



Expression of Interest (EOI)

For

Implementation of Middleware Solution for

Interfacing and Integrating

Internal applications and 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	05 th May 2016 up to 15:00 hrs
2.	Date and Time of opening of EOI responses	05 th May 2016 up to 15:30 hrs
3.	Last date for submission of queries For seeking clarifications	25 th April 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:	<p>Interested applicants are requested to send their queries to following email IDs:</p> <p>sanjeev.sethi@indianbank.co.in easwarkb@indianbank.co.in saravanan.g@indianbank.co.in</p> <p>so that in case of any clarification required, the same may be sent to them. Please restrict the size of the email to less than 1 MB.</p> <p>Following information are requested to be provided without fail while seeking queries/clarification:</p> <p>Name of the company, contact person, Mailing address with Pin Code, Telephone No., Fax No., email address, Mobile No. etc.</p>

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



Expression of Interest (EOI)

Indian Bank invites expression of Interest (EOI) from reputed vendors/SI/applicant(s) for implementing a Middleware Solution for integrating and interfacing 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 26.04.2016. Applicant's designated representatives (maximum two persons) may attend the pre-response meeting.

**Indian Bank Corporate Office,
254-260, Avvai Shanmugham Salai, Royapettah
Chennai, PIN 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 sending the **cost of EOI document ie. 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. An 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
1	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
2	The annual turnover of the applicant should be more than Rs.25.00 crores during the 3 financial years of the applicant (eg:2012-13, 2013-14 and 2014-15)	Copy of audited Balance Sheet
3	The applicant should have earned net profit in three financial years of the applicant (e.g.: 2012-13, 2013-14, and 2014-15)	Copy of audited Balance Sheet
4	The applicant should not have been blacklisted currently by Government Dept / Public Sector Undertaking / Public Sector Banks	Declaration
5	The applicant should have satisfactorily implemented middleware solution and its support services in at least one Public Sector Bank in India	Copy of Purchase Order alongwith satisfactory letter

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

1	Details of the Solution Proposed (attach separate sheets if necessary) All pages to be numbered in order, signed and should be held tightly.	
2	Number of clients in India using the proposed middleware solution	
3	Whether Support Centers available for the proposed solution Give details of location and staff strength	

4	Details of Development and Testing Center available for the proposed solution	
5	Applicant shall provide references / case studies of similar projects successfully completed with various organizations.	
6	Contact details in respect of item No.5 – Name, Designation, Organization, phone No., Mobile no., and email address.	
7	Whether escrow arrangement available for the proposed solution	
8	No of applications that can be integrated through the Middleware solution	
9	No. of messages that can be handled by the Middleware (Transactions per second)	

5. Documents to be submitted along with the EOI document

- 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 3 financial years (duly attested)
- e) Satisfactory Performance Certificate from the Clients referred in their proposal is mandatory. The bidder shall have IP (Intellectual property) rights / should be authorized reseller 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.
 - Implementation plan
 - 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



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- 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		

6. Last Date for submission:

The last date and time of obtaining/submission of EOI is 05.05.2016 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 short listed applicants will be required to make presentation of the proposed solution. The presentation should cover the entire technology on end-to-end basis. Explicit list of Servers, storage devices, software components, utilities, network equipments, security equipments, UPS, racks, power requirements, etc. to be



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submitted along with the response. The applicants should demonstrate that they meet all criteria given in this EOI. In case any discrepancy is observed between hard and soft copy, the hard copy will be considered as the base document.

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 may request site visit for any reference site(s) in the table submitted by the applicant under the clause 4.5 of this document (eligibility criteria).

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.

9. Commercial Bid

Commercial bid will be finalized through online reverse auction process.

10. 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.
- 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 posed 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.

11. Middleware Solution Requirements – Indicative :-

- a) Indian bank requires the Middleware solution to integrate various applications available in the Bank including legacy systems to ensure seamless data processing, validation, error handling, transformation and reporting using communication architectures as Message oriented Middleware (MOM).
- b) Should support cross-platform (SAS, JDK, .NET Framework, etc.) and cross language interpretation and provide a platform to transform messages into a format that the target application can interpret.
- c) Real time data transformations and batch modes data transferring ability. Logging of the traffic flow through it. Ability to audit the middleware solution and traffic.
- d) The broad requirements of the Middleware solution is as follows:
 - Interchange of data in different formats between various applications. This will include structured, standard like WSDL, BPEL, XML, ISO, WAP, XBRL, UDDI and proprietary-formats. Some of the indicative formats are Flat files, ASCII Files, XML, X.12, EDIFACT, SAP Idocs, B@NCs Messaging, ISO 20022, ISO 15022, ISO 8583 etc.
 - Other integration methods like file transfers to be interfaced.
- e) **Application integration**
 - Ability to talk to any software/ application using HTML5, XML, ASP.Net, VB.Net,



ADO.NET, Java Script, VBScript, Oracle Forms, Cobol, MQ, Perl Scripts, UNIX Shell scripting, Java Messaging, Web Services, interchange through API Calls, Common Data base, Common folder and other proprietary formats. Create Word/Excel files for version Office 2007/Office 2010 / Office 2013, PDF files etc.

- Support for all the following software variants in Bank
 - Application/Web servers - IBM Https Server, IBM Websphere, Weblogic, JBoss, Apache Tomcat, Sun Java Server, IIS, etc.
 - Databases - Oracle , SQL (variants like MySQL, non-stop SQL/MX etc), Postgre, DB2, Microsoft SQL server, etc.
 - Other Middleware - IBM Middleware Stack, Oracle Middleware Stack, etc.
 - Operating systems - VMware, Linux, UNIX (AIX, HPUX), Windows 2012/2008/7/8, iOS, Android, Mainframe, Tandem, etc.
 - Protocols - REST/SOAP, HTTP(s), TCP/IP, ISO8583, MQ (secure), SFTP, FTP, LDAP, etc.
 - Languages - Java based applications including latest version of Java8 , J2ME, JDBC/ODBC connectivity, JMS, C, C++, Objective C, C#, etc.
 - Legacy software - MS Access, Foxpro, Visual Basic, etc.
- Validation, error handling and data transformation during the interchange
- Unsupported legacy systems if any identified are to be migrated to new technologies which support message based data movements.
- Accept inputs in various file formats from any target and convert into message formats
- Ability to accept single input and required to provide data in Bulk like reporting in any known formats and vice versa.
- Generate outputs in various file formats and message formats Ability to understand that the output will be a file / single stream of records etc.
- Feature for storing and forwarding of data as per required timelines that can be specified (Scheduling).
- Features to generate reports of processed data and unprocessed data (with reasons for rejection with error handling).
- Features for Repair of Data through Structured Template / Screens with suitable validations for ensuring integrity of repaired data.
- Capabilities of maintaining and managing queues with features for prioritization
- Alerts in respect of failures / errors. Ability to autocorrect errors.
- Acknowledgement of Data receipt and deliveries to the concerned.



- The solution should have capabilities for enabling / disabling security features like password, data and message encryption using SSL, IP Authentication, VPN, Secure FTP, SFTP etc.
- There should be web interface for Management, Audits, Administration and User interaction with the application. All the four roles should be clearly differentiated as per the roles.
- Features for adding / integrating a new partner, message format, application.
- Tight integration with PIM/ VAS / SIEM/ DAM solutions implemented by the Bank

f) Follow Secure Code Development / Standards

- Web Application Security Standards, SSL, Secure Socket Communications, Secure MQ, SFTP, PCI-DSS standards, Payments Messages Security, etc.

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,
Reg: Expression of Interest (EOI) for Middleware Solution for integrating and
interfacing various applications.
Ref : Your EOI document - CO:ITD:CDC:635 :2016-17 dated 21.04.2016.

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 and the Bank shall not be liable in any court of Justice.
- 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 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.
- We agree to all the terms of this EOI document.

Dated at _____ this _____ day of _____ 2016.

Yours faithfully

For _____

Signature: _____

Name: _____



