required to submit the Process Compliance Form duly signed to M/s. Antares Systems Limited.
- All the bidders are requested to ensure that they have a valid digital signature certificate well in advance to participate in the online event.

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**FORM - 6**

### Process Compliance Form

(The bidders are required to print this on their company's letter head and sign in each page with official stamp before faxing)

Date:

To,

M/s. Antares Systems Limited

#24, Sudha Complex, 3rd Stage, 4th Block

Basaveshwaranagar, Bangalore - 560 079

**Sub:** Acceptance to the Process related Terms and Conditions for the Reverse Auction.

**Ref:** RFP No. \_\_\_\_\_ and Subsequent Amendments & Clarifications for Selection of Technical Service Provider for End to End Financial Inclusion Solution

Dear Sir,

This letter is to confirm that:

- 1) The undersigned is Authorized Representative of the Company.
- 2) We have read the Terms of RFP of INDIAN BANK and the Business rules governing the Reverse Auction process and confirm our agreement to them.
- 3) We also confirm that we have taken the training on the auction tool and have understood the functionality of the same thoroughly.



Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

- 4) We confirm that INDIAN BANK and M/s. Antares Systems Limited shall not be liable & responsible in any manner whatsoever for my/our failure to access & bid on the e-auction platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the auction event.
- 5) We also confirm that we have a valid digital certificate issued by a valid Certifying Authority.
- 6) We also confirm that we will send the price confirmation as per our quoted price as per format given in the tender within 24 hour of the completion of the reverse auction to Bank.
- 7) We, hereby confirm that we will honor the Bids placed by us during the auction process.

With regards

Signature with company seal and date.

Name :

Company / Organization :

Designation within Company / Organization :

Date :

Address of Company / Organization :

**Scan & Email this Document**

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

CO: Financial Inclusion Department,  
Indian Bank, Corporate Office Building,  
254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

**FORM - 7**

### Price Confirmation

To

M/s. Antares Systems Limited

#24, Sudha Complex, 3rd Stage, 4th Block

Basaveshwaranagar, Bangalore - 560 079

**Sub:** Final price quoted during online reverse auction for RFP No. \_\_\_\_\_  
and Subsequent Amendments & Clarifications for Selection of Technical Service  
Provider for End to End Financial Inclusion Solution

**Ref:** 1. Our Bid No. \_\_\_\_\_ dated \_\_\_\_\_

2. Reverse Auction dated \_\_\_\_\_

Dear Sir,

With reference to the above, we confirm that we have quoted Rs. \_\_\_\_\_ as  
our final price during the Reverse Auction.

Thanking you and looking forward to the valuable order from INDIAN BANK.

Yours sincerely,

For \_\_\_\_\_

**Name:**

**Company:**

**Date:**

**Seal:**

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

CO: Financial Inclusion Department,  
Indian Bank, Corporate Office Building,  
254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

**Annexure - II**

**BIDDER SPECIFICATIONS**

Sl. No.	Particulars	Details of Specifications
1.	Name of the Entity	
2.	Constitution	
3.	Date of Incorporation	
4.	Commencement of Business	
5.	Business Address (es)	<u>Registered Address:</u>  <u>Corporate Address:</u>
6.	Name of the Key Person (s) Designation Mobile No./Office Nos. E-Mail:	
7.	Contact Person for RFP Mobile No. E-Mail:	
8.	List of Banks for which TSP Services are being presently rendered (Copy of contracts to be given)	

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 Royapettah, Chennai-600014

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11.	Brief Details of Financials				
		<b>Year/ Particulars</b>	<b>2018-19 (Audited)</b>	<b>2019-20 (Audited)</b>	<b>2020-21 (Audited)</b>
		Net Worth			
		Turnover			
		Net Profit/Loss			
		Also, provide CA certified Provisional Financial Statement for the year 2021-22.			

Place:

Date:

Signature:

Seal of Organization/Entity

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

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254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

**ANNEXURE-III**

**Bid Form**

*(Bidders are required to furnish the Bid Form on its letter head)*

Date: \_\_\_\_\_

To

Asstt. General Manager, FID  
Indian Bank Corporate Office,  
Financial Inclusion Department  
PB No.5555, 254-260  
Avvai Shanmugam Salai,  
Chennai- 600014

Sub: Request for Proposal for Supply, Installation, Customization and Maintenance of End To End Financial Inclusion Platform.

Ref: RFP No. CO/FID/TSP/02/2022-23 dated 01/07/2022

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to.....  
(Description of Goods and Services), in conformity with the said Bidding Documents.

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

If our bid is accepted, we will obtain the Guarantee of a Bank in a sum equivalent to 3% per cent 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, 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 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 ..... 2022

Signature

.....

(In the Capacity of)

Duly authorised to sign bid for and on behalf of

(Name & Address of Bidder)

Mobile:

Email

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

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254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

**Annexure - IV**

**Letter of Authority with Board Resolution**

Date:

Asstt. General Manager, FID  
Indian Bank Corporate Office,  
Financial Inclusion Department  
PB No.5555, 254-260  
Avvai Shanmugam Salai,  
Chennai- 600014

1. We \_\_\_\_\_ (Name of the Entity) have submitted our bid for participating in Bank's RFP dated\_\_\_\_\_ for selection of Technical Service Provider (TSP) for End to End Financial Inclusion Solution for Indian bank.
2. We also confirm having read and understood the terms of RFP.
3. As per terms of RFP and Business Rules, we nominate Sh.\_\_\_\_\_, designated as \_\_\_\_\_ of our company to participate in the bid.
4. We, hereby confirm that we will honor the offer placed by Sh.\_\_\_\_\_ on behalf of the Organisation, as he is the authorized person given mandate to sign the RFP documents on behalf of the company as per Board Resolution dated\_\_\_\_\_. If the company fails to honor the offer placed by above authorized person, bank shall the right to forfeit our EMD. We agree and understand that the Bank may debar us from participating in future tenders for any such failure on our part.

Signature of Competent Authority with Organization

Seal\_\_\_\_\_

Name of the Competent Authority\_\_\_\_\_

Company / Organization\_\_\_\_\_

Designation\_\_\_\_\_

Name of the Authorised Person\_\_\_\_\_

Designation\_\_\_\_\_

Signature of Authorised Person\_\_\_\_\_

Verified the Signature of Authorised Person by Competent Authority

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

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Royapettah, Chennai-600014

**Annexure - V**

**Undertaking by the Bidder-non blacklisted**

Date:

Asstt. General Manager, FID  
Indian Bank Corporate Office,  
Financial Inclusion Department  
PB No.5555, 254-260  
Avvai Shanmugam Salai,  
Chennai- 600014

We\_\_\_\_\_ (Bidder name), hereby undertake that:

As on date of submission of this RFP, we are not blacklisted by the Central Government / any of the State Governments in India or any Financial Institution in India.

We also undertake that, we are not involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to the Bank.

Dated this ..... day of .....20

Place:

Signature

Name of the Authorized Signatory

Designation

Organization Seal



Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

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Royapettah, Chennai-600014

**Annexure - VI**

**Know Your Employee (KYE) Undertaking**  
**(Undertaking to be Given on Letter Head)**

Date:

**Asstt. General Manager, FID  
Indian Bank Corporate Office,  
Financial Inclusion Department  
PB No.5555, 254-260  
Avvai Shanmugam Salai,  
Chennai- 600014**

We \_\_\_\_\_ (name of the company) hereby confirm that all the Resource (both on-site and off-site) deployed/to be deployed on Bank's project for (Name of the RFP) have undergone KYE (Know Your Employee) process and requisite checks have been performed prior to employment of said employees as per our policy.

We undertake and agree to save defend and keep harmless and indemnified the Bank (its employees, personnel, officers, directors, representatives-hereinafter collectively referred to as "Personnel") against all loss, cost, damages, claim penalties expenses, legal liability because of non-compliance of KYE and of misconduct of the employee deployed by us to the Bank.

We further agree to submit the required supporting documents (Process of screening, Background verification report, police verification report, character certificate, ID card copy, Educational document, etc.) to Bank before deploying officials/supervisors/ in Bank premises/Bank Mitra locations for (Name of the RFP).

Dated this ..... day of .....20

Place:

Signature

Name of the Authorized Signatory

Designation

Organization Seal

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

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254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

**Annexure - VII**

**Undertaking By Bidder**

Asstt. General Manager, FID  
Indian Bank Corporate Office,  
Financial Inclusion Department  
PB No.5555, 254-260  
Avvai Shanmugam Salai,  
Chennai- 600014

Sub: RFP for Selection of Technical Service Provider (TSP) for Indian Bank

Having examined the RFP Ref No.....dated ..... including all Annexures, Appendices the receipt of which is hereby duly acknowledged, we the undersigned, offer for Selection of Technical Service Provider (TSP) for Indian Bank as detailed in your above mentioned RFP.

If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute as a binding contract between us.

We undertake, if our bid is accepted, to act as TSP for the banks and confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information as per Annexure. If agreement to be executed, we agree to execute as per the Model Agreement given in the above referred RFP and shall discharge our duties as Technical Service Providers for Indian Bank.

We agree to abide by this bid for the period of 90 days after the date of finalization of RFP and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

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" and /or other applicable laws for the time being in force in India.

We understand that the Bank is not bound to accept THE OFFER EITHER IN PART OR FULL AND THAT Bank has right to reject the offer in full or part without assigning any reasons whatsoever.

Dated this                      day of                      20\_\_\_\_.

-----

(Signature)

Duly authorized to sign bid for and on behalf of

(Name & Address of Bidder)

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

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254-260, Avvai Shanmugam Salai,  
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### Annexure - VIII

#### Pre-Qualification Eligibility Criteria & Compliance

Sl. No.	Criteria	Compliance	Document(s) Required
1.	The bidder must be a registered Company (Public / Private) / PSU / PSE / Partnership Firm / LLP in India and been in operation in India for at least 5 years as on as on date of bid submission.		Copy of Certificate of Incorporation and Certificate of Commencement of Business in case of Public Limited Company, Or Copy of Certificate of Incorporation in case of Private Limited Company, Or Partnership Deed for LLP/Partnership firm Copies of Memorandum and Articles of Association to be submitted along with GST registration certificate mandatorily for all form of legal entities described as above. Any claim of being in operation based on prior affiliation shall not be entertained.
2	The Bidder is not from such a country which shares a land border with India, in terms of the said amendments to GFR, 2017. (or) The Bidder is from such a country and has been registered with the Competent Authority i.e. the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade, as stated under Annexure to the said Office Memorandum / Order and we submit the proof of registration herewith		Undertaking as per Annexure-XIX to be submitted.

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3	The Bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/ management or partnership firms/ LLPs having common partners has not participated in the bid process.		Self-certified letter signed by authorized official of the bidder to be submitted.
4	The Bidder must have an average turnover of <b>minimum Rs.150 crores</b> during last 03 (three) financial year(s) i.e. FY 2020-21, FY 2019-20 and FY 2018-19.		Self-attested Copies of audited financial statements, duly certified by auditor along with the auditor's report to be enclosed.
5	The Bidder should have earned net profit at least for two out of last three financial years. The net worth of the Bidder should be positive for the previous three financial years. i.e. FY 2020-21, FY 2019-20 and FY 2018-19 and <b>minimum average should be</b>		Self-attested Copies of audited financial statements duly certified by auditor along with the auditor's report to be enclosed.
6	The Bidder should not have been blacklisted/ debarred by the Central Government/State Governments / Semi-Government departments / Regulatory Authorities / Financial Institutions/ banks/ Public Sector Undertakings in India and overseas.		A Self-Declaration to be furnished by the Bidder on the Company's letter head for the same as per Annexure-V
7	Bidder should not be insolvent, in receivership, Bankrupt, or being wound up.		Self-Declaration on Bidder's Letterhead signed by the authorized signatory.
8	Bidder should have experience of minimum 5 years in providing Financial Inclusion Solution.		Copy of the purchase order and / or Certificate of completion of the work. The Bidder should also furnish letter from the institution quoting the period and nature of services provided. Details to be furnished as per Annexure-XXII.

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9	<p>The Bidder should have experience of implementing and managing Financial Inclusion Solution for at least one Scheduled Commercial Banks in India / Payment Banks in India having a total business of more than 1,00,000 crores rupees as on 31.03.2022 having minimum 500 Branches and presence in more than 5 States.</p> <p>The platform should be operational for</p>		<p>The bidder to submit certificate from the Bank along with the copy of Purchase Order to the effect that the solution is implemented and working satisfactorily. Details to be furnished as per Annexure-XXII.</p>
10	<p>The Bidder should have experience of implementing and managing the technical aspect of Financial Inclusion Solution in India having a total number of FBCs more than 2500 as on 31.03.2022.</p> <p>The platform should be operational for minimum of 1 year as on the date of bid submission.</p>		<p>The bidder to submit certificate from the Bank along with the copy of Purchase Order to the effect that the solution is implemented and working satisfactorily. Details to be furnished as per Annexure-XXII</p>
11	<p>The bidder must be ISO 27001/ CMMI level 3 Certified Company and the certificate should be valid as on date of bid submission (or) in case the bidder is the OEM.</p>		<p>Copy of certificate to be submitted.</p>
12	<p>The bidder shall be the OEM/ Certified or authorized agent/ reseller/ partner for supply of Licenses and solution implementation and maintenance support</p>		<p>Bidder should specifically certify in this regard on company letter head.</p>
13	<p>The bidder shall be the OEM/ Certified or authorized agent/ reseller/ partner of the proposed solution. The proposed solution quoted in this RFP should have been implemented by the bidder and is operational for not less than minimum 1 year as on the date of RFP.</p> <p>Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India or globally.</p>		<p>Authorization Form and confirmation from OEM that the proposed solution is implemented by the Bidder and is operational for more than one year to be furnished.</p> <p>Bidder should specifically confirm on their letter head in this regard as with Start and End date, project details and client references details.</p>

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14	The Bidder should have at least 50 technical resources (In India) on its roles across areas such as Technical Architecture, Engineering/ Development/ Testing in (Web/ Mobile), Design Engineering (UI/UX Designers), Business Analyst (in Banking Domain etc.) - (excluding the resources in support and Maintenance Activities) as on the date of RFP.		Undertaking from the bidder on bidder's letter head signed by the authorized signatory of the bidder.
----	--	--	---

Note: Bidder must comply with all the above mentioned criteria as specified above. Non-compliance of any of the criteria can entail rejection of the offer. Photocopies of relevant documents / certificates signed by the authorized person should be submitted as proof of support of the claims made for each of the above mentioned criteria. The Bank reserves the right to verify / evaluate the claims made by the bidder independently. Any deliberate misrepresentation will entail rejection of the offer ab-initio.

Place:

Date:

**Signature:**

SEAL of the Organization/Entity

**Acceptance Of Scope Of Work**

Sl. No.	Criteria	Compliance (Yes/NO)	Document(s) Required
1.	Bidder should supply, install/re-install, configure/ re-configure and maintain required application/ technology and infrastructure, including software, maintenance as enumerated in this RFP through authorized human resources and integrate with the end-to-end FI solution as per requirement of Bank with Bank Mitra/FBC locations.		Undertaking on entities letter head.
2.	Bidder has to provide technical support to FBCs / Bank Mitra for Kiosks (both at fixed locations as well as movable delivery units), application upgrade at all terminals and issue resolution related to common application. In case of exigencies, the bidder should have arrangement for necessary support & maintenance of Kiosk application at fixed Bank locations as well as movable delivery units through Help Desk facility. Bidder has to provide software/ program/utility to lodge the call and other details including solution provided, time taken, root cause analysis and reports etc.		Undertaking on entities letter head.
3.	Bidder has to provide Manpower support for complete integration of end to end FI solution (including FI Gateway, common Kiosks application) at their allotted Bank Mitra locations. Selected Bidder will be responsible for managing the actions and activities of its personnel/supervisors involved in End to End FI Solution and the BC Management Services and will be accountable for all the personnel deployed/engaged.		Undertaking on entities letter head.

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

5.	No sub-contracting is permitted. Bidder should have direct contract with their agents not through sub-contractor. Bidder can use contractors for other services but not for the Bank, Bidder will be the only contact point for all the services and issues related to this RFP. Bank will not discuss or attend any issue of /or through/ with the sub-contractor.		Undertaking on entities letter head.
7.	The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not conformity to the bidding documents in every respect will be at the Bidder's Risk and may result in the rejection of its bid.		Undertaking on entities letter head.
8.	The term of agreement will be 3 years from GO-Live extendable to further 2 years after review by Bank Board. In case there is a change in TSP either before completion of Term or on the completion of term, the bidder has to perform its duties to successful functioning of End To End Financial Inclusion Solution till another entity takes over the functioning or till Bank decides as if there is no change in entity. The bidder will support the new entity take over the FI Solution upto complete logical solution.		Undertaking on entities letter head.

Note: Bidder must comply with all the above mentioned criteria as specified above. Non-compliance of any of the criteria can entail rejection of the offer. Photocopies of relevant documents / certificates signed by the authorized person should be submitted as proof of support of the claims made for each of the above mentioned criteria. The Bank reserves the right to verify / evaluate the claims made by the bidder independently. Any deliberate misrepresentation will entail rejection of the offer ab-initio.

Place:

Date:

Signature:

SEAL of the Organization/Entity



Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

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

**Annexure - X**

**Acceptance Of Terms & Conditions Of Work**

No.

Date :

To

Asstt. General Manager, FID  
Indian Bank Corporate Office,  
Financial Inclusion Department  
PB No.5555, 254-260  
Avvai Shanmugam Salai,  
Chennai- 600014

**ACCEPTANCE OF TERMS & CONDITIONS OF WORK**

Dear Sir,

We are hereby accept, undertake and confirm that

- We have read and understood all the sections, annexure, appendix of RFP related to End to End Financial Inclusion Solution.
- We understood that any requirement, terms & condition including SLA mentioned in any section, Annexure or Appendix are part of the document.
- We understood that all requirements, terms & conditions including SLA shall remain valid and binding on successful Bidder till the end of contract period or till new TSP takes complete charge of FI Solution and bank confirms the same with date in writing to us.

We hereby undertake and confirm our full warranty/support as per terms & conditions mentioned in RFP, Conditions of Contract for the goods and services offered for supply by us against this RFP (Request for Proposal). In case of any lapses/ loses or otherwise, we undertake to bear/ compensate of all the liabilities/ penalties of any means/ mode and the decision of bank shall be final.

Note: This letter of authority should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the OEM. It should be included by the Bidder in its bid.

Place:

Date:

**Signature:**

SEAL of the Organization/Entity

**Bid Security Form**

Whereas..... (Hereinafter called "the Bidder") who intends to submit its 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 Bank, the Bank binds itself, its successors, and assigns by these presents. Sealed with the seal of the said Bank this \_\_\_\_ day of \_\_\_\_\_.

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 Bank 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 Bank up to the above amount upon receipt of its first written demand, without the Bank having to substantiate its demand, provided that in its demand the Bank 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 the above date.

(Signature of the Bank)

**NOTE:** 1. Bidder should ensure that the 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

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

CO: Financial Inclusion Department,  
Indian Bank, Corporate Office Building,  
254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

**Annexure - XII**

**Performance Security Format**

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..... (Hereinafter called "the Contract") to  
supply..... (Description of Goods and  
Services)

**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.

**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.....

Signature and Seal of Guarantor

.....  
Date.....  
Address: .....  
.....

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

CO: Financial Inclusion Department,  
Indian Bank, Corporate Office Building,  
254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

**Annexure - XIII**

**Indicative Commercial Bid**

(Indicative price bid to be submitted along with Technical Bid in a separate envelope and Final Price Breakup to be submitted )

**The Technically qualified bidder has to submit their commercial bid through Online Reverse Auction Mode for 5 years alongwith perod of Implementation, which will be considered for Commercial Evaluation.**

(Bidder shall submit their **indicative commercial bid** for Total 5 Years alongwith period of implementation. Bidder shall separately submit indicative commercial bid for 2 years of extendable period.)

Date:

To  
Asstt. General Manager, FID  
Indian Bank Corporate Office,  
Financial Inclusion Department  
PB No.5555, 254-260  
Avvai Shanmugam Salai,  
Chennai- 600014

Dear Sir,

**Sub: Request for Proposal for Supply, Installation, Customization and Maintenance of End to End Financial Inclusion Solution.**

**Ref: Your RFP No. CO/FID/TSP/02/2022-23 dated 01/07/2022**

Further to commercial bid, we submit hereunder the price breakup details as per the specifications.

**Price Schedule**

**A. Cost of Financial Inclusion Solution Platform Licenses ^^: -**

S.No.	Items	License Cost for 5 years from GO LIVE period (in Rs.)
1	Cost of Financial Inclusion Solution Platform Licenses for UAT setup	
2	Cost of Financial Inclusion Solution Platform Licenses for Primary site	
3	Cost of Financial Inclusion Solution Platform Licenses for Disaster Recovery	

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4	Cost of Financial Inclusion Solution Platform Licenses for Near DR Site	
	<b>Total (A)</b>	

^^ 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, DR, NDR & UAT setup.

#### B. Cost of Annual Technical Support Charges (post GO LIVE):

S.	Items	ATS charges from 1st year to 5 <sup>th</sup> year (in Rs.)*
1	Cost of ATS for 1st Year	
2	Cost of ATS for 2nd Year	
3	Cost of ATS for 3 <sup>rd</sup> Year	
4	Cost of ATS for 4 <sup>th</sup> Year	
5	Cost of ATS for 5 <sup>th</sup> Year	
	<b>Total (B)</b>	

\* ATS Charges will be paid annually in advance after GO LIVE

#### C. Cost of Implementation of Financial Inclusion Solution platform:

S. No.	Item	Amount (in Rupees)
1	Implementation Charges at DC, NDR, & DR Site, UAT (installation, configuration, Customization, Training, Interface(s), Testing, Acceptance, Data Migration etc.)	
	<b>Total (B)</b>	

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Royapettah, Chennai-600014

#### D. Cost of Manpower for onsite / production support for 5 years

Bidder has to provide minimum 12 resources for 24x7x365 operations and providing the costing accordingly.

S. No.	Item	No of resources	Cost per resources per Annum (in INR)	Total Cost per Annum(in INR)*
1	Cost of manpower for Onsite support for 1 <sup>st</sup> year	10 resources		
2	Cost of manpower for Onsite support for 2 <sup>nd</sup> year			
3	Cost of manpower for Onsite support for 3 <sup>rd</sup> year			
4	Cost of manpower for Onsite support for 4 <sup>th</sup> year			
5	Cost of manpower for Onsite support for 5 <sup>th</sup> year			
	<b>Total (D)</b>			

\* To be paid on a quarterly basis from GO LIVE till the end of the contract period. The payment will be made in arrears at the end of every quarter.

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### E. Cost of dedicated L3 onsite development engineer for 5 years

The bidder to provide 2 dedicated L3 onsite development engineer from GO LIVE onwards.

\*

S. No.	Item	No of resources	Cost per Annum (in INR)*
1	Cost of two L3 development engineer for 1st year	2 resource	
2	Cost of two L3 development engineer for 2nd year		
3	Cost of two L3 development engineer for 3rd year		
4	Cost of two L3 development engineer for 4 <sup>th</sup> year		
5	Cost of two L3 development engineer for 5 <sup>th</sup> year		
	<b>Total (E)</b>		

\*To be paid on a quarterly basis from GO LIVE till the end of the contract period. The payment will be made in arrears at the end of every quarter

### F. Man-days cost for Change Request Bill (in case of fresh change request as per the tender terms) for bucket size of 6 major changes (150 days)

S. No.	Description	Per Man-day cost (in Rs)	Bucket Size	Total Cost (in Rs.)
1	Per Man-day Cost		150 (person days)	

Cost for 5 Bucket of 750 person-days\* (F): .....

\* Bank may avail bucket size of 150 person-days each, as per the actual requirements of the Bank.

Total Cost of Ownership (TCO) = Table(A) + Table(B) + Table(C) + Table(D) + Table(E) + Table(F) (i.e Rs.....)

words: Rupees .....

.....

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## PRICE STATEMENT

Total Cost of Ownership (TCO) for End to End Financial Solution Platform is for the entire contract period (inclusive of all duties, levies, freight, insurance, warranty/ AMC/ ATS, etc. and exclusive of all applicable taxes, is Rs. .... (in figures) Rupees .... (in words). 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

Place:

Date:

(Authorised Signatory)

Name:

Designation:

Mobile No:

Business Address:

Telephone No:

E-mail ID:

Note:-

**NOTE :- Commercial bid submitted during online Reverse Auction shall only be qualified for Commercial Evaluation.**



**Non-Disclosure Agreement**

**This Agreement** made at \_\_\_\_\_, on this \_\_\_\_\_ day of \_\_\_\_\_ 2022  
**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 - 600014 (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.

**WHEREAS:**

The Parties entered to a contract and established business relationship between them. In  
the course of such business relationship, it is anticipated that both the parties may disclose  
or deliver to either of the Parties certain or some of its trade secrets or confidential or  
proprietary information, for the purpose of enabling the other party to evaluate the  
feasibility of such business relationship (hereinafter referred to as “**the Purpose**”).

**NOW, THEREFORE, THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND  
BETWEEN THE PARTIES HERETO AS FOLLOWS:**

**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.

## **2. Use of Confidential Information:**

- a) 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.
- b) The bidder 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.
- c) The bidder 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.

## **3. 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

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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

#### **4. 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.

#### **5. Term:**

This Agreement shall be effective from the date hereof and shall continue till termination of 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 for a period of five years after expiry of contract

#### **6. 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

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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.

## **7. 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

## **8. 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.

## **9. 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.

## **10. Governing Law and Jurisdiction:**

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, Tamil Nadu.

All disputes or differences whatsoever arising between the parties out of or in connection with this Agreement or in discharge of any obligation arising out of the Agreement shall be settled amicably. If the parties are not able to solve them amicably, either party (the Bank or Successful Bidders) shall give written notice to other party clearly setting out there in, specific dispute(s) and/or difference(s), and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to an arbitration panel; one to be nominated by each party and the said arbitrators shall

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nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws. Successful Bidder shall continue work under the Agreement during the arbitration proceedings, unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. Arbitration proceeding shall be held at **Chennai** (Place of Arbitration), India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English. Submitting to arbitration may be considered as an additional remedy and it does not preclude the parties to seek redressal / other legal recourse.

#### 11. 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.

#### 12. 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

**Contract Form**

**(To be submitted on Non - Judicial Stamp Paper)**

**THIS AGREEMENT** made the .....day of.....2022 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. .... 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 Functional & Technical Specifications;
  - (d) The Conditions of Contract;
  - (e) The Purchaser’s Notification of Award/Purchase Order.
  - (f) The RFP including Addendum/s & corrigendum/s.
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.

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

Sl. No.	Brief description of goods & services	Quantity to be supplied	Unit price	Total price

**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:.....

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

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

**ANNEXURE- XVI**

**Manufacturers' Authorization Form (MAF)**

No.

Date :

To

Asstt. General Manager, FID  
Indian Bank Corporate Office,  
Financial Inclusion Department  
PB No.5555, 254-260  
Avvai Shanmugam Salai,  
Chennai- 600014

**..MAF for your RFP No. . CO/FID/TSP/02/2022-23 dated 01/07/2022**

Dear Sir,

We who are established and reputable manufacturers/ developer of  
.....(*name of product offered*) do hereby authorize  
M/s.....(*name and address of Agent*) to submit a Quote, and sign the contract  
with you for the solution offered by us against the above RFP (Request for Proposal).

We hereby extend our full warranty/support as per Conditions of Contract for the goods and  
services offered for supply by the above firm against this RFP (Request for Proposal). We duly  
authorize the said firm to act on our behalf in fulfilling all installation, technical support and  
Annual maintenance obligations required by the Contract.

Yours faithfully,

(Name)

(Name of OEM)

Note: This letter of authority should be on the letterhead of the OEM and should be signed by a  
person competent and having the power of attorney to bind the OEM. It should be included  
by the Bidder in its bid.



**Pre-Contract Integrity Pact**

(To be submitted on Non - Judicial Stamp Paper)

**PRE-CONTRACT INTEGRITY PACT**

**Between**

**Indian Bank hereinafter referred to as “The Bank”**

**and**

**..... hereinafter referred to as “The Bidder/Contractor”**

**Preamble**

The Bank intends to award, under laid down organizational procedures, contract/s for Supply, Installation, Customization and Maintenance of End to End Financial Inclusion Solution. The Bank values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidders(s) and / or Contractor(s).

In order to achieve these goals, the Bank will appoint an Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

**Section 1 - Commitments of the Bank**

1. The Bank commits itself to take all measures necessary to prevent corruption and to observe the following principles:

- a) No employee of the Bank, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b) The Bank will, during the tender process treat all Bidder(s) with equity and reason. The Bank will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional

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information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

- c) The Bank will exclude from the process all known prejudiced persons.

2. If the Bank obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Bank will inform the Chief Vigilance Officer(CVO) and in addition can initiate disciplinary actions.

## **Section 2 - Commitment of the Bidder(s)/ Contractor(s)**

1. The Bidder(s) / Contractor(s) commit themselves to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.
  - a. The Bidder(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Bank's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
  - b. The Bidder(s) / Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
  - c. The Bidder(s) / Contractor(s) will not commit any offence under the relevant IPC/PC Act: further, the Bidder (s) / Contractor (s) will not use improperly, for purpose of competition or personal gain, or pass on to others, any information or documents provided by the Bank as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
  - d. The Bidder (s) / Contractor (s) of foreign origin shall disclose the name and address of the Agents/Representatives in India, if any. Similarly, the Bidder(s)/Contractor (s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further, as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder (s) / Contractor (s). Further as mentioned in the Guidelines, all the payments made to the Indian Agent/Representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed at Annexure.
  - e. The Bidder (s) / Contractor (s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

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2. The Bidder (s) / Contractor (s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

### **Section 3- Disqualification from tender process and exclusion from future contracts**

If the Bidder(s) / Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or any other form such as to put his reliability or creditability in question, the Bank is entitled to disqualify the Bidder(s) / Contractor(s) from the tender process.

### **Section 4 - Compensation for Damages**

1. If the Bank has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Bank is entitled to demand and recover the damages equivalent to Bid Security and this bid security will be forfeited.
2. If the Bank has terminated the contract according to Section 3, or if the Bank is entitled to terminate the contract according to Section 3, the Bank shall be entitled to demand and recover from the Contractor the liquidated damages equivalent to the amount of the contract value.

### **Section 5 - Previous Transgression**

1. The Bidders declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprises in India that could justify his exclusion from the tender process.
2. The Bidder agrees that if he makes incorrect statement on this subject, bidder is liable to be disqualified from the tender process or the contract, if already awarded, is liable to be terminated for such reason.
3. The imposition and duration of the execution of the bidder will be determined by the bidder based on the severity of transgression.
4. The Bidder/Contractor acknowledges and undertakes to respect and uphold the Bank absolute right to resort to and impose such exclusion.
5. Apart from the above, the Bank may take action for banning of business dealings/holiday listing of the Bidder/ Contractor as deemed fit by the Bank.
6. If the Bidder/Contractor can prove that he has resorted/recouped the damage caused by him and has implemented a suitable corruption prevention system, the Bank may, at its own discretion, as per laid down organizational procedures, revoke the exclusion prematurely.

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#### **Section 6 - Equal treatment of all Bidders/ Contractors/ Sub-Contractors**

1. The Bidder(s)/Contractor(s) undertake(s) to demand from all sub-contractors a commitment in conformity with this Pre-Contract Integrity Pact, and to submit it to the Bank before contract signing. The Bidder(s)/Contractor(s) shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub-contractors/Sub-vendors.
2. The Bank will enter into agreement with identical conditions as this one with all Bidders/Contractors.
3. The Bank will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

#### **Section 7 - Criminal charges against violating Bidder(s) /Contractor(s) /Sub contractor(s)**

If the Bank obtains knowledge of conduct of a Bidder, Contractor or Sub-contractor or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or of the Bank has substantive suspicion in this regard, the Bank will inform the same to the Chief Vigilance Officer.

#### **Section 8 - Independent External Monitor / Monitors**

1. The Bank appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. It will be obligatory for him to treat the information and documents of the Bidders/Contractors as confidential. He reports to the Authority designated by the Bank.
3. The Bidder(s)/Contractor(s) accept that the Monitor has the right to access without restriction to all Project documentations of the Bank including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidders)/Contractors(s)/Subcontractors(s) with confidentiality.
4. The Bank will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Bank and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
5. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Bank and request the Management to discontinue or take corrective action, or to take other relevant action. The Monitor can in this regard submit

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non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

6. The Monitor will submit a written report to the Authority designated by the Bank, within 8 to 10 weeks from the date of reference or intimation to him by the Bank and, should the occasion arise submit proposals for correcting problematic situations.
7. If the Monitor has reported to Authority designated by the Bank, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Authority designated by the Bank has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
8. The word '**Monitor**' would include both singular and plural.

## Section 9 - Pact Duration

This pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded on whomsoever it may be.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by the Bank.

## Section 10 - Examination of Books of Accounts

In case of any allegation of, violation of any provisions of this Pre-Contract Integrity Pact or payment of commission, the Bank or its agencies shall be entitled to examine the Books of Accounts of the Bidder and the Bidder shall provide necessary information of the relevant financial documents in English and shall extend all possible help for the purpose of such examination.

## Section 11 - Other provisions

1. This agreement is subject to Indian Law, Place of performance and jurisdiction is the Corporate Office of the Bank, i.e. Chennai.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a Consortium, this agreement must be signed by all partners or Consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by Board resolution.
4. Should one or several provisions of this agreement turn out to be invalid, the reminder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. In the event of any contradiction between the Pre-Contract Integrity Pact and its Annexure, the Clause in the Pre-Contract Integrity Pact will prevail.

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Royapettah, Chennai-600014

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- Any dispute or difference arising between the parties with regard to the terms of this Agreement/Pact, any action taken by the Bank in accordance with this Agreement/Pact or interpretation thereof shall not be subject to arbitration.

The parties hereby sign this Pre-Contract Integrity Pact at .....on .....

\_\_\_\_\_

\_\_\_\_\_

(For & On behalf of the Bank)

(For & On behalf of Bidder/Contractor)

(Office Seal)

(Office Seal)

Place \_\_\_\_\_

Place \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_

Witness 1:

Witness 1:

(Name & Address) \_\_\_\_\_

(Name & Address) \_\_\_\_\_

Witness 2:

Witness 2:

(Name & Address) \_\_\_\_\_

(Name & Address) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

CO: Financial Inclusion Department,  
Indian Bank, Corporate Office Building,  
254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

**ANNEXURE - XVIII**

**Declaration For MSME Benefits**

*(To be submitted on the letter head of the bidder signed by Director/Company Secretary)*

To,  
Asstt. General Manager, FID  
Indian Bank Corporate Office,  
Financial Inclusion Department  
PB No.5555, 254-260  
Avvai Shanmugam Salai,  
Chennai- 600014

Sub: Request for Proposal for Supply, Installation, Customization and Maintenance of End to End Financial Inclusion Solution.

Ref: RFP No. CO/FID/TSP/02/2022-23 dated 01/07/2022

Dear Sir,

This has reference to our bid submitted in response to your Request for Proposal (RFP) Ref. No. RFP No. CO/FID/TSP/02/2022-23 dated 01/07/2022 floated for Supply, Installation, Customization and Maintenance of End to End Financial Inclusion Solution. We have carefully gone through the contents of the above referred RFP and hereby undertake and confirm that, as per the Govt. Of India guidelines, we are eligible to avail the following MSME benefits in response to your RFP floated, as referred above.

a) Issue of Tender Documents to MSEs free of Cost

In case, at any later stage, it is found or established that, the above undertaking is not true then Bank may take any suitable actions against us viz. Legal action, Cancellation of Notification of Award/contract (if issued any), Blacklisting & debarment from future tender/s etc.

Yours Sincerely

For M/s \_\_\_\_\_

Signature

Name:

Designation: Director/Company Secretary

Place:

Date:

Seal & Stamp

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

CO: Financial Inclusion Department,  
Indian Bank, Corporate Office Building,  
254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

**ANNEXURE - XIX**

**Declaration On Procurement From a Bidder of a Country which shares  
A Land Border With India**

(THE BIDDER SHOULD GIVE THE FOLLOWING UNDERTAKING / CERTIFICATE ON ITS LETTERHEAD)

To,  
Asstt. General Manager, FID  
Indian Bank Corporate Office,  
Financial Inclusion Department  
PB No.5555, 254-260  
Avvai Shanmugam Salai,  
Chennai- 600014

Date

Dear Sir,

**Sub: Request for Proposal for Supply, Installation, Customization and Maintenance of End to End Financial Inclusion Solution.**

**Ref: RFP No. CO/FID/TSP/02/2022-23 dated 01/07/2022**

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India; I certify that << **name of the firm**>> is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Evidence of valid registration by the Competent Authority shall be attached.]

**Signature of Authorized Official**

**Name and Designation with Office Seal**

**Place:**

**Date:**



Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

CO: Financial Inclusion Department,  
Indian Bank, Corporate Office Building,  
254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

**ANNEXURE-XX**

**Declaration of Source Code Audit**

To,  
Asstt. General Manager, FID  
Indian Bank Corporate Office,  
Financial Inclusion Department  
PB No.5555, 254-260  
Avvai Shanmugam Salai,  
Chennai- 600014

Date

Dear Sir,

**Sub: Request for Proposal for Supply, Installation, Customization and Maintenance of End to End Financial Inclusion Solution**

**Ref: RFP No. CO/FID/TSP/02/2022-23 dated 01/07/2022**

We declare that, source code of our application has been audited by professionally competent personnel/ Information Security (IS) Auditors.

We further declare that if we become successful bidder, we will submit the proof of Source Code Audit to the Bank.

**Signature of Authorized Official**

**Name and Designation with Office Seal**

**Place:**

**Date:**

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

CO: Financial Inclusion Department,  
Indian Bank, Corporate Office Building,  
254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

**Annexure - XXI**

**Pre-Bid Query Format**

Bidders need to provide their queries, if any within the scope of this RFP for BC Management Services in XL sheet as per the format mentioned below. Bidders are requested to categorize their queries in respect of appropriate heads Viz. Scope of Work, Terms of Work/Contract, Model Agreement, Other Terms and Conditions, etc. Bidders are requested to provide a reference of the page number of this RFP, state the clarification point and the queries/suggestion/deviation that they propose as shown below.

Sl. No.	Section and Clause Reference No.	Page No.	RFP Text	Query	Bank Reply/Clarification

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

CO: Financial Inclusion Department,  
Indian Bank, Corporate Office Building,  
254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

**ANNEXURE - XXII**

**Experience Details**

**Ref: RFP No. CO/FID/TSP/02/2022-23 dated 01/07/2022**

(Submit photocopies of Purchase Orders as supporting documents for each item as per eligibility & evaluation criteria separately)

S.No.	Name of Organization for whom services rendered	Nature of Work	Team size	Project Details		
				Period (No. of Months)	Start Date	Date of Completion/ expected completion

Signature of Authorized Signatory

Name:

Designation:

Seal:

Date:

Note:- Details shall be provided in respect of full journey as Technical Service Provider; Technical Service Provider in Financial Inclusion Solution, details(category wise) about employees including Technical Engineers (with retention period); development of application and its granularities.

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

CO: Financial Inclusion Department,  
Indian Bank, Corporate Office Building,  
254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

**ANNEXURE - XXIII**

**Turnover, Net Worth and P&L Details**

*(Bidders have to submit photocopies of Audited Balance Sheet / P&L)*

Ref: RFP No. CO/FID/TSP/02/2022-23 dated 01/07/2022

(Amount in Rs.)

F Y	Turnover	Net Profit and Loss	Net worth
2018-19 (Audited)			
2019-20 (Audited)			
2020-21 (Audited)			
2021-22 (CA Certified)			

Signature of Authorized Signatory

Name:

Designation:

Seal:

Date:

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

CO: Financial Inclusion Department,  
Indian Bank, Corporate Office Building,  
254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

**ANNEXURE - XXIV**

**Letter From PSB/Private Bank/RRB**

Date:

The General Manager (FID),  
Indian Bank Corporate Office,  
Financial Inclusion Department  
PB No.5555, 254-260  
Avvai Shanmugam Salai,  
Chennai- 600014

Sub: Services of M/s\_\_\_\_\_as Technical Service Provider for Financial  
Inclusion Solution

Dear Sir,

We certify that M/s\_\_\_\_\_ is engaged by our bank for providing as  
Technical Service Provider for Financial Inclusion Solution since\_\_\_\_\_.

We certify that support and service rendered by M/s \_\_\_\_\_ are  
satisfactory.

Thanking You,

(Signature)

Name of the Official

Designation (Not Below rank of Asst. General Manager should sign)

Bank's Name

Official Seal

E-Mail/Contact Details (To be obtained on Letter Head of Bank)

**ANNEXURE - XXV**
**Technical Bid Check List**

Sl. No.	Documents	Provided (Yes/No)
1.	Preface	
2.	Power of Attorney/ Authorized letter signed by the Competent Authority with the seal of the Bidder's entity in the name of the person signing the tender documents. Power of Attorney should be in Non-Judicial Stamp Paper.	
3.	Demand Draft (DD)/Pay Order/IOI for Rs.50,000/- (Rs. Fifty Thousand Only as Application fee) favoring Indian Bank, payable at Chennai towards cost of RFP, if not paid online	
4.	EMD-Bid Security-Refundable of Rs. 2,00,00,000 (Rupees Two Crore only) in the form of DD/Pay order/IOI/Bank Guarantee issued by Scheduled Commercial Bank other than Indian Bank favoring Indian Bank payable at Chennai. The validity period of BG is 225 days excluding 15 days of claim period.	
5.	Pre-Qualification Eligibility Criteria as per Annexure-VIII	
6.	Acceptance of Scope of Work as per Annexure-IX	
8.	Undertaking of Bidder with Bidder Specifications as per Annexure-II	
9.	Letter of Authority with Board Resolution as per Annexure-IV	
10.	Memorandum & Article of Association/Certificate of Incorporation/Trust Deed/Society By Laws/Other documents as a proof of constitution/Commencement of Business	
11.	ROC search report by independent Company Secretary as per Board Authorized agency in case of Company	
12.	Audited Financial Statements along with notes on accounts, annexure for FY's 2018-19, 2019-20 & 2020-21.	
13.	CA Certified Provisional Financial Statement for FY 2021-22	
14.	Undertaking for Non Black listing as Per Annexure-V	
15.	Proof of Past Experience- Copy of Work Order/Agreement executed with PSBs/Private Banks/RRBs along with Brief write up about Project Experience as per RFP	
16.	Know Your Employee Undertaking as per Annexure-VI	

CO: Financial Inclusion Department,  
Indian Bank, Corporate Office Building,  
254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

17.	Letter from PSB/Private Bank/RRB as per Annexure-XXIV	
18.	Sealed Bid Copy	
19.	Copy of RFP along with Amendments (if any) signed and stamped	
20.	Signed copy of Pre-Contract Integrity Pact Annexure-XVII	
21.	Non-Disclosure Agreement on Letter Head signed by Authorised Signatory as per Annexure-XIV	
22.	Acceptance of Model Agreement Signed Copy as per Annexure-XV	

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

CO: Financial Inclusion Department,  
Indian Bank, Corporate Office Building,  
254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

**Form - 1**

**BG Confirmation Letter**

Name of the Bank  
Address

Dear Sir,

**Sub: Confirmation regarding issuance of Bank Guarantee in favour of \_\_\_\_\_**  
(Name of the bidder).

With regard to the above, please confirm the issuance of following Bank Guarantee in favour of \_\_\_\_\_ (Name of the bidder).

Bank Guarantee details	Amount in Rs.	Expiry Date
BG No. and Date: BG amendment No. and date, if any:		

Yours faithfully,

**Asstt. General Manager, (FID)**



Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

CO: Financial Inclusion Department,  
Indian Bank, Corporate Office Building,  
254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

**Form - 2**

**BG Renewal/ Extension Letter**

Name of the Bidder  
Address

Dear Sir,

**Sub: Renewal/Extension of Bank Guarantee submitted by you against our tender\_\_\_\_\_ (tender ref).**

With reference to the above, we would like to inform that the Bank guarantee submitted by you is expiring / has expired on \_\_\_\_\_ (date). Please arrange to submit Renewal/Extension of Bank Guarantee for a period of \_\_\_\_\_ months. The details are given below.

Bank Gurantee No.:

Bank Guarantee Amount:

Validity date:

BG issuing Bank:

Yours faithfully,

**Asstt. General Manager, (FID)**

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

CO: Financial Inclusion Department,  
Indian Bank, Corporate Office Building,  
254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

**Form - 3**

**BG Invocation/ Encashment Letter**

Name of the Bank  
Address

Dear Sir,

Sub: Invoking of Bank Guarantees issued by your Branch on behalf of \_\_\_\_\_  
(Name of the bidder).

The following Bank Guarantee had been issued by \_\_\_\_\_ (Name of the Bank) on behalf of \_\_\_\_\_ (Name of the vendor) for due performance/ fulfillment of their obligations in accordance with the \_\_\_\_\_ (Details of the tender/Purchase Order).

Bank Guarantee Details	BG Amount (in Rs.)

We declare that the Supplier committed/is in default under the above contract \_\_\_\_\_ and you treat this letter as an invocation of the above BGs and we/the Bank demand you to draw a DD for a sum of \_\_\_\_\_ (in words & figures) in favour of INDIAN BANK and forward to us or remit the said amount through \_\_\_\_\_ (account details).

If required, original BGs will be provided on receipt of funds.

Yours faithfully,

**Assistant General Manager (FID)**

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

CO: Financial Inclusion Department,  
Indian Bank, Corporate Office Building,  
254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

Form-4

**Proforma of Installation Certificate for issue by the Bank after  
completion of Implementation of the Project**

Date:

**Sub: Certificate of COMPLETION OF IMPLEMENTATION OF THE End to End Financial Solution**

**Ref: Purchase Order No.**

1. This is to certify that the MVP - \_\_\_\_ 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 MVP \_\_\_\_\_
- (c) Deliverables in the MVP \_\_\_\_\_
- (d) Date of Initiation of MVP \_\_\_\_\_
- (e) Date of completion of UAT \_\_\_\_\_

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

<u>S.No.</u>	<u>Description</u>	<u>Amount to be recovered</u>
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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 MVP phase \_\_\_\_\_ of the project\*

(or)

The supplier has failed to fulfil its contractual obligations with regard to the following:

(a)

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

(b)

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation with date and stamp \_\_\_\_\_

**\*Explanatory notes for filling up the certificates:**

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

Ref: CO/FID/TSP/02/2022-23 Dated 01.07.2022

CO: Financial Inclusion Department,  
Indian Bank, Corporate Office Building,  
254-260, Avvai Shanmugam Salai,  
Royapettah, Chennai-600014

Form-5

**Certificate of Local Content as per Make in India Guidelines**

To,  
Asstt. General Manager, FID  
Indian Bank Corporate Office,  
Financial Inclusion Department  
PB No.5555, 254-260  
Avvai Shanmugam Salai,  
Chennai- 600014

Date

Dear Sir,

**Sub: Request for Proposal for Supply, Installation, Customization and Maintenance of End to End Financial Inclusion Solution.**

**Ref: RFP No. CO/FID/TSP/02/2022-23 dated 01/07/2022**

This is to certify that proposed \_\_\_\_\_ <product details> is having the local content of \_\_\_\_\_ % as defined in the above mentioned RFP.

The details of location(s) at which the local value addition is made are as under

S.No.	Make and Model	Name of Place

This certificate is submitted in reference to the Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion order number P-45021/ 2/2017-B.E.-II dated 15th June 2017 for the Public Procurement (Preference to Make in India), Order 2017, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 28th May 2018, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 29th May 2019 and subsequent revision order no DPIIT Order No. P-45021/2/2017-PP(BE-II) dated June 04, 2020 and subsequent revision order no. P-45021/2/2017-PP (B.E.-II) dated 16th Sept 2020 & its amendment (if any) referred to hereinabove.

For Bidder

For OEM

Signature of authorised signatory  
Name and Designation:  
Seal:  
Date:

Signature of authorised signatory  
Name and Designation:  
Seal:  
Date: