



Expression of Interest (EOI)

For

**Implementation of Business Process Management (BPM) solution for
automation of various internal applications and interfacing
external partners of the Bank**

Indian Bank
Information Technology Department
Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah, Chennai - 600 014



Expression of Interest Schedule:

1.	Last date and time for Obtaining submission of EOI	14 th May 2016 up to 15:00 hrs
2.	Date and Time of opening of EOI responses	14 th May 2016 up to 15:30 hrs
3.	Last date for submission of queries For seeking clarifications	02 th May 2016 1500 hours
4.	Cost of EOI Document	Demand draft for Rs. 5000/- (Rupees Five thousand only) favoring "Indian Bank" payable at Chennai. The cost is Non-refundable.
5.	Place of opening of EOI	Indian Bank, Corporate Office, 254-260, Avvai Shanmugam Salai, Royapettah, Chennai - 600 014
7.	Address for Communication	As above Tel:(044) 2813 4311/2813 4309
8.	Contact Details:	Interested applicants are requested to send their queries to following email IDs: sanjeev.sethi@indianbank.co.in easwarkb@indianbank.co.in saravanan.g@indianbank.co.in Please restrict the size of the email to less than 1 MB. Following information are requested to be provided without fail while seeking queries/clarification: Name of the company, contact person, Mailing address with Pin Code, Telephone No., Fax No., email address, Mobile No. etc.

Note: Expression of Interest will be opened in presence of the applicant's representative who chooses to attend.



Expression of Interest (EOI)

Indian Bank invites expression of Interest (EOI) from reputed vendors/SI/applicant(s) for implementing a Business Process Management Solution (BPMS) for managing processes of various internal software applications and External partners of the Bank.

1. Pre-Response Meeting:

- a. A pre-response meeting is scheduled to be held at the following address at 11.00 hours IST on 03.05.2016. Applicant's designated representatives (maximum two persons) may attend the pre-response meeting.

**Indian Bank Corporate Office,
254-260, Avvai Shanmugham Salai, Royapettah
Chennai 600 014, India.**

- b. In case the probable applicant wants to participate in the Pre-response Meeting to be held on the date specified in this EOI, they should register themselves with the Bank by submitting the **cost of EOI document i.e. Rs. 5,000/- (Rupees five Thousand Only - non-refundable)** by way of Demand Draft (DD) in favour of Indian Bank payable at Chennai. Only those Applicants or their Representatives (Maximum 2 persons) who have registered with the Bank will be allowed to participate in the pre-response meeting. Such Applicants who have submitted DD for attending pre-response meeting are not required to submit the DD for cost of EOI Document along with technical response.
- c. The purpose of the meeting will be to clarify issues and to answer questions raised by the probable applicants.
- d. The applicant is requested to submit questions in writing atleast one day in advance to the Bank before the pre-response meeting date.

Text of the questions raised (without identifying the source of enquiry) and the responses given, together with amendment to the EOI document, if any, will be ported in our web site and informed to the applicants who have raised queries in writing.



2. Period of validity of EOIs

EOI shall remain valid for the period of 180 days after the last date for submission of EOI prescribed by the Bank. A EOI valid for a shorter period shall be rejected by the Bank as non-responsive.

3. Bank's right to accept any EOI and to reject any or all EOIs

The Bank reserves the right to accept or reject any EOI, and to annul the entire process and reject any/all EOI/s at any time, without thereby incurring any liability to the affected Applicant or Applicants.

4. Eligibility Criteria

S.No.	Eligibility Criteria	Proof to be enclosed
4.a	The Applicant Should be Company registered under Companies Act, 1956 and should have been operating for at least five years in India as on 31/03/2016	Copy of Certificate of Incorporation
4.b	The annual turnover of the applicant should be more than Rs.25.00 crores during each of the last three financial years of the applicant	Copy of audited Balance Sheet
4.c	The applicant should have a net profit in each of the last three financial years of the applicant.	Copy of audited Balance Sheet
4.d	The applicant should not have been blacklisted currently by Government Dept / Public Sector Undertaking / Public Sector Banks	Self Declaration
4.e	The applicant should have satisfactorily implemented BPMS and its support services in atleast one Scheduled Commercial Bank	Copy of Purchase Order alongwith satisfactory implementation/ support letter from the bank

The applicant should demonstrate maturity, experience and domain expertise in providing BPM solutions in India. Applicant should submit the following details:

4.1	Details of the Solution Proposed (attach separate sheets if necessary) All pages to be numbered in order, signed and should be held tightly.	
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4.2	Number of clients in India using the proposed BPM solution	
4.3	Whether Support Centers available for the proposed solution. Give details of location and details of the staff having qualification experience in middleware implementation.	
4.4	Details of Development and Testing Center available for the above	
4.5	Applicant shall provide references / case studies (at least one) of similar projects successfully completed with various organizations located in India.	
4.6	Contact details in respect of item No. 4.5 and 4.e – Name, Designation, Organization, phone No., Mobile no., email address.	
4.7	Whether escrow arrangement available for the proposed BPM solution	

5. Documents to be submitted along with the EOIs (Hardcopy document and same in Softcopy in CD/DVD)

- a) Letter of Authority / Power of Attorney for participation in the EOI on behalf of the company.
- b) Letter of compliance as per Annexure - 1
- c) Cost of EOI (if not submitted at the time of pre-response meeting)
- d) Copy of audited balance sheet for last three financial years.
- e) Satisfactory Performance Certificate from the Clients referred in the proposal is mandatory. The applicant shall have IP (Intellectual property) rights / should be authorized partner and support provider for the products offered to Indian Bank and an undertaking to this effect to be given.
- f) EOIs should also include the following
 - Complete solution architecture,
 - Detailed Product Information including its features, dimensions functionality, Scalability, dependencies, installation requirements, etc.
 - Explicit list of Servers, storage devices, software components, utilities, network equipments, security equipments, UPS, racks, power requirements, etc. to be submitted along with the response.
 - Implementation plan

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- Maintenance and management plan
- Hardware and software requirements
- Any other Components that will be provided by the Applicant for the solution to work.
- Escrow arrangements / Vendors
- Licensing metrics

g) Contact detail of the authorized signatory and an authorized contact person on behalf of the applicant along with Power of Attorney of Letter of Authorization is to be provided in the format separately:-

Particulars	Authorized signatory for signing the EOI	Authorized contact person.
Name		
Designation		
Email-id		
Land line No		
Mobile No		
Fax No		
Address		

In case any discrepancy is observed between hard and soft copy, the hard copy will be considered as the base document.

6. Last Date for submission:

The last date and time of obtaining/submission of EOI is 14.05.2016 up to 15.00 Hrs. In case of designated day declared to be public holiday, the same may be extended to next working day. Interested applicants may submit sealed Expression of Interest (EOI) to:

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

The Bank reserves the right to accept/reject any or all offers submitted in



response to this advertisement without assigning any reason whatsoever.

7. Evaluation Process :-

The applicants who qualify the Eligibility criteria will be invited to make presentation of the proposed solution at our Corporate Office / Head Office, Chennai. All costs incurred by the applicant towards making the presentation, submission of EOI etc will be borne by the respective applicant only. The presentation should cover the entire technology on end-to-end basis. The applicants should demonstrate that they meet all criteria given in this EOI.

The components which are required for the successful implementation of the project provided by the vendor should be clearly specified. The evaluation will be based on

- ✓ the responses to the EOI document,
- ✓ Completeness of the information filled in,
- ✓ Completeness of the solution
- ✓ Presentation,
- ✓ Interaction,
- ✓ Feedback from existing customers,
- ✓ Financial strength,
- ✓ Functionalities available in the solution offered,
- ✓ Scalability,
- ✓ Flexibility and ease of use.

Bank will visit any reference site(s) in the table(s) submitted by the applicant under the clause 4.5 and 4.e of this document. Bank will incur the cost towards travel, boarding and lodging (if required) of their own staff for site visits.

8. Request for Proposal:

In the next phase, Request for Proposal (RFP) will be issued to shortlisted applicants. However, Bank reserves the right to invite Request for Proposal through open tender. Commercial bid will be finalized through online reverse auction process among the technically qualified bidders of the RFP.

9. Present Technology landscape in the bank - Indicative

Indian bank is in the forefront of implementing various technology initiatives for improving service to its customers. Some of the implementations are as follows:

- a) Core Banking System using B@NCs, which has been implemented across all its Offices in a Centralized Architecture located in India.
- b) Human Resource Management System with SAP, covering all its



employees

- c) Indian Bank's ATMs are connected to a centralized ATM Switch (Base 24 Software). There are also ATM Sharing arrangements with other Banks.
- d) Centralized monitoring of ATMs is done using Prognosis software and ATM Reconciliation is being done with the help of EJ pulled from the ATMs to centralized location and files extracted from ATM Switch and other external networks. PRM software is used for monitoring of debit card transactions.
- e) Corporate and Retail Internet Banking solution
- f) Intranet portal for information dissemination.
- g) SWIFT application
- h) Anti Money Laundering software FINDNAIB is being used presently and poised for refresh.
- i) FRM solution is planned to be implemented
- j) E-audit software is procured and the same is being implemented.
- k) Various e-banking applications have interaction of data with agencies like IRCTC, Income Tax, Railways, Bill Payment Aggregators, Schools, Colleges etc.
- l) There are various in-house developed solutions which have been implemented across the bank and at certain specified locations, etc.

10. BPM Solution Requirements – Indicative :-

10.1 Process Execution and State Management Engine

This includes the ability to orchestrate dynamic and static interaction patterns between and across system and information resources based on modeled metadata, process flow and/or the state of a case. This shall include deterministic and non-deterministic patterns, such as dynamic collaboration. The engine should maintain the state of process instances, activities and interactions. Also, it should records all state changes for managed process aspects, such as activities, flows, events, data, rules and roles. The solution should seamlessly integrate with the middleware which may be implemented by the bank.



10.2 User and Group Interaction

This should support individual and group teamwork at both design time and runtime. The design-time collaboration tools should help close the communication gap between business and IT users regarding the process design. The runtime tools shall provide work collaboration facilities, so that business teams can drive work to completion faster, as well as detect and change system behavior for more-optimal system performance, leveraging advanced visualization metaphors and virtual communities

10.3 Model-Driven Composition Environment For Legacy System Integration

This is a modeling environment which should support the roles of the business analyst, process architect, solution architect and the developer that will enable him for modeling and architecting all process artefacts, including process design, human interaction, rule interaction, user interface, system interaction and electronic forms with verification. It may provide process wizards, templates and support "what you see is what you get" (WYSIWYG) design. It should typically support drag-and-drop modelling as well as flow modeling. Other modelling methods may also be supported. This also supports process analysis and simulation.

10.4 Document and Content Interaction

The BPM engine shall interact with document and content management repositories for incorporating all forms of content into the process and tracking content use inside the context of a process flow. The BPMS should be able to access, update and track how content is created and used in the process and send the results back to the repository of record.

10.5 Basic Connectivity

It should include tools that enable process designers/developers to publish and subscribe to system services, strategize service interaction, and set up bidirectional connections to various back-end business applications, using Web-service-style protocols and connectors.

10.6 BAM and Business Event Support

This should include business monitoring dashboards and reporting tools used for monitoring and alerting business managers and process participants on near-real-time current and changing business operation behaviors; key performance indicators (KPIs). This would also include process mining and automated process discovery capabilities. The BPM solution should integrate seamlessly with the BI tools of the bank.

10.7 Simulation and Optimization

This should include process simulation and optimization tools that use real-time, historical and estimated data values to detect and suggest process optimization opportunities in a predictive manner. The simulation tools should have tight integration to the development environment to enable round-trip engineering.

10.8 Business Rule Management

This should provide the ability to abstract and execute business policies and decisions (i.e. rules) from the underlying application and make more flexible process changes possible with supporting future rules and historical versioning. It should also include the ability to interface to other specialized, external rule environments.

10.9 Management and Administration

This should include management tools to set up, deploy and maintain system and system access, as well as monitoring tools to govern the health of all running aspects of a process, and underlying supporting facilities and components. This should also include the ability to store all process definitions, components, models, rules and other process metadata that can be browsed by humans and used by systems. This should include both design-time and runtime registry/repositories, and includes a federated approach to metadata. The solution should seamlessly integrate with the SIEM, DAM and PIM solution of the bank without affecting their functionality.

The above requirements are indicative and are not exhaustive.



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Annexure - 1
Letter of Compliance

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

Sir,
Sub: Expression of Interest (EOI) for implementation of Business Process Management (BPM) solution for automation of various internal applications and interfacing external partners of the Bank

Ref : Your document for EOI - CO:ITD:CDC:638:2016-17 dated 26.04.2016.

We submit our EOI document herewith. We understand that

- You are not bound to accept all or any EOI received by you, and you may reject all or any EOI.
- It is totally the Bank's discretion to shortlist the applicants on the basis of the responses submitted by us.
- We hereby confirm that we have not been blacklisted by any Government Dept / Public Sector Undertaking / Public Sector Bank currently
- The bank reserves the right to invite Request for Proposal through Open Tender process.
- We agree to all the terms of this EOI document.
- We understand that mere participation in EOI by us does not imply that we shall be selected for issuance of Request for Proposal and participate in further Evaluation processes.

Dated at _____ this _____ day of _____ 2016.

Yours faithfully,

For _____

Signature: _____

Name: _____

Designation: _____

Seal:



