



Request for Proposal for Supply, installation, implementation, Maintenance
and Support of Digitalization of Insurance Business

*Business Support Department: - Bancassurance
4th Floor, Chandermukhi, Nariman Point, Mumbai-400021*

Tender Reference no: CO: BSD:BANCA: 2022-2023:112
dated 30.09.2022

*For
End to End Digital Journey of each Insurance*

The information provided by the bidders in response to this Request for Proposal (RFP) will become the property of CENTRAL BANK OF INDIA and will not be returned. The Bank reserves the right to amend, cancel, rescind or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding upon them. The Bank also reserves its right to accept or reject any or all responses to this RFP without assigning any reason whatsoever

This document is prepared by CENTRAL BANK OF INDIA for Implementation End to End Digital Journey of each Insurance.

Disclaimer

The information contained in this Request for Proposal (RFP) document or information conveyed subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Central Bank of India, 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 is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. 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. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.



Tender Reference	CO:BSD:BANCA:2022-2023:112 dated 30.09.2022
Cost of Tender documents (Non-Refundable)	Rs. 20,000.00 (Rupees Twenty Thousand only) including taxes
Date of issue of RFP	30.09.2022
Earnest Money Deposit (EMD)	Rs. 15,00,000/- (Rupees Fifteen Lakh only)
Mail Ids and last date of written request for queries/clarifications before the pre bid Meeting.	agmnid@centralbank.co.in latest by 10.10.2022 up to 15:00 hrs Queries can be submitted in ANNEXURE-V
Pre-Bid Meeting Details	Pre bid meeting will be held at 03:30 pm on 13.10.2022 Central Bank Of India, 9 th Floor, Chandermukhi, Nariman Point, Mumbai-400021
Last Date and Time for receipt of tender bids, online	02.11.2022 at 15:00 hrs
Eligibility Cum Technical Bid Opening Date	3.30 PM on 02.11.2022
Mode of Bid Submission & online Portal's URL	Mode-Online URL: https://centralbank.abcpurchase.com/EPROC
Response Types	1. Technical Bid + Document Cost + Bid Security 2. Commercial Bid
Commercial Bid	The commercial bids of only those Bids who qualify both Eligibility and Technical Evaluation will be opened. The date of opening of the commercial Bid would be communicated separately to the technically Eligible Bidders.
Address of Communication	Chief Manager-NID Central Bank Of India, Business Support Department, 4 th Floor, Chandermukhi, Nariman Point, Mumbai-400021
Email address	Mail address:- agmnid@centralbank.co.in
Contact Telephone	022-66387717

**The long form of some abbreviations commonly used in the document is given below**

Abbreviation	Description	Abbreviation	Description
AMC	Annual Maintenance Contract	LLP	Limited Liability Partnership
API	Application Programming Interface	NAC	Network Access Control
ATS	Annual Technical Support	NACH	National Automated Clearing House
AV	Anti-Virus	NBFC	Non-Banking Financial Corporation
BC	Business Correspondent	NDA	Non-Disclosure Agreement
BIS	Bureau of Indian Standards	OCR	Optical Character Recognition
BOM	Bill of Material	OTC	One Time Cost
BRD	Business Requirement Document	OTP	One Time Password
CA	Chartered Accountant	PCI DSS	Payment Card Industry Data Security Standard
CBI	Central Bank of India	PO	Purchase Order
CBS	Core Banking System	RBI	Reserve Bank of India
CSP	Cloud Service Provider	RFP	Request for Proposal
DC/DR	Data Centre / Disaster Recovery	RO	Regional Office
DIY	Do It Yourself	SLA	Service Level Agreement
DLP	Data Loss Prevention	SMS	Short Message Service
DRS	Disaster Recovery Site	SOP	Standard Operating Procedure
FI	Financial Institution	SP	Specified Person
GOI	Government of India	SPOC	Single Point of Contact
GST	Goods and Service Tax	STP	Straight Through Process
IDS/IPS	Intrusion Detection System/Intrusion Prevention System	TCO	Total Cost of Ownership
IE	Internet Explorer	UAT	User Acceptance Testing
IM/MB	Internet Banking / Mobile Banking	ULIP	Unit Linked Insurance Plan
IOS	iPhone Operating System	VPN	Virtual Private Network
IRDAI	Insurance Regulatory & Development Authority of India	WAF	Web Application Firewall
ISO	International Organization for Standardization	ZO	Zonal Office



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1. Introduction & Objective

1.1 Profile of Central Bank of India

- 1.1. Central Bank of India is one of the leading Public Sector Banks in India. The Bank is a listed entity and the Govt. of India holds 93.08 percent in Bank's total share capital.
- 1.2. The Bank is having its Central Office at Chandermukhi, Nariman Point, Mumbai – 400021.
- 1.3. The Bank has a network of 4528 domestic branches, 90 Regional Offices (RO), 12 Zonal Offices (ZO) spread across India with 3300 ATMs, 10000+ BC points, serving over 80 million customers with 30000 + employees.
- 1.4. The total business of the Bank stood at Rs. 5.37 lac crore comprising of Rs. 3.42 lac crore deposits and Rs.1.95 lac crore advances as of 30.06.2022.
- 1.5. Further details of Bank, including profile, products and services are available on Bank's website at <https://www.centralbankofindia.co.in>

1.2 Objective

Central Bank of India is carrying out the Business of Bancassurance under Life Insurance, General Insurance and Health Insurance products of four insurance companies under distribution tie-up with the Insurance companies. Presently, the sale of Insurance products is largely through the Branches in physical mode. Bank intends to open up its Digital Channels like mobile App and Website / Net Banking /BC Channel to offer end-to-end digital sales of insurance products and also post sales services. The Bank is also looking at revamping its sales process at the branches by adopting the industry best practices regarding paperless transactions through branch- assist model.

This Request for Proposal (RFP) document has been prepared solely for the purpose of enabling Central Bank of India ("the Bank") to select a vendor for Supply, Installation, Implementation and Maintenance and Support of Digital Insurance solution.

Bank invites proposal from Bidders who are interested in participating in this RFP and who fulfill the eligibility criteria mentioned in RFP and also in a position to comply with the technical requirement as mentioned in Project Scope. Apart from the above the Bidder must also agree to all our terms & conditions mentioned under this RFP.

The detail scope of work is mentioned in the RFP. However, Bank reserve the right to modify/ change the scope of work at any phase of this contract.

1.3 Contract Period

The contract with the selected vendor will be valid for a period of 5 years from the date of Go Live of the Project. For Software/licenses there must be 1 year comprehensive warranty and 4 years ATS post warranty. For Hardware there must be 3 years warranty and 2 years AMC post warranty. The successful bidder shall be required to enter into a contract with Bank within one month of the award of contract or within such extended period as may be specified by Bank. However, the contract period may be extended further on mutually agreed terms and conditions with approval of competent authority. The Bank will have the right to renegotiate these prices at the end of contract period.

2. Invitation of Tender Bids

This RFP is an invitation for bidder's responses. No contractual obligation on behalf of the Bank whatsoever shall arise from the RFP process unless and until a formal contract is signed & executed by duly authorized officers of the Bank and the successful bidder. However, until a formal contract is prepared and executed, this offer together with Bank's written acceptance & notification of award shall constitute a binding contract with the successful bidder.

Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the RFP document. Failure to furnish any information required by the RFP document or to submit a bid not substantially responsive to the RFP document in every respect will be at the Bidder's risk and shall result in the rejection of its bid. The procedure and terms & conditions for submission of bid are enumerated in this RFP.

All offers of the bidders shall be unconditional and once accepted whether with or without modifications by the Bank shall be binding between the Bank and such Bidder.

The RFP Document can be downloaded from Bank's Website www.centralbankofindia.co.in

3. Integrity Pact

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 into this pact would be the preliminary qualification. IP shall cover all phases of contract i.e. from the stage of Notice Inviting Tenders (NIT)/Request for Proposals (RFP) till the conclusion of the contract i.e. final payment or the duration of warranty/guarantee. Format of IP is attached as Annexure XI for strict compliance. **In case of bids are not accompanied with signed IP by the bidders along with the technical bid, the offers shall be summarily rejected**

The following Independent External Monitors (IEMs) have been appointed by the Bank, who will review independently and objectively, whether and to what extent parties have complied with their obligation under the pact.

- i. Mr Jagdip Narayan Singh, E-mail- jagadipsingh@yahoo.com
- ii. Mr. Trivikram Nath Tiwari, E-mail- trivikramnt@yahoo.co.in

4. Scope of Work

Bank is acting as Corporate Agent for four Insurance companies which includes life insurers, general insurers. Bank is looking at building comprehensive Omni-channel Digital Insurance Solution for its customers. The solution shall provide robust, secure, comprehensive and

scalable platform. Bank is looking at collaborating with a vendor / technology partner which has an experience of providing Digital solution for Insurance business.

Vendor / technology partner shall help the Bank in implementing solution which has similar user experience (omni-channel) on all its digital assets like Mobile App, Internet Banking and Website , BC Channel as well as at Branches for branch users.

The scope of assignment includes but not limited to:












4.1 Building & Implementing Solution for Digital Insurance Business

- 4.1.1 To develop and implement digital solution for the existing as well as prospective customers of the Bank to buy Life Insurance, Non-Life insurance and Health Insurance products of the insurers having Corporate Agency tie-up with the Bank.
- 4.1.2 The Solution shall integrate with the four existing tie-up insurers of the Bank and shall have the capability to integrate with more insurers as and when Bank on-boards new insurers under corporate agency tie-up.
- 4.1.3 Solution to be integrated with Internet Banking (Web), Website for DIY journeys, Mobile Banking/BC/CBS (Branch Module). Interaction with all concerned teams by selected vendor is required.
- 4.1.4 Solution shall have functionality of listing insurance products with features, premium calculation, generate quote with payment option, policy data submission, associated document upload, policy status and policy issuance through Bank's and Insurer's API integration.
- 4.1.5 Solution shall have options to know current policy status, premium due status, policy copy, Benefit Illustration copy, policy changes, claim management system for filing claims and know claim status etc.
- 4.1.6 Integration of the Bank's API to Core Banking system, Email/SMS Gateway, Payment Gateway, Complaint Management Solution, Mobile Banking, Internet Banking, and Bank's website, and call Centre.
- 4.1.7 Solution shall support multiple products and multiple categories.
- 4.1.8 Development of APIs for exchange of information.
- 4.1.9 Real time exchange of data between the Bank and Insurers.
- 4.1.10 Product listing, Premium quote generation, Quote Comparison from multiple tie-up partners of insurance.
- 4.1.11 The number of insurance products where end-to-end integration would be done on Mobile App, Internet Banking and Branch Module would be all products from Life, General and Health Insurance. Products to be listed include Endowment Plans, ULIPs, Annuity Plans, Term Life Plans, Group & Retail Health Plans, Personal Accident, Critical illness cover, Top-up plans, Motor Insurance, Property Insurance, Travel Insurance, Shopkeepers policy etc.

The information captured shall be transmitted to the insurer on real-time basis. Upon policy issuance, the Solution shall update policy vault through reverse feed. The entire insurance business of the Bank shall be routed through the Solution.

The successful bidder has to integrate Bank's API to Core Banking System, Email/SMS Gateway, APIs of all tie-up insurer partners of the Bank. Product wise APIs include Premium Quote Generation, Proposal form APIs, Renewal APIs, Endorsement APIs, Policy / Claim Status APIs, Payment Gateway APIs, Policy Document APIs, Claim Submission APIs, Data sharing APIs etc. The bidder shall also

integrate Bank's API including but not limited to Core Banking System, E-mail/SMS Gateway, Payment Gateway, Complaint Management Solution, Mobile Banking Website and Internet Banking and Bank's website, and call Centre.

- 4.1.12 Solution shall have functionality to perform insurance product suitability analysis.
- 4.1.13 The vendor shall bring Payment Gateway interface on its own to provide various payment options like Credit Card, Debit Card, UPI, Net-Banking of all banks etc. to the customers to buy and renew insurance policies.
- 4.1.14 The solution should be agnostic to all Operating systems, Browsers and Devices like Mobiles, Tablets etc. If the proposed solution is not compatible with any Operating system, Browser or Device it shall be informed while submitting the Bid.
- 4.1.15 The solution should be hosted as Managed services with entire responsibility of developing, running and maintaining the solution to be handled by the Technology Solution Provider.
- 4.1.16 Designing & Building seamless journey to enable customer to complete insurance buying process in Straight-Through-Process (STP) or assisted journeys as needed.
- 4.1.17 Functionality to trigger soft copy of the proposal form to customer mobile number / e-mail id through a web link. Upon clicking the link the duly filled and completed proposal form shall get displayed on the screen with an option to edit the details by the customer.
- 4.1.18 The solution should have facility for Medical-checkup questionnaire to ascertain the medical background of customer.
- 4.1.19 Functionality to provide option to the customer to validate the proposal form through OTP (mobile & email) / digital sign the proposal form. Authorization of Benefit Illustration (BI) in case of Life Insurance policies. (IRDAI Guidelines to be followed).
- 4.1.20 Functionality to trigger soft copy of the proposal form to the Specified Person (SP) mobile through a web link for validation and SP linking of the policy. Alternate mechanisms which are IRDAI compliant to be explored and implemented.
- 4.1.21 Solution shall provide the following Transaction Processing capabilities:
 -  New Policy initiation
 -  Policy renewal
 -  Recurring premium
 -  Endorsement
 -  Cancellations
 -  Online Claim Submission – Both Death claims and Maturity claims.
 -  Surrender of policy
 -  Switch from one scheme/fund to other in case of ULIP policies.
 -  Assignment / Re-assignment - Assignment of Policy from Assignor to the Assignee and Re-assignment of policy to transfer rights & title of policy back to the original Assignor.
 -  Lien – Invoke and Revoke of lien. Lien placement in case policy is given as collateral.
 -  Registration and Updation of Beneficiary Bank details.

The above list is indicative and not exhaustive.

- 4.1.22 In pre-underwritten products coming under STP (Straight Through Process), the policy shall be issued instantly upon payment confirmation. Solution shall e-mail the Policy document to customer mail id and branch mail id.
- 4.1.23 In cases where the policy is to underwritten by the respective insurance company, branch will remit the premium and wait for the insurance company decision on policy issuance. Upon, policy issuance by the respective insurer, the reverse feed shall come to the Bank, through API and the Bank system shall be updated with the policy details. (Product Type, Product Name, Premium,



Commission rate, Commission income, PPT, Renewal frequency etc.)

- 4.1.24 In case, the insurance company declines the proposal, the refund shall be initiated and the Bank system (CBS) shall be updated with the status as "Policy rejected, Premium refunded".

The Solution shall have the provision to capture online Auto Debit mandates for seamless renewal of insurance policies.

- 4.1.25 The Solution shall have the provision to generate premium payment receipt.
- 4.1.26 The solution should have a facility of end-to-end audit trails for the logged in user
- 4.1.27 Technology Solution Provider shall provide the Backup and monitoring tools.
- 4.1.28 Comprehensive Document Management – Track, Scan, Upload and store Documents
- 4.1.29 Developing Framework where the third-party providers can push documents to the system so there is a single repository of all the documents pertaining to the customers.
- 4.1.30 Solution shall provide facility for generation of Surrender value of Policy.
- 4.1.31 Integration of the Solution with CRM (Customer Relationship Management) whenever implemented in Bank

4.2 Lead Management

- 4.2.1 Developing Lead Management system for managing customer journey and integrating it with CBS package of the Bank.
- 4.2.2 The lead Management system shall have provision to integrate with SMS, Missed Call, Customer level and lead level visibility to the Bank staff to assist customers in completing sales journey.
- 4.2.3 Lead allocation and distribution.
- 4.2.4 The solution shall have the feature to store each step of the Do-it-yourself (DIY) journey of the customers on IB/MB for tracking complete customer journey for each visit initiated to buy insurance products. These steps include visit to home page, login, customers providing mobile numbers, completing the proposal form, dropped at payment page etc.
- 4.2.5 Journey drop-off management across channels. Capturing drop offs in online buying journeys and option to generate exhaustive reports for lead building for follow-ups and sales closure.
- 4.2.6 Provision to send SMS and e-mail to the customer at the time of the journey drop-off with link to resume the journey from the drop point.
- 4.2.7 Assigning each drop case on the DIY journey with unique lead ID and pushing the lead to the Bank's CBS system.
- 4.2.8 Multiple channels of communication with the customers – SMS, E-mail, WhatsApp etc. Option to send bulk SMSes, Email and whatsapp in single click.
- 4.2.9 All communication done with the customer to be logged for future references and can be accessed centrally at one place.

4.3 Renewal of Insurance Policies

- 4.3.1 The solution shall provide option for payment of renewal premium for DIY as well branch assisted journey.
- 4.3.2 The solution shall be integrated with Bank Server and Insurer for real time information of the policy status.
- 4.3.3 Renewal of policies on Mobile App and Internet Banking



If customer is an existing Policy Holder, customer can link his policy



For linking the policy, customer makes some basic inputs like "Policy No. , Date of Birth etc.



Click on the register option and verifies with the OTP.



Once the policy is registered, customer can fetch and get the policy details.



Customer can choose to “Renew” the policy by clicking on the policy number and payment can be made by selecting the A/c number or other payment options through payment gateway.



Customer can also view past transactions from this menu.

- 4.3.4 Capability to send bulk SMSes, WhatsApp messages, e-mails to policyholders on renewals in a single click.
- 4.3.5 An option shall be provided to branch user to key in the mobile number / PAN and the policies linked to the mobile/PAN shall be displayed on the screen with renewal status.
- 4.3.6 A query option to be provided to the Branch to know the status of the policy by providing the policy number and the data of the insurance policy shall be auto populated through API integration with the respective insurer.
- 4.3.7 Upon payment of the renewal premium, data shall flow to the respective insurer on real time basis for updating their system.
- 4.3.8 If the policy is not renewed in time or premium is not paid timely, Branch should be able to get the latest renewal premium including penal charges, if any.
- 4.3.9 Reverse feed from the insurer to the Bank with details of the product, Renewal Commission Income Rate, Renewal Premium Commission Income etc.
- 4.3.10 To capture the data of the policies auto-renewed through e-NACH / Auto Debit mandates captured at the time of policy sell.
- 4.3.11 Option to generate renewal premium payment receipt in the solution.

4.4 Commission Reconciliation

- 4.4.1 The solution shall provide comprehensive commission reconciliation tools with exception handling capabilities.
- 4.4.2 Commission entitlement calculation for each transaction & persistency based claw-back.
- 4.4.3 The solution shall have capability to capture commission income for all transactions including New Premium Collection, Renewal Premium Collection through all modes.
- 4.4.4 System shall calculate applicable commission income to the Bank in STP cases.
- 4.4.5 In cases, requiring underwriting, system shall update the applicable commission to the Bank through a reverse feed from the insurer.
- 4.4.6 The solution shall be able to handle exceptions like – Free look cancellations, Refunds, Cancellation since inception, short premium, excess premium, change of product etc.
- 4.4.7 The solution shall have capability to capture reverse feed from the insurer to the Bank with details of the product, Renewal Commission Income Rate, Renewal Premium Commission Income etc.
- 4.4.8 Generation of the monthly commission statement (Insurer wise, Business Segment wise etc. New and Renewal Commission break-up). The commission statement generated would be utilized to reconcile the actual commission income received from the respective insurance companies.

4.5 SP Register Maintenance and Updation

- 4.5.1 The solution shall have the capabilities to create master Specified Person (SP) File capturing the SP details with provision to upload SP data through an excel file. It shall also have functionality to tag one SP to multiple branches as well as one branch having multiple SPs.









- 4.5.2 Admin Rights to the Department for uploading data.
- 4.5.3 Maintenance of SP Register as per IRDAI norms.
- 4.5.4 SP Management – Generation of reports where SP licence expiring in the next 3 months, removal of SP from the list upon expiring of SP licence, Renewal of SP in the master data file, change in Branch - SP mapping, removal of SP on resignation, Superannuation, termination etc.
- 4.5.5 Capability to Auto tag SPs in pre-underwritten products.
- 4.5.6 Mapping alternate SP in case the call is failed, system has to push the proposal to the alternate SP after 2 attempts.

4.6 Customer 360 Degree View

- 4.6.1 The Solution shall facilitate Bank in having 360 Degree view of the customer with linking of the insurance business with CIF of the customer. Real time updation of the CBS on policy issuance including renewal premium.
- 4.6.2 The Solution shall have the capability to update CBS on issuance of insurance policy to the bank customer by any insurance company.
- 4.6.3 The policy shall be linked to the CIF of the customer.
- 4.6.4 Upon invoking the “CIF Details Enquiry” menu in Banks link and input of CIF, the policy details shall also be reflected in addition to the banking products availed by the customer.
- 4.6.5 The solution shall support to calculate “Total Customer Relationship” Value of the customer by capturing benefits accrued to the Bank on Insurance Business.
- 4.6.6 The data to be captured include product availed, policy status, commission income earned since policy start etc. including new and renewal premium.
- 4.6.7 Back-end reconciliation of all the customers who have bought insurance policies in the past so as to identify the total holdings of the customers.
- 4.6.8 Repository of the documents.

4.7 User Management / MIS / Reporting / Dashboarding / Returns

The Solution should have the following functionalities:

- 4.7.1 Creating Organization Master (Hierarchy – CO/ZO/RO/Branch/RM/SP)
- 4.7.2 User Management Module – Login/Password Management, Assigning Rights and Access privileges.
- 4.7.3 Creating Products Masters, Commission Tables
- 4.7.4 Reports for the customers.
- 4.7.5 Collection Report for the users (Date range wise, hierarchy wise etc)
- 4.7.6 Graphical Dashboards at all levels – SP / Branch / RO / ZO / CO
- 4.7.7 Dashboards shall be exhaustive with details as under:
 -  Insurer wise
 -  Product wise
 -  Branch / RO / ZO – Actual, Market share
 -  Premium / Income wise
 -  Campaign Dashboards
 -  Data analytics
- 4.7.8 Generation of reports with option to categorize customers basis pre-defined rules.
- 4.7.9 Commission reconciliation reports.










- 4.7.10 Transaction report by payment methods, success rates channel wise.
- 4.7.11 Employee (SP) performance report for sales assistance platform.
- 4.7.12 Customer retention report by month and product.
- 4.7.13 Conversion report by lead source, product. Assisted vs Unassisted sales.
- 4.7.14 Drop rates report by product. Third part analytics tools to be used (eg - Google Analytics)
- 4.7.15 Generation of the monthly commission statement (Insurer wise, Business Segment wise etc., New and Renewal Commission break-up). The commission statement generated shall tally with the actual commission income received from the respective insurance companies.
- 4.7.16 Provision to send automated reports periodically based on pre-existing rules & configuration.
- 4.7.17 Capability to get "Ready to Generate" IRDAI Reports as per the prescribed format.
- 4.7.18 Any other reports that may be required by the bank.

4.8 Workflow and Document Management System

The vendor shall bring its own Document Management system (DMS). However, the Bank will provide the hardware storage for documents. DMS shall provide the following functionalities:

- a) Logging, routing and tracking customer request documents electronically
- b) Ability to store and retrieve documents
- c) Referral tracking
- d) Integration with scheduling
- e) Document workflow, storage and retrieval

4.9 Post Sales Service Handling

- 4.9.1 Customer Self Service: - The solution shall offer the following post sales service functionalities to the customers on self-service basis:
 -  Service to print policy copy and premium receipt
 -  Policy status of new as well as existing policy.
 -  Policy endorsement
 -  Know Policy details – Benefits
 -  Renewal of policy – payment of renewal premium
 -  File a claim and track it on real time.
 -  Access to List of Hospitals, Insurer Branch List and Motor Garage location etc.
 -  Raise a Service Request and upload missing documents against specific policy.
 -  History of previous transactions – premium payments, claims etc.
- 4.9.2 Above services shall also be made available to the branch users for all customers for providing assisted post-sales support.

4.10 Training

The Bidder will be responsible for training the Bank's employees as per the following criteria:

- 4.10.1 Training to the User Vertical/Department/IT staff in the areas of implementation, Integration, migration, operations, management, error handling, system administration, etc. The maximum number of such trainees would be limited to 20.
- 4.10.2 Training to the selected staff of Zonal Offices, Regional Offices, and Staff Training Centres and in the areas of platform usage, report generation, debugging, management etc.
- 4.10.3 Bidder has to organize the trainings virtually in batches as per the date, time; virtual mode decided by the Bank, post implementation of the platform.

The Selected Bidder is expected to deliver to the Bank one physical copy and one electronic copy of documentation for each of the deliverables and online context sensitive help module included in the software to enable the Bank's personnel to use and understand the operations of the deliverables. The Bank may make additional copies of the Bank specific documentation for their internal use. Bidder shall also prepare and supply Frequently Asked Questions (FAQs) and Video Files for usage by customers and Bank staff for creating awareness on the platform usage.

4.11 Hosting

- 4.11.1 The Solution shall support cloud native architecture.
- 4.11.2 The solution should be hosted on Bank's premises at DC and DRC with any up-gradations to latest Industry standards either on account of redundancy of the current platform (Hardware/Software) or availability of a newer version to be provided by the Technology Solution Provider at no extra cost to the Bank.
- 4.11.3 There should be a portal/workflow to manage the deployments of solution over time. This portal will be used for any new releases, patches or production updates which have to be done through the written approval of the Bank.
- 4.11.4 Development & Training, Testing and Staging environments shall be required.

4.12 Data Integrity and Protection

- 4.12.1 All the data generated from the solution will be Bank's proprietary data which cannot be shared with any 3rd party without the express written permission of the bank for any purposes which may be for improving the solution.
- 4.12.2 The Technology Solution Provider shall always ensure the safety of the data held within the solution and ensure that it is protected with the utmost standards of security and only requisite people have access to it through prior permission for any debugging purpose.

- 4.12.3 Information should travel in encrypted format from end to end.
- 4.12.4 All the parameters in the request and response should be properly validated.
- 4.12.5 API encryption and security must be ensured.
- 4.12.6 Data encryption and security is maintained at all levels i.e. Data at Rest, Data in Motion and Data in Use.

4.13 General Scope

- 4.13.1 The offered solution should be compatible with on-premise Private cloud environment.
- 4.13.2 The solution should be able to integrate with Bank's Security Operation Centre for monitoring purpose.
- 4.13.3 The solution should be able to detect if the services are being used using VPN.
- 4.13.4 The solution should be portable from on-premise/Bank's cloud to public cloud model, if required by the Bank in future.
- 4.13.5 Bidder shall provide onsite support during the complete implementation phase and thereafter also for smooth running of the platform. Any mode of remote access will not be allowed from any Network outside Bank's Network.
- 4.13.6 IP White-listing: The service provider must have the capability of IP whitelisting to restrict access to the solution from a limited number of known locations / IP addresses both for accessing the service as well as for accessing Platform administrative consoles.
- 4.13.7 The solution should have proper ticketing-based support mechanism.
- 4.13.8 The data should be stored and also when in motion should in encrypted form with minimum 256 bit encryption key. Bank will provide the encryption key, however the installation and configuration will be carried out by successful bidder.
- 4.13.9 The solution should support single sign on for Bank's agent from Bank's AD system. (SSO Authentication).
- 4.13.10 The solution should have capability to fraud check. Solution should able to identify if any suspicious browser plug-in is working on client side.
- 4.13.11 The vendor shall bring tools required for sanity testing and also conduct sanity testing of the application.
- 4.13.12 The solution provider should handle all the aspects related to up keep of the solution and should provide required onsite support.
- 4.13.13 The solution should support system level monitoring/alerting/auditing/ logging.
- 4.13.14 The proposed solution shall be hosted on Bank's premises at DC and DRC by successful bidder. Bank is having licenses for Oracle database and Windows 2016 Std Edition, however the installation, configuration and trouble shooting is to be done by the successful bidder.
- 4.13.15 There should be a FAQ (Frequently Asked Questions) or help section for user to get answers to basic questions pertaining to the usage of the platform and terms and conditions.
- 4.13.16 The Technology Solution Provider should have a support team to resolve branch/customer queries related to the platform.
- 4.13.17 The solution should be designed keeping the Bank's branding guidelines in mind and each

component of the user interface should be uniquely designed in accordance with the guidelines. The UI/UX should be attractive and customer friendly.

- 4.13.18 The solution to be able to support 5000 number of users concurrently on peak. If there is any increase in user load above the projections, the Technology Solution Provider should match it to achieve the desired performance.
- 4.13.19 Solution should be flexible to include any future developments in the requirements. Solution should be compatible to integrate with the new/updated/revised Mobile App and Internet Banking Platform of the Bank.
- 4.13.20 In case, if any open-source product is used to develop the solution then the technology solution provider has to arrange for suitable support mechanism for troubleshooting, latest patches, updates and upgrades.
- 4.13.21 The Vendor/Selected Bidder, where ever applicable, should comply with the Information Security and data privacy related guidelines of the Bank as well as Regulator amended time to time without any extra cost to the Bank. Such requirements can be discussed/shared with the successful vendor as and when required. Bank reserves the right to conduct Information Security Audit of the project at periodic intervals. Compliance of guidelines/advisories published by regulators from time to time should be ensured. Any audit requirements to be strictly complied by the vendor at their own cost.
- 4.13.22 It is to be ensured by Vendor / Selected Bidder that the software solution is independent of any Proprietary Hardware.

4.14 High Level Deliverables

- 4.14.1 Implement Solution on Bank's existing Mobile App, Website/Net-Banking and BC Handheld device and Branches for paperless sales of insurance products including Life Insurance, General Insurance and Health Insurance.
- 4.14.2 Integrating Bank's API and Insurers APIs with the Solution for seamless data/information exchange on a real time basis.
- 4.14.3 Solution should be scalable to integrate with Bank's Contact Centre, Email, SMS Systems, Online Account Opening, etc. in addition to Bank's CBS, Mobile App, Net-Banking.
- 4.14.4 The solution shall provide Product listing, Premium quote generation, Quote Comparison from multiple insurers.
- 4.14.5 The solution shall have functionality to provide information on current policy status, premium due status, policy copy, Benefit Illustration copy, policy changes, claim management system to file claim and know claim status etc
- 4.14.6 Journey drop-off management across channels. Capturing drop offs in online buying journeys and option to generate exhaustive reports for lead building for follow-ups and sales closure.
- 4.14.7 The solution shall have the capability to conduct V-KYC/E-KYC.
- 4.14.8 The solution shall provide comprehensive commission reconciliation tools with exception handling capabilities.
- 4.14.9 The Solution shall facilitate Bank in having 360 Degree view of the customer with linking of the insurance business with CIF of the customer. Real time updation of the Banks link

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- server on policy issuance including renewal premium.
- 4.14.10 The solution shall be Regulatory Compliant.
- 4.14.11 The solution shall have modules to create Organization Hierarchy, User Management, assigning Rights to users, SP Management, Customer Dashboards, Bank users Dashboards and Reports as per the requirement of the Bank.
- 4.14.12 The solution shall support the Bank in undertaking Digital Marketing activities – Sending bulk Messages and mail on a single click, App Notifications, capturing drops in the journey.
- 4.14.13 The vendor shall provide training support to the Bank officials in the areas of implementation, Integration, migration, operations, management, error handling, system administration, solution usage, report generation, debugging, management etc.
- 4.14.14 Vendor has to provide all required Hardware/Software and Connectivity (including patch cables and Rack at DC and DR). Bank will provide only Rack space at DC and DR.
- 4.14.15 Selected vendor should be required to undertake all testing tasks from the beginning of project; render requisite services and adhere to the testing standards.
- 4.14.16 Selected vendor should provide on-site training to the Bank staff/third party vendor for conducting UAT (User Acceptance Testing).
- 4.14.17 All the SLA defined must be adhered to by the vendor for providing the on- time & quantity outputs.
- 4.14.18 The vendor should comply all the regulatory requirements and should always be ready to provide logs, reports or cases as and when demanded.
- 4.14.19 Selected vendor to conduct DC & DR activity as per the policy of the Bank.
- 4.14.20 The solution shall adhere to the Bank's cyber security and audit norms.

5. Timeline for Various Implementation

S. N	Activities	Duration
1	Requirement Gathering & BRD Submission	2 Weeks
2	Finalization of UI/UX, BRD Sign-off	2 Weeks
3	Deployment & installation of Solution along with Bank's API integration	2 Weeks
4	Implementation and UAT acceptance of the Solution on Bank's Mobile App & Internet Banking	4 Weeks
5	Go-live on Internet Banking and Mobile Banking	1 Week
6	Implementation and UAT acceptance of the Solution at Branches	4 Weeks
7	Go-live of Branch module	1 Week
	TOTAL TIME	16 Weeks

6. Infrastructure

The Selected bidder is required to deliver, install, configure commission and maintain required Hardware and Software for the proposed solution. The Hardware should be with 3 years comprehensive warranty and 2 years on-site AMC post warranty period. The Software should be having 1 year comprehensive warranty and 4 years ATS post warranty. The Application Software license should be perpetual in the name of the Bank. The Hardware and Software should not go End of Life and End of Support during the contract period. Bidder will be responsible to provide comprehensive on-site warranty and back-to-back support from the OEM to meet the Service Levels defined in this RFP during the entire contract period.

If any hardware or software component goes end of life or end of support by OEM, the successful bidder should replace such component with supported versions of OEM without any extra cost to the Bank. The CPU, Memory and Disk utilization should not go beyond 70% during the entire contract period. In case the utilization breaches 70%, the successful bidder has to upgrade the required infrastructure to bring down the utilization below 70% without any additional cost to the Bank. The solution provided by the bidder should be capable to migrate to any other platform as per Bank's requirement. The selected bidder has to provide hardware sizing as per Annexure – XVIII. Bidder should also provide the Software/tool and any other required deliverables as per Annexure –XIX

Oracle Database licenses will be provided by the bank. However, it is the responsibility of the selected bidder to install, configure and maintain the database. If proposed solution requires any other database other than Oracle, bidder has to provide database and absorb the cost within the TCO. Successful bidder should also complete Installation, Configuration, Customization, Maintenance and Support of the Solution. The successful bidder must design the solution with high availability & secure infrastructure in Data Centre and Disaster Recovery site as per Industry accepted security standards and best practices.

Software solution provided should be independent of any Proprietary Hardware.

7. Locations to be covered

The Solution should be installed on Primary site Belapur, Mumbai and Disaster Recovery (DR) Site, Hyderabad. However, the Bank reserves the right to change locations/add new locations such as Metro cities/State capital as per Bank's requirement.

8. Language of Bid

The language of the bid response and any communication with the Bank must be in written English only. Supporting documents provided with the RFP response can be in another language so long as it is accompanied by an attested translation in English, in which case, for purpose of evaluation of the bids, the English translation will govern.

9. Instructions for Bid Submission

9.1 Cost of Bidding

The Bidder should bear entirely and exclusively all costs (whether in terms of time or money) associated with the preparation and submission of its Bid and the Bank will in no case be held responsible or liable for these costs regardless of the conduct or

outcome of the bid process including but not limited to cancellation/abandonment/annulment of the bidding process.

9.2 Cost of RFP

The RFP document is available on the Bank's website www.Centralbankofindia.co.in. Vendors can download the RFP and use it for submission. However, the cost of the RFP (non-refundable) should be paid by way of Demand Draft (DD)/ Pay Order (PO) drawn in favour of Central Bank of India payable at Mumbai, while submitting the bid to the Bank. The above Demand Draft/PO should be handed over to the Bank authorities in a separate envelope at the time of submission of Bids. This non- refundable tender fee can also be submitted through the electronic mode to the below mention account. Proof of successful deposit of tender fee has to be submitted along with tender document. The details of the account are as under:-

- o Account Number- 1122845035
- o Account Name- Business Support Department
- o Branch- Nariman Point Mumbai
- o IFSC- CBIN0281067

Offers without DD/PO will be rejected. MSEs will be exempted for submission of Tender Fee in line with the Govt Guidelines and policies.

9.3 Bid Security/Earnest Money Deposit (EMD)

9.3.1 The EMD shall be denominated in Rupees and the bidder shall submit the EMD (Demand Draft/ Banker's Cheque) in the form of Demand Order/Banker's Cheque in favour of Central Bank of India, payable at Mumbai. The EMD is required to protect the Bank against the risk of Bidder's conduct, which would warrant the EMD's forfeitures. Earnest Money Deposit can also be paid through the electronic mode to the below mentioned account. Proof of successful deposit of EMD has to be submitted along with tender document. The details of the account are as under.

- Account Number- 1122845035
- Account Name- Business Support Department
- Branch- Nariman Point Mumbai
- IFSC- CBIN0281067

9.3.2 Exemptions for EMD submission will be granted as applicable in accordance with the Govt Guidelines and policies. "Exemption from submission of EMD and RFP cost shall be given to bidders, who are Micro and Small Enterprises (MSE) and they are exempted from giving EMD may give Bid Security declaration in place of EMD. Start-ups (which are not MSEs) are exempted only from Bid security amount. The bidder who are MSE has to submit necessary document issued by competent authority and the bidder who are startups has to be recognized by Department of Industrial Policy & Promotion (DIPP) to avail the exemption. To qualify for EMD and RFP cost exemption, firms should necessarily enclose a valid copy of registration certificate issued by competent authority which is valid on last date of submission of the RFP documents. MSE/startups firms which are in the process of obtaining the registration certificate from competent authority will not be considered for EMD and RFP cost exemption."

- 9.3.3 Any Bid not secured, as above, will be rejected by the Bank, as non-responsive.
- 9.3.4 EMD (Demand Draft/Banker's Cheque) shall be kept in the envelope containing Pre-qualification Bid. Any bid not accompanied with the requisite EMD shall be treated as non-responsive and is liable to be rejected.
- 9.3.5 The EMD of the unsuccessful bidders will be returned within 2 weeks from the date of bid finalization. Successful Bidder's EMD will be returned up on the bidder signing the contract and submitting the required Performance Bank Guarantee equivalent to 3% of contract value (contract for 5 years) for a period of 5 years PLUS 2 months for the contract. Fresh PBG will be required to be submitted in case of an extension.
- 9.3.6 No interest is payable on the amount of EMD.
- 9.3.7 **EMD may be forfeited in the following events:**
- 9.3.8 In case of withdrawal of bid during the period of bid validity or if successful bidder fails to sign the contract in accordance with the terms & conditions and other requirements specified in Bid document or any act of bidder not in line with contract obligations.
- 9.3.9 If a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract.
- 9.3.10 If EMD is forfeited for any reason, the concerned bidder may be debarred from further participation in future bids floated by the Bank, as per sole discretion of the Bank.

9.4 Performance Bank Guarantee

The successful bidder shall provide a Performance Bank Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in Annexure-XII, for 3% of TCO for the entire period of the contract. i.e. 5 years, with a claim period of 1 year and such other extended period as the Bank may decide for due performance of the project obligations. The Performance Bank Guarantee should be of that of scheduled commercial Bank, other than Central Bank of India. In the event of non-performance of obligation or failure to meet terms of this tender the Bank shall be entitled to invoke the performance guarantee without notice or right of demur to the successful bidder.

Any amount pending for payment due to non-achieving of milestone/s set under the agreement or any other reason solely attributable to the successful bidder should be included in the remaining amount of the contract value.

The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Performance Guarantee, if any, under this contract.

If the Performance bank guarantee is not submitted within the stipulated time, the Bank reserves the right to cancel the order / contract and the earnest money deposit taken from the successful bidder, will be forfeited

The performance Bank Guarantee shall be liable to be invoked on account of:

- ✚ Delay in performing the obligations,
- ✚ Quality of deliverables being not up to the satisfaction of the Bank,
- ✚ Violation of the terms and conditions of the assignment of contract,
- ✚ Sharing of information with outside parties, or
- ✚ Failure to submit renewed performance Bank Guarantee during the continuation of the Agreement, if so required.

9.5 Formats of Bid

The bidders should strictly use the formats prescribed by the Bank in the RFP for submitting eligibility, technical and commercial bids. The Bank reserves the right to ascertain information from the Banks and other institutions to which the bidders have rendered their services for execution of similar projects.

9.6 Bid Validity Period

RFP responses must remain valid and open for evaluation according to the terms for a period of six months from the date of closing of RFP. The price quoted in final commercial offer will be valid for at least 6 months from the date of offer.

9.7 Amendment of Bidding Documents

Prior to the last date for bid-submission, Bank may, for any reason, whether at its own initiative or in response to clarification(s) sought from the prospective Bidders, modify the RFP contents/ covenants by amendment. Clarification /amendment, if any, will be notified on Bank's website <https://www.centralbankofindia.co.in>. No individual communication would be made in this respect. In order to provide, Bidders, reasonable time to take the amendment into account for preparing their bid, the Bank may, at its discretion, extend the last date of submission of bids.

9.8 Disqualification

Any form of canvassing/lobbying/influence/query regarding short listing, status etc. shall be a disqualification. Bank shall reject responses to the RFP without assigning any reasons to respondent

9.9 Authorization to Bid:

- 9.9.1 The proposal/ bid being submitted would be binding on the Bidder. As such, it is necessary that authorized personnel of the firm or organization sign the bid documents. The designated personnel should be authorized by a senior official of the organization having authority.
- 9.9.2 All pages of the bid shall be initialed by the person or persons signing the bid.
- 9.9.3 Bid form shall be signed in full & official seal affixed.
- 9.9.4 Any inter-lineation, erasure or overwriting shall be valid only if they are initialed by the person or persons signing the Bid.
- 9.9.5 All such initials shall be supported by a rubber stamp impression of the Bidder's firm.
- 9.9.6 The proposal must be accompanied with an authorization letter as per Annexure-XVI duly signed by the designated personnel providing a bid commitment. The letter should also indicate the complete name and designation of the designated personnel.

10.RFP preparation and BID Submission

10.1 The Bidder's proposal must effectively communicate their solution and be formatted strictly in the specified formats, in order for the Bank to assess the alternatives. Any response not adhering to the specified formats is liable to be rejected.

10.2 The bidders have to submit bid through online except Integrity Pact. All documents as per requirement of RFP must be uploaded on the site <https://centralbank.abcprocure.com/EPROC>. Integrity Pact (IP) must be submitted physically in a sealed cover at the following address on or before scheduled date and time.

To,
The General Manager
Central Bank of India,
Business Support Department,
4th Floor, Chandermukhi,
Nariman Point, Mumbai-400021

10.3 The Bid should Comprise the following components

10.4 Technical Bid- Part I: "Technical Bid for Supply, installation, implementation, Maintenance and Support of Digitalization of Insurance Business."

10.5 The Technical Bid - Part I must be submitted online.

The following Annexures are to be submitted online at the e-procurement site <https://centralbank.abcprocure.com/EPROC>.

Annexure I: Bidder Details

Annexure II: Bidders Acceptance

Annexure III: Board Resolution

Annexure IV: List of Top Management Executives

Annexure VI: Information Security Certificate

Annexure VII: Technical Specifications

Annexure VIII: Functional Requirement sheet

Annexure IX: Commercial Bid

Annexure X: Self Declaration of not being blacklisted

Annexure XI: Format of Integrity Pact

Annexure XII: Format of Performance Bank Guarantee

Annexure XIII: SPOC Details

Annexure XIV: Know Your Employee (KYE) Clause

Annexure XV: Status of Litigations Pending Pertaining to the Bidder

Annexure XVI: Authorization Letter Format

Annexure XVII: Eligibility Criteria Compliance Sheet

Annexure XVIII: Hardware Sizing and Software/Tool Deliverable

Annexure XIX: List of Software/tools deliverable to the Bank

Annexure XX: Masked Commercial Bid

10.6 Commercial Bid – Part II: "Commercial Bid for Supply, installation, implementation, Maintenance and Support of Digitalization of Insurance

Business”.

- 10.7 Any bid document not conforming to any one of the above terms will be rejected.
- 10.8 The Technical Bid – Part I should be complete in all respects and contain all information asked for in this document. It should not contain any price information.
- 10.9 Bidders are expected to examine all terms & conditions, instructions contained in this RFP document. Failure to provide all requested information will be at bidder’s own risk and may result in the rejection of the bid.
- 10.10 The Bid should be signed by the authorized signatory of the bidder. A power of attorney to that effect shall be submitted by the bidders and should be uploaded online on portal along with technical bid.
- 10.11 Photocopies of relevant documents / certificates as proof in support of various information submitted online in aforesaid annexure and other claims made by the bidder.
- 10.12 Deviations from RFP Scope and terms & conditions such as assumptions, exclusions, out of scope, etc. if any, is submitted by bidder as part of response through solution document or any other documents, it will not be considered by Bank.
- 10.13 Annexures must be on the letter head of bidder duly signed with seal of the company. Photocopies of relevant documents / certificates as proof in support of various information submitted in aforesaid annexure and other claims made by the vendor.
- 10.14 Detailed Architecture of the proposed solution with various features/functions of the system/sub-system including fail-over methodology/strategy at both Primary & DR Site.
- 10.15 Documents and brochures pertaining to product that will be deployed in the proposed solution including testing plan, road map, workflow and procedures etc.
- 10.16 The bidder should ensure that all the annexure is submitted as prescribed by the Bank. In case it is not in the prescribed format, it is liable to be rejected.
- 10.17 The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection.
- 10.18 The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder.
- 10.19 The Bank reserves the right to disqualify the bidder/(s) if bidder/(s) have not completed any project successfully in Central Bank of India in stipulated time i.e. supply, Installation, Implementation, migration, upgradation, support etc.
- 10.20 The Bank reserves the right to modify any terms, conditions or

specifications of RFP before date of submission of bids. Bidder has to submit bid documents as per the changes/ modifications while submitting the bid. Notification of amendments/corrigendum will be made available on the Bank's website (www.centralbankofindia.co.in), Govt. Tender Site and will be binding on all bidders and no separate communication will be issued. Any change in the terms and conditions in the RFP can be made only before the bid due date and after allowing a reasonable time to the bidders to modify and submit their bid accordingly.

11. Commercial Bid

The commercial offer must not contradict the Technical offer in any way and should include the cost of all the items offered. The suggested directive for Commercial offer is as follows

- 11.1** The Commercial Bid – Part II should be submitted as per Annexure-IX by way of entering the values in the format provided at the site. This must contain all prices in Indian rupees (INR).

12. Other terms and conditions of RFP

- 12.1** Responses to this RFP should not be construed as an obligation on the part of the Bank to award a purchase contract for any services or combination of services. Failure of the Bank to select a bidder shall not result in any claim whatsoever against the Bank. The Bank reserves the right to reject any or all bids in part or in full, without assigning any reason whatsoever.
- 12.2** By submitting a proposal, the successful bidder agrees to promptly contract with the Bank for the work awarded to the successful bidder. Failure on the part of the awarded bidder to execute a valid contract with the Bank will relieve the Bank of any obligation to the such bidder, and a different bidder may be selected based on the selection process.
- 12.3** The bidder shall represent and acknowledge to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, involved in the performance of the provisions of this RFP. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the bidder at no additional cost to the Bank. The bidder also

acknowledges that the Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, the Bank expects the bidder to fulfill all the terms and conditions of this RFP. The modifications, which are accepted by the Bank, shall form a part of the final contract.

- 12.4** All terms and conditions, payments schedules, time frame for expected service levels as per this tender will remain unchanged unless explicitly communicated by the Bank in writing to the bidder. The Bank shall not be responsible for any judgments made by the bidder with respect to any aspect of the Service. The bidder shall at no point be entitled to excuse themselves from any claims by the Bank whatsoever for their deviations in confirming to the terms and conditions , payments schedules, expected service levels etc as mentioned in this tender document.

13. Miscellaneous RFP Requirement

- 13.1** Any change in the terms and conditions in the RFP can be made only before the bid due date and after allowing a reasonable time to the bidders to modify and submit their bid accordingly .No Commitment to Accept Lowest bid or Any Tender – The Bank shall be under no obligation to accept the lowest price bid or any other offer received in response to this Tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. The Bank reserves the right to make any changes in the terms and conditions of purchase. The Bank will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations unless there is change in the terms and conditions of purchase. The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar credentials of a bidder. When the Bank makes any such rejection, the Bank will not be bound to give any reason and/or justification in this regard to bidder.
- 13.2** Erasures or Alterations – The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such

as "OK", "accepted", "noted", "as given in brochure manual" is not acceptable. The Bank may treat the offers not adhering to these guidelines as unacceptable.

- 13.3** The price payable to the Bidder shall be inclusive of carrying out any modifications changes / upgrades to the application and other software that is required to be made in order to comply with any statutory or regulatory requirements or any industry-wide changes arising during the subsistence of the contract/ agreement, and the Bank shall not pay any additional cost for the same. The Bidder needs to provide with the details about all such items considered in the RFP

14. Evaluation of Proposals

14.1 Evaluation Process

Stage 1 – Eligibility Cum Technical Bid

Stage 2 - Evaluation methodology for eligible
Technical Bid Evaluation

Commercial Bid Evaluation

Weighted evaluation

During evaluation of the Tenders, the Bank, at its discretion, may ask the Bidder for clarification in respect of its tender. The request for clarification and the response shall be in writing, and no change in the substance of the tender shall be sought offered, or permitted. The Bank reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of the Bank shall be final and binding on all the Bidders to this document and bank will not entertain any correspondence in this regard

A. Eligibility cum Technical Bid

Pre-qualification / eligibility criterion for the bidder to qualify this stage is clearly mentioned in below. The Bidder would need to provide supporting documents as part of the eligibility proof. All dates if not specified to be applicable from the date of the RFP.

Sr No	Eligibility Criteria	Supported by Documentary evidence
1	The Bidder must be a Government organization/Public or Private Ltd company/Public sector undertaking/Partnership firm/LLP/Autonomous body, and should be in existence for minimum 3 years in India	Certificate of incorporation and Certificate of Commencement of Business
2	The Bidder should not have been blacklisted by any Govt. bodies / PSB / PSU since 1 st April 2019	Self-Declaration cum Undertaking on letter Head of the organization by authorized

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		signatory (ANNEXURE-X)
3	Bidder should not have been declared as NPA/bankruptcy by any of the financial institution in India	An undertaking to this effect must be submitted in letter head
4	The proposed solution in totality including frontend, customer screen & dashboard should have been implemented in at least one scheduled commercial Banks.	Copies of purchase order and completion certificate from client to be submitted
5	Any bidder from a country which shares a land border with India will be eligible to bid 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.	Certificate of registration from The Competent Authority under this order shall be the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT)
6	Bidder should be Original Software Developer (OSD) / System Integrator (SI)	Self-certification in case of OSD
7	Bidder shall have proper service setup in Mumbai to provide post implementation support and Annual Technical Support	Self-declaration letter signed by authorized signatory should be submitted along-with the bid.
8	The solution / product offered should be compatible with all the guidelines issued by regulatory / government bodies like IRDA, RBI, etc.	A self-declaration to this effect should be submitted by the bidder
9	Bidder should have experience of Minimum 2 years in providing solution for digital insurance Business in India with contract value of minimum of Rs.2 crores in one work at least.	Purchase order from Bank/NBFC/FI

B Financial

1	<p>The Bidder must have registered average annual turnover of Rs. 5 Crores or above during the last three completed financial years – 2019-20 and 2020-21, 2021-22* (Not inclusive of the turnover of associate companies).</p> <p style="text-align: center;">OR</p> <p><i>Below clause is applicable for bidders who fall under the category of Micro & Small Enterprise (MSEs) or Start-ups (Necessary valid documentary proof certifying the bidder as an MSE or Start-up needs to be submitted by the bidder)</i></p> <p>The Bidder must have registered average annual turnover of Rs. 2 Crores or above during the last three completed financial</p>	<p>Audited Financial statements for the financial years 2019-20 and 2020-21, 2021-22*. Certified letter from the Chartered Accountant clearly mentioning Turnover, Net Profit and Net worth. The CA certificate in this regard should be without any riders or qualification.</p> <p>* If 2021-22 Financial Statements of any bidder is unaudited, then Financial statements for 2018-19, 2019-20 and 2020-21 will be considered, along with an</p>
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	years – 2018-19, 2019-20 and 2020-21 (Not inclusive of the turnover of associate companies).	undertaking letter from the bidder that FY 2021- 22 statements are not audited. In this scenario Audited Financial statements for the financial year 2018-19 and 2019-20, 2020-21 are to be submitted
2	<p>The Bidder must have <u>positive Operating Profit (as EBITDA i.e Earnings Before interst, Tax, Depreciation & Amortization)</u> entity continuously for the last three years i.e. financial years –2019-20, 2020-21 and 2021-22* OR</p> <p>The net worth of the bidder should be positive as on RFP date and should not have eroded by more than 30% in the last three years.</p> <p>* If 2021-22 Financial Statements of any bidder is unaudited, then Financial statements for 2018-19 and 2019-20 , 2020-21 will be considered, along with an undertaking letter from the bidder that FY 2021-22 statements are not audited.</p> <p>In this scenario Audited Financial statements for the financial year 2018-19 and 2019-20 and 2020-21 are to be submitted.</p>	<p>Audited Financial statements for the financial years 2019-20 and 2020-21, 2021-22*.</p> <p>Certified letter from the Chartered Accountant clearly mentioning</p> <p>Turnover, Operating Profit (EBITDA), Net Profit and Net worth. The CA certificate in this regard should be without any riders or qualification</p>

The technical bids of only those bidders who qualify the above-mentioned eligibility criteria will be evaluated. The Technical Proposal will be evaluated for technical suitability.

After qualifying the eligibility criteria, the evaluation will be a three-stage process. The stages are:

- Technical Bid Evaluation
- Commercial Bid Evaluation
- Weighted Evaluation

The technical evaluation and the commercial evaluation shall have the weightage of 70% and 30% respectively and this weightage shall be considered for arriving at the successful bidder. The evaluation methodology vis-à-vis the weight-ages are as under:

B. Technical Bid Evaluation

The bidder needs to achieve a cut – off score of 70% marks in this evaluation stage to be qualified for commercial bid opening. Only those bidders who achieve the specified cut – off scores would be short-listed for Commercial Bid Evaluation.

The Bidder should submit the compliance in the strictly in the following format for below mentioned Functional and Technical Specification/requirement. All the Technical and Functional Specification are mandatory. The compliance must be given for each point. No Deviation will be accepted. The necessary documents and Certificates should be submitted.

The Technical Proposal will be evaluated for technical suitability and the criteria for evaluation of technical bids are as under:

Sr No	Criteria	Total Marks
1	Age of Organization as on 30.09.2022 3 Years and above: 10 Marks 2 Years to less than 3 years :6 Marks 1 Year to less than 2 years : 3 marks Proof: Certificate of Incorporation	5
2	Experience of Running Solution for Digital Insurance Business in a Scheduled Commercial Banks. 3 Years and above: 10 Marks 2 Years to less than 3 years :6 Marks 1 Year to less than 2 years : 3 marks Proof: Letter from the respective Banks.	10
3	No of Scheduled Commercial Banks where the solution is implemented (Go-live) by the Bidder as on 30.09.2022 Minimum 1 – 5 Marks 2 to 3 - 10 Marks Above 3 - 15 Marks Proof: Letter from the respective Banks.	15
4	Integrations done as on 30.09.2022 2 marks for each Item. With Bank's CBS, With Bank's IB/MB, With Complaint Management System, With SMS & email Gateway, CRM Proof: Supporting document to be annexed / To be demonstrated During presentation	10

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Sr No	Criteria	Total Marks
5	Functional Compliance: In case bidder has functionality listed as per Annexure-VIII at the time of submission of bid. (2 marks for each functionality) Proof: Supporting document and demo during presentation	26
6	Technical Proposal & Presentation*: Bidder approach for executing the Digital Insurance Solution. The Presentation should cover Bidder's understanding on scope and methodology to be adopted for delivering the program milestones and other program deliverables. It should also cover bidder's past experience & citations. Technical Presentation must fulfill the binding criteria as mentioned in Technical requirement of the RFP. (Maximum duration for presentation - 60 minutes) <ul style="list-style-type: none"> Does the bidder display clear understanding of the Bank's requirements? Does the bidder demonstrate beyond any doubt ability to deliver on all requirements? – Is the bidder able to provide crisp and clear answers to questions asked with strong content? Is the bidder proactive to provide innovative solutions for capabilities required by the bank? 	20
7	Maximum No of transactions handled by the Solution in any banks/FI during FY- 21/22** Score: 80% to 100% (9 Marks) Score: 60% to less than 80%(7 Marks) Score: Less than 60% (5 Marks) Proof : Letters/Certificates from respective Bank/FI	9
8	Bidder's RFP process management capability Compliance with the RFP process – 2.5 marks Quality of proposal documentation – 2.5 marks	5
*Technical presentation must fulfil the binding criteria as mentioned in Annexure XXI **Marking in parameter 7 of the above given table is based on percentile method		

Sr No	Criteria	Total Marks
	wherein the bidder with highest number of transactions will get 100% marks and the value which made him highest performer will become benchmark for rest of the participants	

In case there is only one bidder having technical score of 70% or more, the Bank may, at its sole discretion, also consider the next highest technical score and qualify such bidder. In case, none of the participating bidders qualify on technical criteria and reach or exceed the cut-off score of 70%, then the Bank, at its sole discretion, may qualify two bidders on the basis of the top two scores. However, the Bank at its discretion may reject the proposal of the Bidder or will not consider bidder below cutoff marks by relaxing as mentioned above, if in the Bank's opinion the bidder could not present or demonstrate the proposed services/projects as described in the proposal or in case the responses received from the customer contacts are negative or the proposed service/projects does not meet the Bank's requirement.

C. Commercial Bid Evaluation

The commercial bids of only those bidders who qualify in both eligibility and technical evaluation will be opened. The date for opening of the commercial bid would be communicated separately to the technically eligible Bidders. The commercial bids submitted by Bidders will be evaluated based on discounted total cost of ownership. The discount rate will be used @ 10%. The key considerations of the TCO would be the total payouts for entire project through the contract period, discounted at 10% to arrive at the present value of the future cash outflows. Accordingly, the L1 (Lowest Bidder) would be arrived at. The calculation performed by the Bank in this regard is as follows:

The discounted rate will be calculated on yearly basis based on the formula $A/(1+i/100)^n$ where A= Total Value in each Year; i=10% and n =Year.

The Present Value will be calculated for all components where the payment is recurring year on year. The Present Value for the component will start from the year of purchase of that component / start of the services (AMC) and shall be calculated till the end year of the contract. Further n - number of period will be '0' in the year of purchase of that component / start of the services and subsequently increased by 1 for subsequent years.

Any component / service for which the payment is a One Time Cost the NPV cost of the equipment / service for that year will be considered and the relevant year's NPV cost will

be added as part of Present Value calculation for that year. Further the payment of the OTC component / services is not recurring in nature hence the present value for that component / services will be considered in the year of purchase only and not in subsequent years.

The decision of the Bank shall be final and binding on all the bidders to this document. The Bank reserves the right to accept or reject an offer without assigning any reason whatsoever. The bidder is expected not to add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification.

D. Weighted Evaluation:

On the basis of the combined weighted score for technical and commercial evaluation, the bidders shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The proposal securing the highest combined marks and ranked H-1 shall be recommended for award of contract.

As an example, the following procedure can be followed:

A score (S) will be calculated for all qualified bidders using the following formula

$$\frac{C_{low}}{C} \times 100 \times 0.30 + T \times 0.70$$

T Stands for Technical Evaluation Score.

#	Bidder	Technical Evaluation Marks (T)	Discounted Rate (C)	T * 0.70 (A)	[(C _{low} / C) x 100] x 0.30 (B)	Score (S = A + B)
1	AA	75	120	52.5	26.25	78.75
2	BB	80	105	56	30	86
3	CC	85	110	59.5	28.64	88.14
4	DD	80	115	56	27.39	83.39

In the above example, C_{low} is 105

In the above example, CC, with the highest score becomes the successful bidder.

In case of more than one bidder with equal highest score (S) upto three decimal, then number of decimal will be increased.

The decision of the Bank shall be final and binding on all the bidders to this document. The

Bank reserves the right to accept or reject an offer without assigning any reason whatsoever

The proposal of H1 (Highest Bidder in Weighted Evaluation) shall be recommended for award of contract.

14.2 Make in India Preference

- 14.2.1 Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPP-MII Order) and revised order issued vide GOI, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion letter No. P-45021/2/2017(BE-II) dated 04.06.2020 will be applicable for this RFP and allotment will be done in terms of said Order as under:
- 14.2.2 Among all qualified bids, the bid with highest SIB (Score of bidder) arrived as per para no 14.1 D will be termed as L1. If L1 is 'Class-I local supplier', the contract for full quantity will be awarded to L1.
- 14.2.3 If L1 is not a 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price
- 14.2.4 In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-1 local supplier' with next higher bid within the margin of purchase preference shall be invited to match the L1 Price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, the contract may be awarded to the L1 bidder.
- 14.2.5 "Class-II local supplier" will not get purchase preference in any procurement.

14.3 Restriction on Procurement due to National Security

Government of India order F. No. 7/86/2020/BOA-I dated 07.08.2020 on restrictions on procurements from bidders from a country or countries, on grounds of defense in India, or matters directly or indirectly, related thereto, including national security is applicable for this RFP.

- 14.3.1 Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.
- 14.3.2 "Bidder" (including the term 'tenderer', 'consultant' 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 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.

14.3.3 "Bidder from a country which shares a land border with India" for the purpose of this Order means: -

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

14.3.4 The beneficial owner for the purpose of (iii) above will be as under: In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, 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 majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;

14.3.5 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;

14.3.6 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; Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;

- 14.3.7 In case of a trust, the identification of beneficial owner(s) shall include 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.
- 14.3.8 An Agent is a person employed to do any act for another, or to represent another in dealings with third person.
- 14.3.9 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.

15. Price Comparison

- 15.1 Bank will consider the Total Cost of Ownership (TCO) for the project which includes cash outflows for Bank during the project development and implementation and later maintenance for a period of five-years.
- 15.2 Bank will compute and compare the total cost of all items, as quoted by the Bidders who have qualified on the eligibility and technical specifications and hence short-listed by the Bank. The Bank will calculate total cost of ownership for the project.
- 15.3 Bidder is expected to provide for services which are required to be extended by the Bidder in accordance with the terms and conditions of the contract.
- 15.4 Bidder must provide and quote for all products and services as desired by the Bank as mentioned in this RFP. Any products / services not proposed to be provided by the Bidder will result in the proposal being incomplete, which may lead to disqualification of the Bidder.
- 15.5 End of Sales / End of support: The Bidder has to ensure that any equipment/services supplied as part of this RFP should not have either reached or announced end of sales on the date of such supply or end of support for at least 7 years from the date of going live. In case goes out of support, the successful bidder will replace/upgrade the equipment/services/solution without additional cost to Bank.

16. Taxes And Duties

The Bidder shall solely be responsible for all payments (including any statutory payments) to its employees and shall ensure that at no time shall its employees, personnel or agents hold themselves out as employees or agents of the Bank, nor seek to be treated as employees of the Bank for any purpose, including claims of entitlement to fringe benefits provided by the Bank, or for any kind of income or benefits. The Bidder alone shall file all applicable tax returns for all of its personnel assigned

hereunder in a manner consistent with its status as an independent contractor of services; and the Bidder will make all required payments and deposits of taxes in a timely manner.

Payment of all taxes i.e. GST (CGST/SGST/IGST) will be made at actual, on production of suitable evidence of payment by the Bidder.

The Bidder shall be liable to pay all applicable corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India.

17. Right To Reject Bids

Bank reserves the absolute and unconditional right to reject the response to this RFP if it is not in accordance with its requirements and no correspondence will be entertained by the Bank in the matter. The bid is liable to be rejected if:

- a) It is not in conformity with the instructions mentioned in the RFP document.
- b) It is not properly or duly signed & stamped.
- c) It is received through fax, email or any other non-specified mode.
- d) It is received after expiry of the due date and time.
- e) It is incomplete including non-furnishing the required documents.
- f) It is evasive or contains incorrect information.
- g) There is canvassing/influencing banks evaluation/decision through any means or any kind.

It is submitted anywhere other than the place mentioned in the RFP

18. Modification And Withdrawal of Bid

No bid can be modified or withdrawn by the bidder subsequent to the closing date and time for submission of bids.

No bid shall be withdrawn in the intervening period between deadline for submission of bids and expiration of period of bid validity specified by bidder in the submitted bid. In the event of withdrawal of the bid by bidders, the bidder is liable to be suspended from participation in any future tenders of the Bank for 2 years.

No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.

19. Intellectual Property Rights

In the event of any claim asserted by a third party of infringement of copyright,

patent, trademark, industrial design rights, etc. arising from the use of the procurement of this RFP or any part/ component thereof in India, the Vendor shall act expeditiously to extinguish such claim. If the Vendor fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Vendor shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Bank will give notice to the Vendor of such claim, if it is made, without delay.

20. Liquidated Damages

If Successful bidder fails to deliver any or all of the Service(s) / Systems or perform the Services within the time period(s) specified in the RFP/Contract / Agreement, BANK shall, without prejudice to its other rights and remedies under and in accordance with the RFP/Contract / Agreement, levy Liquidated Damages (LD) from payments, which are due to the Successful bidder. For calculation of LD:

- 20.1 LD for delay in delivery/ installation/ implementation of the solution for each week of delay beyond the scheduled commencing date or part thereof will be a sum equivalent to 0.5% of the TCO or unperformed Services. In case of undue delay beyond a period of 15 days after attaining the maximum penalty of 5% of total project cost, Bank may consider termination of the contract or purchase order.
- 20.2 The overall LD during implementation will be to a maximum of 5% of the total cost of the project.
- 20.3 Part of week will be considered as full week.
- 20.4 Any delay by the bidder in performance of its delivery obligations shall render the bidder liable to the imposition of liquidation damages, unless extension of time is agreed upon without application of liquidation damages.
- 20.5 Bank can deduct the amount of liquidated damages from any money belonging to the Successful bidder in its hands (which includes BANK's right to claim such amount against Successful bidder's Performance Bank Guarantee) or which may become due to the Successful bidder.
- 20.6 Any such recovery or liquidated damages shall not in any way relieve the Successful bidder from any of its obligations to complete the works / service(s) or from any other obligations and liabilities under the Contract/Agreement/Purchase Order.
- 20.7 Bank reserves the right to condone the delay, if it is not attributable to the Successful bidder

21. Service Level Agreement

- 21.1 The Bank notifies the successful Bidder that its Bid has been accepted, the Bidder shall enter into a Service Level Agreement (SLA) with the Bank, containing all the Terms and Conditions of this RFP, including confidentiality, non-disclosure and penalty clauses, and any other clause relevant to the services offered.
- 21.2 Penalty mentioned in this SLA will be levied on the Bidder based on uptime and compliance level delivered through the implemented solutions and/ or services rendered by the bidder after successful implementation as specified in the Project Plan for Implementation.
- 21.3 The Bidder shall have to enter into a "Service Level Agreement" with Bank covering all terms and conditions of this tender.
- 21.4 The Vendor will accomplish preventive and breakdown maintenance activities to ensure that the solution should execute without defect or interruption for at least 99.50% uptime for 24 hours a day, 7 days a week of operation of the machine worked on a quarterly basis. If the service support is less than 24*7 basis, Bank may at its own discretion reject the proposal in total, without assigning any reason.
- 21.5 Quarterly/Monthly Periodical review and modifications of the solution, homepage, internal pages, images, effects, videos, icons, customer journey, content, response, and other features will be carried out. Also, all the updation/up-gradation should be carried out at midnight (or when the traffic on mobile app/website is lowest) to avoid any inconvenience. Any changes, modifications, updation, up-gradation will be carried out accordingly by the bidder.
- 21.6 Selected bidder is required to prepare a schedule for maintenance activity and carry them out regularly. Maintenance activity to be carried out at midnight to avoid visitor inconvenience.
- 21.7 Bidder will also be responsible to design product management process / operation Manual as per best practices.
- 21.8 The discrepancies found during audit should be complied with in 10 days. Implement the regulatory requirement as per need.
- 21.9 The bidder will have to trouble-shoot any problems in the solution at a short notice.
- 21.10 As the Bank digital platforms have to function under the regulations/ recommendations of regulatory authorities such as – Cert-In, GOI, RBI, etc. the service provider will address all issues/ security related threats / vulnerabilities notified to the Bank by these institutions and fix/ resolve them to the satisfaction of these institutions / Bank.
- 21.11 The percentage uptime is calculated on a quarterly basis of each month

in the said quarter using following formula:

$$\text{Uptime \%} = (\text{Total minutes in a month} - \text{Downtime minutes in a month}) \times 100 / \text{Total minutes in a month}$$

The Vendor shall provide uninterrupted services for ensuring implementation and maintenance of all solutions as per the requirements of the Bank in line with this RFP. Inability of the Vendor to either ensure deliverables as per the specifications within defined timelines or to meet the service levels as specified in this RFP shall be treated as breach of contract and would invoke the penalty clause. Service Levels should be complied with irrespective of the customizations that the applications would undergo during the tenure of the Contract. The expected Service levels and the corresponding penalties for noncompliance are given as under

SN	Service Area	Expected Service Level	Deliverables/ Penalty
1	Solution Failure	Problem should be resolved within 24 hours	No Penalty
		Problem resolved between 24 to 72 hours.	2% of Monthly Payout
		Problem resolved after passage of 72 hours.	5% of Monthly Payout
2	Solution failure leading to the complete disruption of the objective performed by the said devices. (Both DC and DR down at the same time)		10% of Monthly Payout on each occasion.
			100% of Monthly Payout if problem not resolved within 48 Hours.
3	Solution Uptime. (Individual systems at DC/ DR)	Uptime % calculated on monthly basis for each solution.	Penalty in % of overall monthly payout
		99.50% and above	0.00%
		99.00% to 99.49%	2.00%
		98.00% to 98.99%	5.00%
		95.00% to 97.99%	10.00%
		94.99% and less	25.00%
4	Absence of on-site support	Absence of up to 2 days in a month.	Bank may deduct proportionate amount from the payment due to the vendor.

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		Absence of more than 2 days in a month.	Bank may deduct 1.5 times of absent man-days remuneration from the payment due to the vendor.
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Onsite Support

The bidder has to provide onsite technical expert after go-live at Mumbai from 8 AM to 8 PM in a staggered manner (1 on-site support at a time in shifts) except on Sundays and National Holidays for technical support without any additional cost such as travelling, lodging, resources etc. The resource must be OEMs/Bidders staff and should not be outsourced from any third party. In case of Bank's requirement, vendor may be asked to depute the resources beyond the above stipulated time. The support timing may be changed at Bank's discretion. In case of need the support shall also be provided on Sundays/Holidays. On-site support should be provided by technical expert conversant with solution implemented in the Bank

Qualification of Human Resource (onsite support)

Level 1 engineer (L1)	Minimum educational qualification: Graduate or Diploma or equivalent
	Minimum 2 years of experience in the field of Information Security
	Should be proficient with Windows Operating Systems and Networking
	Should be proficient with basic troubleshooting of proposed Network Access Control
	Should be proficient in network technology.
	Should be proficient with Firewalls, Windows Active directory, Enterprise Anti-Virus Solution, Patch Management Solution and Network Access Control.
	Should have expertise in handling similar solution

Bank reserves the right to interview the professionals to be deployed in the project and reject if not found suitable for the project. At a later stage also if any of the professional found unsuitable or incapable or violates any of the bank guidelines Bank may ask to remove/replace all such professionals on a short notice.

The onsite team, in each shift, should be able to maintain and support the entire centralized platform as well as all the tools/interfaces associated. This shall be applicable after the completion of go live as per RFP.

Key Responsibility Areas of the Resource (onsite support):

1. Provide support on various issues like performance bottlenecks, health check-up, resolution of any complex operational or performance or security issue.
2. Administration, management and monitoring of the solution.
3. Responsible to resolve security concerns, vulnerabilities, VAPT, maintenance of security policy in systems (SCD configuration) in consultation with the Bank
4. Guide the application teams to deploy their application & related infrastructure configuration to development, SIT, UAT, staging, pre-production & production environments/DR, as applicable by using Bank's ticketing tool.
5. Maintenance of application periodically as per Solution architecture
6. Daily/periodical Reports Generation
7. Ensuring tape/other back-ups on daily basis
8. Conducting DR Drill as per Bank's business Continuity Policy (BCP)
9. Ensuring DC/DR syncing
10. Movement of application from DC to DR and vice versa as per need of the Bank
11. Ensuring Regulatory Compliance
12. Closure of various audit observations like IS Audit, CISO Audit, RBI, IRDAI, SEBI, Govt of India audits etc.

Any other task(s) associated/ related with the platform and not listed above.

22. Warranty

- 22.1 All support & services required for implementation, customization, smooth operation and maintenance of the Solution, as described in RFP, will be the part of the project deliverables during the contract period (under warranty or post warranty).
- 22.2 The warranty for the tools and software would be on-site and comprehensive in nature. Warranty will start from the date of full go - live For Software/licenses there must be 1-year comprehensive warranty and 4 years ATS post warranty. For Hardware there must be 3 years warranty and 2 years AMC post warranty. The successful bidder shall provide maintenance and support under warranty, without any extra cost. Warranty for software will start from the date of final signoff (go-live) by the Bank. Bank will not pay any charges during warranty period.
- 22.3 Any corruption in the software/tools or any services shall be rectified during the full period of the contract including warranty, if contracted, at no extra cost to the Bank.
- 22.4 The executions of the service(s) herein are and shall be strictly in

accordance and in compliance with all Applicable Laws, as amended from time to time, the regulatory framework governing the same and the Good Industry Practice. It has all permissions, consents, approvals and license from all authorities, regulatory /statutory and non- regulatory, for executing the Service(s).

- 22.5** The successful bidder warrants that Deliverables and the Services provided by the successful bidder shall be as per the terms of this Agreement. The successful bidder should guarantee that the software supplied to the Bank is licensed and legally obtained. Software must be supplied with their original and complete printed documentation. The successful bidder shall be fully responsible for warranty of all the system components in respect of proper design, quality, material and workmanship of the software, accessories etc. covered by the offer.
- 22.6** The successful bidder has to upgrade the Solution as and when the product/solution is updated during the contract period without any extra cost to the Bank.

23. Annual Technical Support

- 23.1** The successful bidder must undertake to provide support for the software for the entire contract period, including warranty period and Annual Technical Support (ATS) period.
- 23.2** Any regulatory /statutory changes or updates or guidelines as required under the directive of Government of India, Reserve Bank of India or any other regulatory/statutory authority must be provided/ upgraded to the Bank free of cost by bidder during entire contract period.
- 23.3** Bidder is expected to provide unconditional comprehensive 24x7 maintenance support during warranty and post-warranty with 2 hours problem resolution commitment.
- 23.4** The ATS charges per annum should be minimum 18% of the cost of software/tool components.
- 23.5** The ATS charges shall be released to the vendor quarterly in advance subject to timely submission of applicable documents like invoice, performance availability reports etc.
- 23.6** The Bank reserves the right to terminate the ATS (if contracted) by giving Successful Bidder, a prior and written notice of one month indicating its intention to terminate the Contract, if the services rendered by the vendor(s) are not satisfactory. In that case, the vendor(s) will refund the proportionate amount of ATS for the rest of the period of the ATS, if any.
- 23.7** Any decision in this regard by the Bank shall be final, conclusive and

binding on the selected Bidder and shall not be questioned/ challenged by the selected Bidder.

24. Authorized Signatory

The selected bidder shall indicate the authorized signatories who can discuss and correspond with the BANK, with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the bidder to discuss, sign agreements/contracts with the BANK, raise invoice and accept payments and also to correspond. The bidder shall provide proof of signature identification for the above purposes as required by the BANK.

25. Confidentiality

- 25.1 Unauthorized disclosure of any confidential information will amount to breach of contractual terms and in such cases Bank may pre-maturely terminate the contract and initiate any legal action as deemed fit.

26. Indemnity

- 26.1 Bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:
- Bank's authorized / bona fide use of the Deliverables and /or the Services provided by Bidder under this RFP; and/or an act or omission of the Bidder and/or its employees, agents, sub-contractors in performance of the obligations under this RFP; and/or claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Bidder, against the Bank; and/or
 - Claims arising out of employment, non-payment of remuneration and non- provision of statutory benefits by the Bidder to its employees, its agents, contractors and sub-contractors breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Bidder under this RFP; and/or
 - Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or

- Breach of confidentiality obligations of the Bidder contained in this RFP; and/or
- Negligence or gross misconduct attributable to the Bidder or its employees or sub-contractors; and/or
- Loss of data due to Bidder provided facility; and/or
- Any deficiency in the services of the Service Provider; and/or
- Violation of any applicable laws by the successful bidder, its agents, employees, representatives etc

26.2 The successful bidder shall protect and save the Bank against all claims, losses, damages, costs, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. by the successful bidder and its employee / agents.

26.3 In the event of successful bidder not fulfilling its obligations under this clause within the period specified in the notice issued, Bank has the right to recover the amounts due to it under this provision from any amount payable to the bidder under this project.

26.4 The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this RFP. Bidder shall at its own cost and expenses defend or settle at all point of time any claim against the Bank that the Deliverables and Services delivered or provided under this RFP:

- (i) Notifies the Bidder in writing as soon as practicable when the Bank becomes aware of the claim; and
- (ii) Cooperates with the Bidder in the defense and settlement of the claims.

26.5 However, (i) the Bidder has sole control of the defense and all related settlement negotiations (ii) the Bank provides the Bidder with the assistance, information and authority reasonably necessary to perform the above and (iii) the Bank does not make any statements or comments or representations about the claim without the prior written consent of the Bidder, except where the Bank is required by any authority/regulator to make a comment / statement / representation. If use of deliverables is prevented by injunction or court order because of any such claim or deliverables is likely to become subject of any such claim then the Bidder, after due inspection and testing and at no additional cost to the Bank, shall forthwith either

- 1) replace or modify the software / equipment with software /equipment

which is functionally equivalent and without affecting the functionality in any manner so as to avoid the infringement; or 2) obtain a license for the Bank to continue the use of the software / equipment, as required by the Bank as per the terms and conditions of this Tender and subsequent Agreement and to meet the service levels; or 3) refund to the Bank the amount paid for the infringing software / equipment and bear the incremental costs of procuring a functionally equivalent software / equipment from a third party, provided the option under the sub clause (3) shall be exercised by the Bank in the event of the failure of the Bidder to provide effective remedy under options (1) to (2) within a reasonable period which would not affect the normal functioning of the Bank.

- 26.6** Bidder shall not be liable for defects or non-conformance resulting from:
- a) Software, interfacing, or supplies for the solution not approved by Bidder; or
 - b) any change, not made by or on behalf of the Bidder, to some or all of the software/deliverables supplied by the Bidder or modification thereof, provided the infringement is solely on account of that change.

27. Representations and Warranties

- 27.1** The Bidder claims and represents that it has obtained appropriate rights to provide/use the Deliverables and Services upon the terms and conditions contained in this RFP.
- 27.2** The Bidder represents and warrants that he shall be responsible at its own cost for obtaining all necessary authorizations and consents from third party licensors of Software used by Bidder in performing its obligations under this Project.
- 27.3** If a third party's claim endangers or disrupts the Bank's use of the Deliverables, the Bidder shall at no further expense, charge, fee or cost to the Bank, (i) obtain a license so that the Bank may continue use of the Deliverables in accordance with the terms of this RFP.
- 27.4** Bidder shall indemnify and keep fully and effectively indemnified the Bank from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by Bidder or his subcontractors or in respect of any other services rendered under this RFP.

28. Non-Transferable Offer

This Request for Proposal (RFP) is not transferable. Only the bidder who has submitted the bid will be eligible for participation in the evaluation process

29. Force Majeure

- 29.1 The Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if any 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.
- 29.2 For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, Acts of God or of public enemy, pandemic, acts of Government of India in their sovereign capacity and acts of war.
- 29.3 If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such conditions and the cause thereof within fifteen calendar days. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform Bidder's 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.
- 29.4 In such a case, the time for performance shall be extended by a period (s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the Bidder shall hold consultations in an endeavour to find a solution to the problem.

30. Responsibility of Completeness

Any supplies and services, which might not have been specifically mentioned in this tender but, are necessary for the installation, Configuration, testing, commissioning, performance or completeness of the order, shall be provided/made available as per the time schedule for smooth and efficient operation and maintenance of the system under Indian conditions.

The bidder shall be responsible for any discrepancies, errors and omissions in the technical details submitted by him/them, irrespective of whether these have been approved, reviewed or otherwise, accepted by the Bank or not. The Bidder shall take all corrective measures arising out of discrepancies, errors and omissions in drawing and other information as mentioned above within the time schedule and without extra cost to the Bank.

31. Exit Clause

The Bank reserves the right to cancel the contract in the event of happening one or

more of the following conditions:

- Failure of the successful bidder to accept the contract and furnish the Performance Bank Guarantee within 30 days from receipt of purchase contract.
- Delay in delivery beyond the specified period.
- Delay in completing testing/customization and acceptance tests/ checks beyond the specified periods;
- Serious discrepancy in functionality to be provided or the performance levels which have an impact on the functioning of the solution. In addition to the cancellation of contract, Bank reserves the right to appropriate the damages through encashment of Performance Guarantee given by the Bidder.

32. Termination of Agreement

32.1 The Bank shall be entitled to terminate the agreement with the Selected Bidder/Successful Bidder at any time by giving thirty (30) days prior written notice to the Bidder.

32.2 It is further agreed that the termination of the Principal Agreement shall in no event terminate or prejudice the confidential obligations of the Vendor. It is being clarified that in the event of termination of the Principal Agreement, the vendor shall continue to remain bound by the provisions of the Confidentiality clause of the Principal Agreement/RFP.

32.3 Termination shall not absolve the liability of the Bank to make payments of undisputed amounts to the bidder for services rendered till the effective date of termination. Termination shall be without prejudice to any other rights or remedies a party may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities or either party nor the coming into force or continuation in force of any provision hereof which is expressly intended to come into force or continue in force on or after such termination.

32.4 The Bank shall be entitled to terminate the agreement at any time by giving notice if:

- a) Bidder breaches its obligations under the tender document or the subsequent agreement and if the breach is not cured within 15 days from the date of notice.
- b) The progress regarding execution of the contract/ services rendered by the successful bidder is found to be unsatisfactory.
- c) Supply of sub-standard services in the opinion of Bank.

- 32.5 If the Bidder (i) has a winding up order made against it; or (ii) has a receiver appointed over all or substantial assets; or (iii) is or becomes unable to pay its debts as they become due; or (iv) enters into any arrangement or composition with or for the benefit of its creditors; or (v) passes a resolution for its voluntary winding up or dissolution or if it is dissolved.

33. Contract Period

The successful bidder shall be required to enter into a contract with Bank within one month of the award of contract or within such extended period as may be specified by Bank. The contract period for this project is 5 years. However, from the go live of the project, the contract period may be extended further on mutually agreed terms and conditions with approval of competent authority.

34. Audit And Inspection of Records

- 34.1 All bidder records with respect to any matters covered by this tender shall be made available to Bank at any time during normal business hours, as often as Bank deems necessary, to audit, examine and make excerpts or transcripts of all relevant data.
- 34.2 The Reserve Bank of India (RBI) and other regulators have right to inspect facilities of vendor during the contract period.
- 34.3 The Vendor shall at all times whenever required furnish all information, records, logs, data stored in whatsoever form internal or external to the Bank appointed and/or statutory/RBI inspecting auditors and shall extend all cooperation in carrying out of such inspection by the officials or duly authorized representatives of the auditors / inspecting authorities.
- 34.4 Further the Vendor undertakes to co-operate with the RBI and other regulators to carry out its supervisory functions and objectives and will furnish all records and other information as may call for to carry out inspection and/or other functions. The vendor is required to facilitate the same at no additional cost and shall provide uninterrupted access to the information/documents as required by the statutory /RBI authorities.

35. Conflict Of Interest

- 35.1 The Bidder claims and represents that it has obtained appropriate rights to provide/use the Deliverables

35.2 Bank requires that bidder provide professional, objective, and impartial advice and at all times hold Bank's interest paramount, strictly avoid conflicts with other Assignment(s)/ Job(s) or their own corporate interests and act without any expectations/ consideration for award of any future assignment(s) from Bank.

35.3 Bidder have an obligation to disclose any situation of actual or potential conflict in assignment/job, activities and relationships that impacts their capacity to serve the best interest of Bank, or that may reasonably be perceived as having this effect. If the Bidder fails to disclose said situations and if Bank comes to know about any such situation at any time, it may lead to the disqualification of the Bidder during bidding process or the termination of its Contract during execution of assignment.

36. RFP Ownership

The RFP and all supporting documentation are the sole property of Central Bank and should NOT be redistributed without prior written consent of Central Bank. Violation of this would be a breach of trust and may, inter-alia cause the bidders to be irrevocably disqualified. The aforementioned material must be returned to Central Bank when submitting the proposal, or upon request; however, bidders can retain one copy for reference.

37. Proposal Ownership

The proposal and all supporting documentation submitted by the bidders shall become the property of Central Bank of India unless the Bank agrees to the bidder's specific requests, in writing, the proposal and documentation to be returned

38. Tender/RFP Cancellation

The Bank reserves the right to cancel the Tender/RFP at any time without assigning any reasons whatsoever.

39. Publicity

Any publicity by the Service Provider in which the name of the Bank is to be used, will be done only with the explicit written permission of the Bank.

40. Resolution of Disputes, Arbitration and Jurisdiction

40.1 Bank and the Selected Bidder/Successful Bidder/Vendor shall make every effort to resolve amicably, by direct informal negotiation between the respective project directors of the Bank and the Selected Bidder/Successful Bidder/Vendor, any disagreement or

dispute arising between them under or in connection with the contract.

- 40.2** If the Bank Project Director and Selected Bidder/Successful Bidder/Vendor Project Director are unable to resolve the dispute after thirty days from the commencement of such informal negotiations, they shall immediately escalate the dispute to the senior authorized personnel designated by the Bidder and Bank respectively.
- 40.3** If after thirty days from the commencement of such negotiations between the senior authorized personnel designated by the Selected Bidder/Successful Bidder/Vendor and Bank, the Bank and the Selected Bidder/Successful Bidder/Vendor have been unable to resolve contractual dispute amicably, either party may require that the dispute be referred for resolution through formal arbitration.
- 40.4** All questions, disputes or differences arising under and out of, or in connection with the contract or carrying out of the work whether during the progress of the work or after the completion and whether before or after the determination, abandonment or breach of the contract shall be referred to arbitration by a sole Arbitrator acceptable to both parties. In case Parties fail to reach any consensus for the appointment of the sole arbitrator within 30 days from the date of request by either party for the appointment of sole arbitrator, the number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator shall act as the chairman of the proceedings. The award of the Arbitrator shall be final and binding on the parties. Seat of Arbitration will be at Mumbai. The Arbitration and Conciliation Act 1996 or any statutory modification thereof shall apply to the arbitration proceedings.
- 40.5** If a notice has to be sent to either of the parties following the signing of the contract, it has to be in writing and shall be transmitted by registered post with acknowledgement due or by a reputed courier service, in the manner as elected by the Party giving such notice. All notices shall be deemed to have been validly given on (i) the business date immediately after the date of transmission with confirmed answer back, if transmitted by facsimile transmission, or (ii) the

expiry of five days after posting if sent by registered post with A.D., or (iii) the business date of receipt, if sent by courier.

- 40.6** This tender document shall be governed and construed in accordance with the laws of India. The courts of Mumbai alone and no other courts shall be entitled to entertain and try any dispute or matter relating to or arising out of this tender document. Notwithstanding the above, the Bank shall have the right to initiate appropriate proceedings before any court of appropriate jurisdiction, should it find it expedient to do so.
- 40.7** The Reserve Bank of India (RBI) and other regulators have right to inspect facilities of vendor during the contract period.
- 40.8** The Vendor shall at all times whenever required furnish all information, records, logs, data stored in whatsoever form internal or external to the Bank appointed and/or statutory/RBI inspecting auditors and shall extend all cooperation in carrying out of such inspection by the officials or duly authorized representatives of the auditors / inspecting authorities.
- 40.9** Further the Vendor undertakes to co-operate with the RBI and other regulators to carry out its supervisory functions and objectives and will furnish all records and other information as may call for to carry out inspection and/or other functions. The vendor is required to facilitate the same at no additional cost and shall provide uninterrupted access to the information/documents as required by the statutory /RBI authorities.

41. Non-Solicitation

- 41.1** The selected bidder, during the term of the contract and for a period of two years after completion of the assignment shall not without the express written consent of the Bank, directly or indirectly.
- 41.2** Recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss about 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
- 41.3** 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

42. Escrow Arrangement

- 42.1** Bidder has to agree to keep source code of proposed solution with approved/recognized escrow agency under escrow arrangements acceptable to the bank for entire project period. Cost of the escrow arrangement to be borne by Bank. Contract will be signed on mutually acceptable terms with

- bank, service provide and escrow agent.
- 42.2** The application software should mitigate Application Security Risks; at a minimum those discussed in OWASP top 10 (Open Web Application Security Project).
- 42.3** The Bank has right to Audit the Application / Source Code by suitable Security Auditor.
- 42.4** The Bidder shall provide complete and legal documentation of all subsystems, licensed operating systems, licensed system software, and licensed utility software and other licensed software. The Bidder shall also provide licensed software for all software products whether developed by it or acquired from others. The Bidder shall also indemnify the Bank against any levies / penalties on account of any default in this regard.
- 42.5** In case the Bidder is coming with software which is not its proprietary software, then the Bidder must submit evidence to the satisfaction of Bank in the form of agreement it has entered into with the software vendor which includes support from the software vendor for the proposed software for the full period required by the Bank.

43. Security

- 43.1** Bidder shall comply with secure coding practice such as OWASP (Open Web Application Security Project Guidelines) and necessary security features to be built for securing the site from hacking.
- 43.2** Bidder has to monitor the web site application 24x7 from security threats and ensure its uninterrupted functioning.
- 43.3** Any unwanted security threat or hacking attempt should be taken on high priority and dealt with immediate effect.
- 43.4** Lock HTML source code to protect web pages from unauthorized copy.
- 43.5** Any security breach identified must be informed to Bank immediately, within 4 hours and attended instantly to protect interest of the bank and its customer. Selected vendor would be responsible for providing fix to the problem in consultation with bank's security team. Any such incidence should be followed by Root Cause Analysis (RCA) and audit of the system.
- 43.6** Successful Bidder to arrange for comprehensive security audit of the site before launch. The audit to also include monitoring setup, its capabilities and preparedness to observe and correct any challenge noticed from inside or outside. The company will also have to get similar audit once in every year and submit the report to bank. The bank will also arrange for an internal/external audit to the entire setup and processes as and when desired. The bidder to extend all possible support to the audit team to examine and update the system to mitigate the observed risk.
- 43.7** Vulnerability Assessment Penetration Testing (VAPT) should be done at least once a year and additionally based on security threat.

- 43.8** Add plugins / modules to monitor uptime and check on bot attacks. Alerts and response should work in real time to ensure 100% uptime.
- 43.9** Take periodical backup of the site.
- 43.10** Build fail safe server mechanism to create replica of live and run this instance in case the live site goes down
- 43.11** Applications software should be up to date with the latest service pack and patches to protect against attacks.
- 43.12** Bidder has to agree and provide undertaking not to disclose any Bank information and will maintain confidentiality of Bank information as per policy of the Bank and will sign "Non-Disclosure Agreement" document provided by Bank
- 43.13** The Vendor, where ever applicable, should comply with the Information Security and data privacy related guidelines of the Bank as well as Regulator amended time to time without any extra cost to the Bank. Such requirements can be discussed/shared with the successful vendor as and when required. Bank reserves the right to conduct Information Security Audit of the project at periodic intervals. Compliance of guidelines/advisories published by regulators from time to time should be ensured. Any audit requirements to be strictly complied by the vendor at their own cost:
- + Responsibilities for data and application privacy and confidentiality
 - + Responsibilities on system and software access control and administration
 - + Custodial responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to the Vendor
 - + Physical Security of the facilities.
 - + Physical and logical separation from other customers of the Vendor
 - + Incident response and reporting procedures
 - + Password Policy of the Bank
 - + Data Encryption/Protection requirements of the Bank.
 - + In general, confidentiality, integrity and availability must be ensured

44. Recipient Obligation

The Recipient/ Respondent/ Bidder must apply its own care, conduct, investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

45. Errors And Omissions

Each Recipient/ Respondent/ Bidder should notify the Bank of any error, fault, omission, or discrepancy found in this RFP document but not later than last date of receiving clarifications as specified in the RFP

46. Acceptance of Terms

Recipient will, by responding to the Bank's RFP document, be deemed to have accepted all the terms as stated in this RFP document in totality without any condition whatsoever.

47. E-Tendering

47.1 INSTRUCTIONS TO BIDDERS – e TENDERING:

The Bidders participating through e-Tendering for the first time, for Central Bank of India will have to complete the Online Registration Process on the portal. All the bidders interested in participating in the online e-Tendering process are required to procure Class II or Class III Digital e-Token having -2- certificates inside it, one for Signing/Verification purpose and another for Encryption/Decryption purpose. The tender should be prepared & submitted online using the bidder's authorized individual's (Individual certificate is allowed for proprietorship firms) Digital e- Token. If any assistance is required regarding e-Tendering (registration / upload / download/ Bid Preparation / Bid Submission), please contact on the support numbers given in the support details in 48.2 below.

47.2 Registration Process for Bidders:

- Open the URL: <https://centralbank.abcpocure.com/EPROC/>
- On Right hand side, Click and save the Manual "Bidder Manual for Bidders to participate on e-tender"
- Register yourself with all the required details properly.
- TRAINING: Agency appointed by the Bank will provide user manual and demo / training for the prospective bidders
- LOG IN NAME & PASSWORD: Each Vendor / Bidder will be assigned a Unique User Name & Password by the agency appointed by the Bank. The Bidders are requested to change the Password and edit the information in the Registration Page after the receipt of initial Password from the agency appointed by the Bank.

GENERAL TERMS & CONDITIONS: Bidders are required to read the "Terms and Conditions" section of the portal (of the agency concerned, using the Login IDs and passwords given to them.

Bid Submission Mode.	https://centralbank.abcpocure.com/EPROC Through e-tendering portal (Class II or Class III Digital Certificate with both Signing & Encryption is required for tender participation)
Support person and phone number for e-tender service provider for any help in accessing the website and uploading the tender documents or any other related queries	e-Procurement Technologies Limited Technical Support Team Mr. Sujith Nair: 079 68136857 sujith@eptl.in Ms. Geeta : 079 90334460 geeta@auctiontiger.net Ms.Khushboo : 09510813528 khushboo.mehta@eptl.in Ms. Pooja : 09328931942 pooja.shah@eptl.in Ms. Komal : 07904407997 komal.d@eptl.in Mr Nandan Valera : 9081000427 nandan.v@eptl.in Ms Vrusha Soni : 9904407997 vrusha@eptl.in Mobile Numbers: +91-9904407997 9081000427

Note: please note Support team will be contacting through email and whenever required through phone call as well. Depending on nature of assistance support team will contact on the priority basis. It will be

very convenient for bidder to schedule their online demo in advance with support team to avoid last minute rush.

f) All bids made from the Login ID given to the bidder will be deemed to have been made by the bidder.

g) BIDS PLACED BY BIDDER: The bid of the bidder will be taken to be an offer to sell. Bids once made by the bidder cannot be cancelled. The bidder is bound to sell the material as mentioned above at the price that they bid.

Preparation & Submission of Bids

The Bids (Eligibility Cum Technical as well as Commercial) shall have to be prepared and subsequently submitted online only. Bids not submitted "ON LINE" shall be summarily rejected. No other form of submission shall be permitted.

Do's and Don'ts for Bidder

- Registration process for new Bidder's should be completed at the earliest
- The e-Procurement portal is open for upload of documents with immediate effect Hence Bidders are advised to start the process of upload of bid documents well in advance.
- Bidder has to prepare for submission of their bid documents online well in advance as:-
- The upload process of soft copy of the bid documents requires encryption (large files take longer time to encrypt) and upload of these files to e-procurement portal depends upon bidder's infrastructure and connectivity.
- To avoid last minute rush for upload bidder is required to start the upload for all the documents required for online submission of bid one week in advance.
- Bidder to initiate few documents uploads during the start of the RFP submission and help required for uploading the documents / understanding the system should be taken up with e-procurement bidder well in advance.
- Bidder should not raise request for extension of time on the last day of submission due to non-submission of their Bids on time as Bank will not be in a position to provide any support at the last minute as the portal is managed by e-procurement service provider.
- Bidder should not raise request for offline submission or late submission since only online e-Procurement submission is accepted.
- Part submission of bids by the Bidder's will not be processed and will be rejected.

Terms & Conditions of Online Submission

1. Bank has decided to determine successful bidders through bids submitted on Bank's E-Tendering website <https://centralbank.abcpocure.com/EPROC> . Bidders shall bear the cost of registration on the Bank's e-tendering portal. Rules for web portal access are as follows:
2. Bidder should be in possession of CLASS II or CLASS III-Digital Certificate in the name of company/bidder with capability of signing and encryption for participating in the e-tender. Bidders are advised to verify their digital certificates with the service provider at least two days before due date of submission and confirm back to Bank.
3. Bidders at their own responsibility are advised to conduct a mock drill by coordinating with the e-tender service provider before the submission of the technical bids.
- 4.E-Tendering will be conducted on a specific web portal as detailed in (schedule of bidding process) of this RFP meant for this purpose with the help of the Service Provider identified by the Bank as detailed in (schedule of bidding process) of this RFP.

5. Bidders will be participating in E-Tendering event from their own office / place of their choice. Internet connectivity / browser settings and other paraphernalia requirements shall have to be ensured by Bidder themselves.
6. In the event of failure of their internet connectivity (due to any reason whatsoever it may be) the service provider or Bank is not responsible.
7. In order to ward-off such contingent situation, Bidders are advised to make all the necessary arrangements / alternatives such as back –up power supply, connectivity whatever required so that they are able to circumvent such situation and still be able to participate in the E-Tendering Auction successfully.
8. However, the vendors are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.
9. Failure of power at the premises of bidders during the E-Tendering cannot be the cause for not participating in the E-Tendering.
10. On account of this, the time for the E-Tendering will not be extended and BANK is not responsible for such eventualities.
11. Bank and / or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of E-Tendering irrespective of the cause.
12. Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission of bids, being declared a holiday for the Bank, e-tendering website will receive the bids up to the appointed time on the next working day. Extension / advancement of submission date and time will be at the sole discretion of the Bank.
13. During the submission of bid, if any bidder faces technical issues and is unable to submit the bid, in such case the Bank reserves its right at its sole discretion but is not obliged to grant extension for bid submission by verifying the merits of the case and after checking necessary details from Service provider.
14. Utmost care has been taken to reduce discrepancy between the information contained in e-tendering portal and this tender document. However, in event of any such discrepancy, the terms and conditions contained in this tender document shall take precedence.
15. Bidders are suggested to attach all eligibility criteria documents with the ANNEXURES in the technical bid. In the absence of such documents, Bank reserves the right to reject the bid on this ground alone.

47.3 Guidelines To Contractors On The Operations Of Electronic Tendering System Of Central Bank Of India:

47.3.1 Pre-requisites to participate in the Tenders

Registration of Bidders on Electronic Tendering System on Portal of CBI: The Bidders Non Registered in Central Bank of India and interested in participating in the e-Tendering process of CBI shall be required to enroll on the Electronic Tendering System. To enroll Bidder has to generate User ID and password on the "https://centralbank.abcprocure.com /EPROC"

Registration of New Bidders:

<https://centralbank.abcprocure.com/EPROC/bidderregistration>

The Bidders may obtain the necessary information on the process of Enrollment either from Helpdesk Support Team: 079-68136815, 9879996111 or may download User Manual from Electronic Tendering System for CBI. i.e. <https://centralbank.abcprocure.com/EPROC>.

47.3.2 Preparation of Bid & Guidelines of Digital Certificate:

The Bid Data that is prepared online is required to be encrypted and the hash value of the Bid Data is required to be signed electronically using a Digital Certificate (Class – II or Class – III). This is required to maintain the security of the Bid Data and also to establish the identity of the Bidder transacting on the System. This Digital Certificate should be having Two Pair (1. Sign Verification 2. Encryption/ Decryption)

The Digital Certificates are issued by an approved Certifying Authority authorized by the Controller of Certifying Authorities of Government of India through their Authorized Representatives upon receipt of documents required to obtain a Digital Certificate.

Bid data / information for a particular Tender may be submitted only using the Digital Certificate. Certificate which is used to encrypt the data / information and Signing Digital Certificate to sign the hash value during the Online Submission of Tender stage. In case, during the process of preparing and submitting a Bid for a particular Tender, the Bidder loses his / her Digital Signature Certificate (i.e. due to virus attack, hardware problem, operating system problem); he / she may not be able to submit the Bid online. Hence, the Users are advised to store his / her Digital Certificate securely and if possible, keep a backup at safe place under adequate security to be used in case of need.

In case of online tendering, if the Digital Certificate issued to an Authorized User of a Partnership Firm is used for signing and submitting a bid, it will be considered equivalent to a no objection certificate / power of attorney to that User to submit the bid on behalf of the Partnership Firm and other partners. The Partnership Firm has to authorize a specific individual via an authorization certificate signed by a partner of the firm (and in case the applicant is a partner, another partner in the same firm is required to authorize) to use the digital certificate as per Indian Information Technology Act, 2000 and subsequent amendment.

Unless the Digital Certificate is revoked, it will be assumed to represent adequate authority of the Authorized User to bid on behalf of the Firm for the Tenders processed on the Electronic Tender Management System of Central Bank of India as per Indian Information Technology Act, 2000 and subsequent amendment. The Digital Signature of this Authorized User will be binding on the Firm. It shall be the responsibility of Partners of the Firm to inform the Certifying Authority or Sub Certifying Authority, if the Authorized User changes, and apply for a fresh Digital Signature Certificate. The procedure for application of a Digital Signature Certificate will remain the same for the new Authorized User.

The same procedure holds true for the Authorized Users in a Private / Public Limited Company. In this case, the Authorization Certificate will have to be signed by the Director of the Company or the Reporting Authority of the Applicant.

The bidder should Ensure while procuring new digital certificate that they procure a pair of certificates (two certificates) one for the purpose of Digital Signature, Non-Repudiation and another for Key Encryption.

47.3.3 Recommended Hardware and Internet Connectivity

To operate on the Electronic Tendering System, the Bidder are recommended to use

Computer System with at least 1 GB of RAM and broadband connectivity with minimum 512 kbps bandwidth. However, Computer Systems with latest i3 / i5 Intel Processors and 3G connection is recommended for better performance.

Operating System Requirement: Windows 7 and above Browser Requirement (Compulsory): Internet Explorer Version 11 (32 bit) and above and System Access with Administrator Rights.

Toolbar / Add on / Pop up blocker

Users should ensure that there is no software installed on the computers which are to be used for using the website that might interfere with the normal operation of their Internet browser. Users have to ensure that they do not use any pop-up blockers, such as those provided by Internet Explorer and complementary software, like for example the Google tool bar. This might, in certain cases depending on users' settings, prevent the access of the EAS application.

47.3.4 Online viewing of Detailed Notice Inviting Tenders

The Bidders can view the Detailed Tender Notice along with the Time Schedule (Key Dates) for all the Live Tenders released by CBI on the home page of CBI e-Tendering Portal on <https://centralbank.abcpocure.com/EPROC>

47.3.5 Download of Tender Documents:

The Pre-qualification / Main Bidding Documents are available for free downloading. However, to participate in the online tender, the bidder must purchase the bidding documents via Demand Draft mode by filling the cost of tender form fee.

47.3.6 Online Submission of Tender

Submission of Bids will be preceded by Online Submission of Tender with digitally signed Bid Hashes (Seals) within the Tender Time Schedule (Key dates) published in the Detailed Notice Inviting Tender. The Bid Data is to be prepared in the templates provided by the Bank. The templates may be either form based, extensible tables and / or unloadable documents. In the form based type of templates and extensible table type of templates, the Bidders are required to enter the data and encrypt the data/documents using the Digital Certificate / Encryption Tool.

In case Unloadable document type of templates, the Bidders are required to select the relevant document / compressed file (containing multiple documents) already uploaded in the briefcase.

Notes:

- a) The Bidders upload a single documents unloadable option.
 - b) The Bid hash values are digitally signed using valid class – II or Class – III Digital Certificate issued any Certifying Authority. The Bidders are required to obtain Digital Certificate in advance.
 - c) The bidder may modify bids before the deadline for Online Submission of Tender as per Time Schedule mentioned in the Tender documents.
 - d) This stage will be applicable during both. Pre-bid / Pre-qualification and Financial Bidding Processes. The documents submitted by bidders must be encrypted using document encryption tool which available for download under Download section on <https://centralbank.abcpocure.com/EPROC>
- Steps to encrypt and upload a document:

- Select Action: Encryption -> Tender ID: (enter desired tender ID) -> Envelope: (Technical / Price Bid) -> Add File: (Select desired document to be encrypted) -> Save File(s) to: (select desired location for encrypted file to save).
- After successful encryption, format of encrypted file will change to .enc which is required to be uploaded by bidders.
- After encryption bidders are required to upload document as per the mandatory list mentioned in the envelope i.e. Technical / Commercial.

Note: Bank and e-Procurement Technologies Limited shall not be liable & responsible in any manner whatsoever for my/our failure to access & bid on the e-tender platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the event. Bidders are advised to ensure system availability and prepare their bid well before time to avoid last minute rush. Bidder can fix a call with support team members in case guidance is required by calling on numbers mentioned in 42.2 above.

Bidders need to take extra care while mentioning tender ID, entering incorrect ID will not allow Bank to decrypt document.

47.3.7 Close for Bidding;

The Tender will be closed automatically after the expiry of the cut- off time of online Submission.

47.3.8 Online Final Confirmation

After submitting all the documents bidders need to click on "Final Submission" tab. System will give pop up "You have successfully completed your submission" that assures submission completion.

47.3.9 Short listing of Bidders for Financial Bidding Process:

The technical bids will be first opened for all the Bidders and after scrutinizing these documents, bidders will be shortlisted, who are eligible for Financial Bidding Process. The short-listed Bidders after technical evaluation will be intimated by email.

47.3.10 Opening of the Financial Bids:

The Bidders may join online for tender Opening at the time of opening of Financial Bids. However, the results of the Financial Bids of all Bidders shall be available on the e-Tendering Portal after the completion of opening process.

47.3.11 Tender Schedule (Key Dates):

The Bidders are strictly advised to follow the Dates and Times as indicated in the Time Schedule in the detailed tender Notice for the Tender. All the online activities are time tracked and the electronic Tendering System enforces time-locks that ensure that no activity or transaction can take place outside the Start and End Dates and time of the stage as defined in the Tender Schedule.

At the sole discretion of the tender Authority, the time schedule of the Tender stages may be extended.

Annexure I

BIDDER DETAILS

Sr.No	Description	Details (to be filled by the responder to the Bid)	
1.	Name of the Bidder		
2.	Address of the Bidder Registered Office		
	Head office		
	Local Office		
3.	Name & Designation of the contact person to whom all references shall be made regarding this tender		
4.	Telephone No. (with STD Code)		
5.	Mobile No. of the contact person		
6.	E-Mail of the contact person:		
7.	Fax No. (with STD Code)		
8.	Website		
9.	Registration Number and Year of Registration		
10.	History of Change of Names as per ROC		
11	Business Results (last three years)	Annual Turnover (Rs. In Crore)	Net Profit
	2021-22		
	2020-21		
	2019-20		
	(Only company figures need to be mentioned. Not to include group/subsidiary Company figures) *Latest Audited Balance sheet to be enclosed for the last 2 years.		

Dated this day of2022

(Signature of authorized signatory)

Name :

Designation:

(Seal of Company)

Annexure II
Bidders Acceptance
(To be submitted on letter head of the Bidder)

To,
The General Manager
Business Support Department
16th Floor, Nariman Point
Mumbai

Ref:

We, _____ (name and designation) on behalf of M/s _____ having its registered office at _____ have submitted a Bid proposal to Central Bank of India for _____ in response to the Request for Proposal (RFP) dated _____ (DD/MM/YYYY) issued by Central Bank of India. We submit our Bid Documents herewith and undertake and agree to abide by all the terms and conditions stipulated by the Bank in the Proposal under RFP, including all Annexures, agenda and corrigenda.

We confirm as under:

1. We are duly authorized persons to submit this undertaking.
2. We have read and understood the aforesaid RFP and we hereby convey our absolute and unconditional acceptance to all terms and conditions of the aforesaid RFP.
3. We absolutely & unconditionally accept all the terms and conditions (including scope of work) as mentioned in various parts of the said RFP/Bid Document.
4. We have submitted our Bid in compliance with the specific requirements as mentioned in this RFP.
5. We have not been black listed by any tie-up partner or Public Sector Undertaking (PSU) /PSBs/ Private Banks.
6. There is no case pending against us involving cheating/fraudulent activities.
7. We will not resort to any corrupt practices in any aspect/stage of the contract.
8. There are no vigilance and / or court cases pending against us / company and no inquiry or investigation pending against us from any statutory regulatory and / or investigation agency

We understand that,

- Bank is not bound to accept any bid received, and Bank may reject all or any bid/s.
- If our Bid for the above arrangement is accepted this bid together with Bank's written acceptance thereof shall constitute a binding contract between us.
- If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

Date:

Signature of Signatory: _____

Place:

Name of Signatory: _____

Designation: _____

Seal of Company: _____

Annexure III

BOARD RESOLUTION

CERTIFIED TRUE COPY OF THE MEETING OF THE BOARD OF DIRECTORS OF (BIDDER)
HELD ON _____ AT _____

“RESOLVED THAT _____ and _____,
Directors/Officers of (Bidder) whose specimen signatures appear below be and hereby
jointly and severally authorized to do all such acts, deeds and things as are necessary or
required in connection with or incidental to submission of our bid and finalization of
our tie-up with the Central Bank of India (“Bank”) in response to the Request For
Proposal dated _____ issued by the bank, on behalf of the Company,
including but not limited to signing and submitting all applications. Bids and other
documents and writings, participating in bidders’ and other conferences and providing
information/responses to the Bank, representing the Company in all matters before
the Bank and generally dealing with the Bank in all matters in connection with a
relating to or arising out of our bid and the bid process and is authorized to negotiate
and conclude the tie-up.

Specimen Signature _____

Name:

Designation:

Specimen Signature _____

Name:

Designation:

Certified true copy for and on behalf of (Bidder)

Signature of the Authorized Person with date

Name of the Authorized Person :

Company rubber stamp/seal:

Annexure IV

LIST OF TOP MANAGEMENT EXECUTIVES

To,
The General Manager
Business Support Department
16th Floor, Nariman Point
Mumbai

Dear Sir,

Please find below the list of Top Management Executives in the company as on date with their names, designation & Email ids in the format as given below.

Name	Designation	Qualification	Duration in Company (Years)	Experience in Years

Date:

Place:

Signature of Signatory: _____

Name of Signatory: _____

Designation: _____

Seal of Company: _____

ANNEXURE-V

Format of Pre-Bid Queries to be submitted by the Bidder(s)

Name of the Bidder:

Name of the Contact Person of the Bidder:

Contact Number of the Contact Person:

Email id of the Contact Person:

Sl. No.	RFP Page No.	RFP Clause No.	Original RFP Clause	Subject/Description	Query sought/Suggestions of the Bidder

Date:

Place:

:

Signature of Signatory

Name of Signatory

Designation:

Seal of the Company

Annexure VI

INFORMATION SECURITY CERTIFICATE (To be submitted on Letterhead of the bidder)

This is to certify that:

1. Hardware and the software/future upgrades being offered do not contain any kind of malicious code such as Viruses, Trojan, Spyware that would:
 - a) Obstruct the desired and the designed function of hardware.
 - b) Cause physical damage to the user or their equipment during the usage of the equipment.
 - c) Tap the information regarding network, users and information stored on the network of the Bank or in its CBS Platform or otherwise.
 - d) Culminate into software attack, cyber-attack, theft of intellectual property rights, identity theft, theft of equipment or information, sabotage & information extortion;
2. We undertake to be liable in case of any loss that may be caused to the Purchaser due to the breach of any of the aforesaid assurances & representations and also for any physical damage, loss of information, loss of reputation and those relating to copyright and Intellectual Property Rights (IPRs), caused due to activation of any such malicious code in the hardware / software supplied.
3. We shall make sure that the sensitive data (such as password, financial information, biometric information, personal information etc.) shared by the Bank will be kept within the geographical boundaries of India.

Date:

Place:

Signature of Signatory

Name of Signatory

Designation:

Seal of the Company

Annexure VII
TECHNICAL SPECIFICATIONS

Sr No	Criteria	Total Marks	Supporting Document
1	Age of Organization as on 30.09.2022 3 Years and above: 10 Marks 2 Years to less than 3 years :6 Marks 1 Year to less than 2 years: 3 marks	5	Certificate of Incorporation
2	Experience of Running Solution for Digital Insurance Business in a Scheduled Commercial Bank. 3 Years and above: 10 Marks 2 Years to less than 3 years :6 Marks 1 Year to less than 2 years: 3 marks	10	Letter from Respective Bank
3	No of Scheduled Commercial Banks where the solution is implemented (Go-live) by the Bidder as on 30.09.2022 Minimum 1 – 5 Marks 2 to 3 - 10 Marks Above 3 - 15 Marks	15	Letter from Respective Bank/FI
4	Integrations done as on 30.09.2022 2 marks for each Item. With Bank's CBS, With Bank's IB/MB, With Complaint Management System, With SMS & email Gateway, CRM	10	Supporting document to be annexed / To be demonstrated during presentation
5	Functional Compliance: In case bidder has functionality listed as per Annexure VIII at the time of submission of bid. Proof: Supporting document and demo during presentation	26	Supporting document to be annexed .To be demonstrated during presentation
6	Technical Proposal & Presentation**: Bidder approach for executing the Digital Insurance Solution. The Presentation should cover Bidder's understanding on scope and methodology to be adopted for delivering the program milestones and other program deliverables. It	20	Supporting document to be annexed / To be demonstrated during presentation

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	<p>should also cover bidder's past experience & citations. Technical Presentation must fulfil the binding criteria as mentioned in Technical requirement of the RFP. (Maximum duration for presentation - 60 minutes)</p> <p><input type="checkbox"/> Does the bidder display clear understanding of the Bank's requirements?</p> <p><input type="checkbox"/> Does the bidder demonstrate beyond any doubt ability to deliver on all requirements?</p> <p><input type="checkbox"/> Is the bidder able to provide crisp and clear answers to questions asked with strong content? –</p> <p><input type="checkbox"/> Is the bidder proactive to provide innovative solutions for capabilities required by the bank?</p>		
7	<p>Maximum No of transactions handled by the Solution in any banks/FI during FY- 21/22*</p> <p>Score: 80% to 100% (9 Marks)</p> <p>Score: 60% to less than 80%(7 Marks)</p> <p>Score: Less than 60% (5 Marks)</p>	9	Letter from Respective Bank/FI
8	<p>Bidder's RFP process management capability Compliance with the RFP process – 2.5 marks Quality of proposal documentation – 2.5 marks</p>	5	
<p>*Technical presentation must fulfil the binding criteria as mentioned in Annexure XXI</p> <p>**Marking in parameter 7 of the above given table is based on percentile method wherein the bidder with highest number of transactions will get 100% marks and the value which made him highest performer will become benchmark for rest of the participants</p>			

Annexure VIII
Functional Requirement

Requirement available as part of solution (RA) – 2 marks

Requirement is feasible and to be developed or customized (RF) – 1 mark

Maximum marks – 120

Sr No	Required Functionalities/Features/Specification/Requirement	Marking as per RA/RF	Bidder remarks
A	Technical qualification		
1	The vendor should have an experience of a minimum 3 years supporting such Technology (please share case-study and reference / evidence of 2 customers (with contact details) which are using such Technology Solution		
2	The offered Technology should be scalable / customizable - please share minimum 2 references of sites (with contact details)		
3	The Vendor should have the capability to provide both On-Premise and Cloud Solution.		
4	Solution should be software based and not dependent on any proprietary hardware. The system should be able to work on industry standard server machines as processing power and should not require any one particular proprietary hardware as compulsion.		
5	Proposed solution should support security components and encryption mechanism (applicable as per banks and regulatory policies		
6	Vendor should have an AMC package that if procured, customer will get all the minor and major product upgrades (Licenses).		
7	Availability of Business continuity plan i.e. DC, NDR and DR setup.		
B	Solutions shall provide end to end digital solution for users as below		
1	B2C – Mobile banking		
2	B2C – Internet banking		
3	B2B – Branch / Tab banking		
4	B2B – Bank employees		
C	Digital User Journey		
1	Single and multi-year premium collection		
2	Completely paperless process		
3	Cross-sell & up-sell within the same user journey		
4	Resume Journey from where user left/dropped earlier		
5	Payment first as well as proposal first user journey		

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6	Straight through Processing (STP) and Non-STP (Medical check-up etc.) user journeys		
7	Renewal user journey for both retail and group products		
8	Auto-trigger renewal reminders to customers as well as employees		
9	Premium funding via in-journey personal loan		
10	Store all customer documents captured during user journeys in DMS (Digital Locker) for re-use in future and audit		
D	Quote Comparison		
1	Should provide the Quote comparison for Life, Health, General insurance products		
2	Filters for multiple product parameters		
3	Feature comparison on standardized parameters		
4	Send quote & feature comparison to customer via SMS/email		
E	Instant policy issuance		
1	For retail products via API		
2	For group products via API		
3	For group products via platform generated COI		
F	Claim Management		
1	Digital claim intimation module across insurers		
2	Product-specific claim flows created		
3	WhatsApp bot for claim registration – Futuristic		
G	Payments		
1	Via savings / current account debit		
2	Via Multiple payment gateway/ UPI / Wallet		
H	Customer Communication		
1	SMS campaign manager integration with DND checking facility		
2	Email campaign manager integration		
3	Push notification via marketing tool integration		
4	Automated SMS & Email on policy issuance		
I	Compliance		
1	Reports for IRDAI compliance reporting		
2	Reports for internal Auditors		
3	Providing Audit trails and customer documents		
J	Dashboards and Reports		
1	Real time data on dashboards across the organization		
2	Need-to-know based access control for customer data privacy		
3	Separate views for product, operations and customer support teams		

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4	Slice and dice data based on business type, business channels, insurer, and product		
5	View sales mix by region, channel, insurer, product, new vs renewal, etc		
6	Campaign specific reporting to manage R&R campaigns Custom-create reports and MIS with automated daily updates via email		
7	Advance premium deposit tracker per insurer with real time balance		
8	Sales dashboards with hierarchal access - RM/BM/RM/ZM/CO		
9	Leads dashboard with auto-saved links based on lead journey		
K	Policy Reconciliation		
1	Automated Policy, Premium and revenue re-conciliation for defined time periods		
2	Reconciliation across products and insurers		
L	System Integrations		
1	With core banking system for client details & direct account debit (with balance check, recurring mandate, etc.)		
2	With loan management system for invisible attachment		
3	With HRMS for SP mapping, access control and hierarchal dashboards		
4	With CRM for lead status updates		
5	With mobile banking & net banking for SSO		
M	Analytics and Data Science		
1	Recommendation Engine based on customer data		
2	Predictive Analytics		
N	Content Management		
1	Dynamic Marketing / Banner's for DIY platforms		
2	Content Management for publishing content (Reading material) for various digital mediums (Web-Platform / Mobile Banking / Internet Banking)		

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Annexure IX
Commercial Bid

Sl. No.	Items	OTC (One Time Cost)	Y1	Y2	Y3	Y4	Y5	TOTAL
			AMT	AMT	AMT	AMT	AMT	AMT
a.	Enterprise-wide perpetual License* Cost	0.00	X	X	X	X	X	0.00
b.	One Time Implementation and integration Cost	0.00	X	X	X	X	X	0.00
c.	Annual Technical support and Regulatory Changes	X	0.00	0.00	0.00	0.00	0.00	0.00
d.	400 man days per year for additional customization new insurance Product Integration **.	X	0.00	0.00	0.00	0.00	0.00	0.00
e.	Onsite support Charges ***	X	0.00	0.00	0.00	0.00	0.00	0.00
Total Cost of Ownership for the period of 5 years		0.00	0.00	0.00	0.00	0.00	0.00	0.00

Note:

* Enterprise wide perpetual License would mean - Unlimited Client License for Bank Branches in India & International territories, RRBs, Subsidiaries and associates both domestic & international.

We abide by following terms and conditions

- For each of the above items provided the vendor is required to provide the cost for every line item where the vendor has considered the cost in BOM.
- The vendor needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the vendor would need to provide the same without any charge. Vendor should make no changes to the quantity.
- If the cost for any line item is indicated as zero / blank then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
- All Deliverables to be supplied as per RFP requirements provided in the tender.
- The Service Charges need to include all services and other requirement as mentioned in the RFP.

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- f. The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations however for the purpose of calculation Bank will take the corrected figures / cost.
- g. All prices to be in Indian Rupee (INR) only.
- h. Prices quoted by the Vendor should be inclusive of all taxes, duties, levies etc. except GST which will be paid extra at actuals. The Vendor is expected to provide the GST amount and GST percentage in the commercial. There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- i. Price quoted is inclusive of 4 year warranty.
- j. ** Efforts exceeding 400 man-days, cost will be computed as amount quoted divide by 400 for each man-day
- k. *** After successful completion of the implementation & integration, the vendor is liable to provide onsite support to bank as & when required during the tenure of 5 years contract period.
- l. **** Bank has discretion to avail the optional items services against the commercial provided. Bank has discretion to mark these line items under optional item, if Bank feels these items are not mandatory for the project. Cost of optional item's services will be consider for TCO calculation purpose however Bank will place order for these optional items at Bank's discretion as per requirement.
- m. All Quoted Commercial Values should comprise of values only upto 2 decimal places. Bank for evaluation purpose will consider values only upto 2 decimal places for all calculations & ignore all figures beyond 2 decimal places.
- n. All deliverables to be supplied as per tender requirements provided in the tender.
- o. All prices should be in Indian Rupee (INR) only. Bank will deduct applicable TDS, if any, as per the law of the land.
- p. commercial quote signed is final.

Further, we confirm that we will abide by all the terms and conditions mentioned above & in the tender document.

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Annexure X

(On company Letter Head)

**SELF DECLARATION ON NOT BEING BLACKLISTED /BARRED/ DISQUALIFIED BY ANY
REGULATOR/ STATUTORY BODY/ ANY BANK/FI/PUBLIC SECTOR COMPANY**

Date:

TO WHOMSOEVER IT MAY CONCERN

This is to certify/confirm that [company name] has not been blacklisted / debarred / disqualified by any Government Department/ Regulator/ Statutory Organization / Public Sector Companies / Banks/Financial Institutions in India and there is no dispute including legal dispute with any client with respect to system implementation and its performance.

For [Company name]

Signature:

Name:

Title:

Company Stamp Note:

ANNEXURE XI

INTEGRITY PACT

(REF: CVC Circular No.007/VGL/033/396514 DATED 28 SEP 2018)

Central Bank of India hereinafter referred to as "The Principal"

and

..... hereinafter referred to as "The Bidder/ Contractor"

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for..... The Principal 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 Bidder(s) and/ or Contractor(s).

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

Section 1 - Commitments of the Principal

- (1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - a. No employee of the Principal, 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 Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidders) the same information and will not provide to any Bidders) confidential/ additional information through which the Bidders) could obtain an advantage in relation to the tender process or the contract execution.
 - c. The Principal will exclude from the process all known prejudiced persons.
- (2) If the Principal 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 Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 - Commitments of the Bidder(s)/ Contractor(s)

- (1) The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary prevent corruption. The Bidders)/ Contractor(s) commit themselves to observe the following principles during 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 Principal'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 cartelisation 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 purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d. The Bidder(s)/ Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/ Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details 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.
 - e. The Bidder(s)/ Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
 - f. Bidder(s)/ Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
 - g. 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 Bidders)/ Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidders)/ Contractor(s) from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings".

Section 4 - Compensation for Damages

- (1) If the Principal has disqualified the Bidders) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.
- (2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

- (1) The Bidder 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 Public Sector Enterprise in India that could justify his exclusion from the tender process.
- (2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

Section 6 - Equal treatment of all Bidders/ Contractors/ Subcontractors

- (1) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.
- (2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
- (3) The Principal 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)/ Subcontractor(s)

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

Section 8 - Independent External Monitor

- (1) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Vigilance Commission. 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/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him/ her to treat the information and documents of the Bidders/ Contractors as confidential. He/ she reports to the Managing Director & Chief Executive Officer (MD & CEO), Central Bank of India.
- (3) The Bidder(s)/ Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest. Unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
- (4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform MD & CEO, Central Bank of India and recuse himself/ herself from that case.
- (5) The Principal 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 Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- (6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit 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.

Request for Proposal for Supply, installation, implementation, Maintenance and Support of Digitalization of Insurance Business

- (7) The Monitor will submit a written report to the MD & CEO, Central Bank of India within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situation.
- (8) If the Monitor has reported to the MD & CEO, Central Bank of India, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the MD & CEO, Central Bank of India 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 Vigilance Commissioner.

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 months alter the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

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 discharged/ determined by MD & CEO, Central Bank of India.

Section 10 - Other provisions

- (1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. Mumbai, Maharashtra.
- (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.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

Issues like Warranty / Guarantee etc, shall be outside the purview of IEMs.

- (5) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

(For & On behalf of the Principal)

(Office Seal)

Place _____

Date _____

Witness 1:

(Name & Address)

(For & On behalf of Bidder/ Contractor)

(Office Seal)

Witness 2:

(Name & Address)

1. GUIDELINES FOR INDIAN AGENTS OF FOREIGN SUPPLIERS

- 1.1 There shall be compulsory registration of agents for all Global (Open) Tender and Open Tender. An agent who is not registered with CENTRAL BANK OF INDIA shall

- apply for registration in the prescribed Application –Form.
- 12 Registered agents will file an authenticated Photostat copy duly attested by a Notary Public/Original certificate of the principal confirming the agency agreement and giving the status being enjoyed by the agent and the commission/remuneration/salary/ retainer ship being paid by the principal to the agent before the placement of order by CENTRAL BANK OF INDIA.
 - 13 Wherever the Indian representatives have communicated on behalf of their principals and the foreign parties have stated that they are not paying any commission to the Indian agents, and the Indian representative is working on the basis of salary or as retainer, a written declaration to this effect should be submitted by the party (i.e. Principal) before finalizing the order.
- 2. DISCLOSURE OF PARTICULARS OF AGENTS/ REPRESENTATIVES IN INDIA. IF ANY.**
- Tenderers of Foreign nationality shall furnish the following details in their offer:
- 2.1.1 The name and address of the agents/representatives in India, if any and the extent of authorization and authority given to commit the Principals. In case the agent/representative be a foreign Bank, it shall be confirmed whether it is real substantial Bank and details of the same shall be furnished.
 - 2.1.2 The amount of commission/remuneration included in the quoted price(s) for such agents/representatives in India.
 - 2.1.3 Confirmation of the Tenderer that the commission/ remuneration if any, payable to his agents/representatives in India, may be paid by CENTRAL BANK OF INDIA in Indian Rupees only.
- 2.2** Tenderers of Indian Nationality shall furnish the following details in their offers:
- 2.2.1 The name and address of the foreign principals indicating their nationality as well as their status, i.e., whether manufacturer or agents of manufacturer holding the Letter of Authority of the Principal specifically authorizing the agent to make an offer in India in response to tender either directly or through the agents/representatives.
 - 2.2.2 The amount of commission/remuneration included in the price (s) quoted by the Tenderer for himself.
 - 2.2.3 Confirmation of the foreign principals of the Tenderer that the commission/remuneration, if any, reserved for the Tenderer in the quoted price (s), may be paid by CENTRAL BANK OF INDIA in India in equivalent Indian Rupees on satisfactory completion of the Project or supplies of Stores and Spares in case of operation items .
 - 2.3 In either case, in the event of contract materializing, the terms of payment will provide for payment of the commission /remuneration, if any payable to the agents/representatives in India in Indian Rupees on expiry of 90 days after the discharge of the obligations under the contract.
 - 2.4 Failure to furnish correct and detailed information as called for in paragraph-2.0 above will render the concerned tender liable to rejection or in the event of a contract materializing, the same liable to termination by CENTRAL BANK OF INDIA. Besides this there would be a penalty of banning business dealings with CENTRAL BANK OF INDIA or damage or payment of a named sum.
- 3. GUIDELINES ON BANNING OF BUSINESS DEALING**
- 3.1 Introduction**
- 3.1.1 Central Bank of India, being a Public Sector Enterprise and 'State', within the meaning of Article 12 of Constitution of India, has to ensure preservation of

rights enshrined in Chapter III of the Constitution. CENTRAL BANK OF INDIA has also to safeguard its commercial interests. CENTRAL BANK OF INDIA deals with Agencies, who have a very high degree of integrity, commitments and sincerity towards the work undertaken. It is not in the interest of CENTRAL BANK OF INDIA to deal with Agencies who commit deception, fraud or other misconduct in the execution of contracts awarded / orders issued to them. In order to ensure compliance with the constitutional mandate, it is incumbent on CENTRAL BANK OF INDIA to observe principles of natural justice before banning the business dealings with any Agency.

3.1.2 Since banning of business dealings involves civil consequences for an Agency concerned, it is incumbent that adequate opportunity of hearing is provided and the explanation, if tendered, is considered before passing any order in this regard keeping in view the facts and circumstances of the case.

3.2 Scope

3.2.1 The General Conditions of Contract (GCC) of CENTRAL BANK OF INDIA generally provide that CENTRAL BANK OF INDIA reserves its rights to remove from list of approved suppliers / contractors or to ban business dealings if any Agency has been found to have committed misconduct and also to suspend business dealings pending investigation. If such provision does not exist in any GCC, the same may be incorporated.

3.2.2 Similarly, in case of sale of material there is a clause to deal with the Agencies / customers / buyers, who indulge in lifting of material in unauthorized manner. If such a stipulation does not exist in any Sale Order, the same may be incorporated.

3.2.3 However, absence of such a clause does not in any way restrict the right of Bank (CENTRAL BANK OF INDIA) to take action / decision under these guidelines in appropriate cases.

3.2.4 The procedure of (i) Removal of Agency from the List of approved suppliers / contractors; (ii) Suspension and (iii) Banning of Business Dealing with Agencies, has been laid down in these guidelines.

3.2.5 These guidelines apply to all the Units and subsidiaries of CENTRAL BANK OF INDIA.

3.2.6 It is clarified that these guidelines do not deal with the decision of the Management not to entertain any particular Agency due to its poor / inadequate performance or for any other reason.

3.2.7 The banning shall be with prospective effect, i.e., future business dealings.

4. Definitions

In these Guidelines, unless the context otherwise requires:

i) 'Party / Contractor / Supplier / Purchaser / Customer/Bidder/Tenderer' shall mean and include a public limited Bank or a private limited Bank, a firm whether registered or not, an individual, a cooperative society or an association or a group of persons engaged in any commerce, trade, industry, etc. 'Party / Contractor / Supplier / Purchaser / Customer/

Bidder / Tenderer' in the context of these guidelines is indicated as 'Agency'.

ii) 'Inter-connected Agency' shall mean two or more companies having any of the following features:

- a) If one is a subsidiary of the other.
- b) If the Director(s), Partner(s), Manager(s) or Representative(s) are common;
- c) If management is common;
- d) If one owns or controls the other in any manner;

iii) 'Competent Authority' and 'Appellate Authority' shall mean the following:

a) For Bank (entire CENTRAL BANK OF INDIA) wide Banning Executive Director (BSD) shall be the „Competent Authority“ for the purpose of these guidelines. MD & CEO, CENTRAL BANK OF INDIA shall be the „Appellate Authority“ in respect of such cases except banning of business dealings with Foreign Suppliers of imported coal/coke.

b) For banning of business dealings with Foreign Suppliers of imported goods, CENTRAL BANK OF INDIA Executive Directors" Committee (EDC) shall be the „Competent Authority“. The Appeal against the Order passed by EDC, shall lie with MD & CEO, as First Appellate Authority.

c) In case the foreign supplier is not satisfied by the decision of the First Appellate Authority, it may approach CENTRAL BANK OF INDIA Board as Second Appellate Authority.

d) For Zonal Offices only

Any officer not below the rank of Deputy General Manager appointed or nominated by the Head of Zonal Office shall be the 'Competent Authority' for the purpose of these guidelines. The Head of the concerned Zonal Office shall be the 'Appellate Authority' in all such cases.

e) For Corporate Office only

For procurement of items / award of contracts, to meet the requirement of Corporate Office only, Head of BSD shall be the Competent Authority" and concerned Executive Director (BSD) shall be the "Appellate Authority".

f) MD & CEO, CENTRAL BANK OF INDIA shall have overall power to take suo-moto action on any information available or received by him and pass such order(s) as he may think appropriate, including modifying the order(s) passed by any authority under these guidelines.

iv) 'Investigating Department' shall mean any Department or Unit investigating into the conduct of the Agency and shall include the Vigilance Department, Central Bureau of Investigation, the State Police or any other department set up by the Central or State Government having powers to investigate.

v) 'List of approved Agencies - Parties / Contractors / Suppliers / Purchasers / Customers / Bidders / Tenderers shall mean and include list of approved / registered Agencies - Parties/ Contractors / Suppliers / Purchasers / Customers / Bidders / Tenderers, etc.

5. Initiation of Banning/ Suspension

Action for banning / suspension business dealings with any Agency should be initiated

by the department having business dealings with them after noticing the irregularities or misconduct on their part. Besides the concerned department, Vigilance Department of each Unit /Corporate Vigilance may also be competent to advise such action. Suspension of Business Dealings.

5.1 If the conduct of any Agency dealing with CENTRAL BANK OF INDIA is under investigation by any department (except Foreign Suppliers of imported goods), the Competent Authority may consider whether the allegations under investigation are of a serious nature and whether pending investigation, it would be advisable to continue business dealing with the Agency. If the Competent Authority, after consideration of the matter including the recommendation of the Investigating Department, if any, decides that it would not be in the interest to continue business dealings pending investigation, it may suspend business dealings with the Agency. The order to this effect may indicate a brief of the charges under investigation. If it is decided that inter-connected Agencies would also come within the ambit of the order of suspension, the same should be specifically stated in the order. The order of suspension would operate for a period not more than six months and may be communicated to the Agency as also to the Investigating Department. The Investigating Department may ensure that their investigation is completed and whole process of final order is over within such period.

5.2 The order of suspension shall be communicated to all Departmental Heads within the Plants / Units. During the period of suspension, no business dealing may be held with the Agency.

5.3 As far as possible, the existing contract(s) with the Agency may continue unless the Competent Authority, having regard to the circumstances of the case, decides otherwise.

5.4 If the gravity of the misconduct under investigation is very serious and it would not be in the interest of CENTRAL BANK OF INDIA, as a whole, to deal with such an Agency pending investigation, the Competent Authority may send his recommendation to ED (BSD), CENTRAL BANK OF INDIA Corporate Office along with the material available. If Corporate Office considers that depending upon the gravity of the misconduct, it would not be desirable for all the Units and Subsidiaries of CENTRAL BANK OF INDIA to have any dealings with the Agency concerned, an order suspending business dealings may be issued to all the Units by the Competent Authority of the Corporate Office, copy of which may be endorsed to the Agency concerned. Such an order would operate for a period of six months from the date of issue.

5.5 For suspension of business dealings with Foreign Suppliers of imported goods, following shall be the procedure:-

- i) Suspension of the foreign suppliers shall apply throughout the Bank including Subsidiaries.
- ii) Based on the complaint forwarded by ED (BSD) or received directly by Corporate Vigilance, if gravity of the misconduct under investigation is found serious and it is felt that it would not be in the interest of CENTRAL BANK OF INDIA to continue to deal with such agency, pending investigation, Corporate Vigilance may send such recommendation on the matter to Executive Director, BSD to place it before Executive Directors Committee (EDC) with ED (BSD) as Convener of the Committee. The committee shall expeditiously examine the report, give its

comments/recommendations within twenty one days of receipt of the reference by ED, BSD.

iii) If EDC opines that it is a fit case for suspension, EDC may pass necessary orders which shall be communicated to the foreign supplier by ED, BSD.

5.6 If the Agency concerned asks for detailed reasons of suspension, the Agency may be informed that its conduct is under investigation. It is not necessary to enter into correspondence or argument with the Agency at this stage.

5.7 It is not necessary to give any show-cause notice or personal hearing to the Agency before issuing the order of suspension. However, if investigations are not complete in six months' time, the Competent Authority may extend the period of suspension by another three months, during which period the investigations must be completed.

6. Ground on which Banning of Business Dealings can be initiated

- 1.1 If the security consideration, including questions of loyalty of the Agency to the State, so warrants;
- 1.2 If the Director / Owner of the Agency, proprietor or partner of the firm, is convicted by a Court of Law for offences involving moral turpitude in relation to its business dealings with the Government or any other public sector enterprises or CENTRAL BANK OF INDIA, during the last five years;
- 1.3 If there is strong justification for believing that the Directors, Proprietors, Partners, owner of the Agency have been guilty of malpractices such as bribery, corruption, fraud, substitution of tenders, interpolations, etc.;
- 1.4 If the Agency continuously refuses to return / refund the dues of CENTRAL BANK OF INDIA without showing adequate reason and this is not due to any reasonable dispute which would attract proceedings in arbitration or Court of Law;
- 1.5 If the Agency employs a public servant dismissed / removed or employs a person convicted for an offence involving corruption or abetment of such offence;
- 1.6 If business dealings with the Agency have been banned by the Govt. or any other public sector enterprise;
- 1.7 If the Agency has resorted to Corrupt, fraudulent practices including misrepresentation of facts and / or fudging /forging /tampering of documents;
- 1.8 If the Agency uses intimidation / threatening or brings undue outside pressure on the Bank (CENTRAL BANK OF INDIA) or it's official in acceptance / performances of the job under the contract;
- 1.9 If the Agency indulges in repeated and / or deliberate use of delay tactics in complying with contractual stipulations;
- 1.10 Willful indulgence by the Agency in supplying sub-standard material irrespective of whether pre-dispatch inspection was carried out by Bank (CENTRAL BANK OF INDIA) or not;
- 1.11 Based on the findings of the investigation report of CBI / Police against the Agency for malafide/ unlawful acts or improper conduct on his part in matters relating to the Bank (CENTRAL BANK OF INDIA) or even otherwise;
- 1.12 Established litigant nature of the Agency to derive undue benefit;
- 1.13 Continued poor performance of the Agency in several contracts;
- 1.14 If the Agency misuses the premises or facilities of the Bank (CENTRAL BANK OF INDIA), forcefully occupies, tampers or damages the Bank's properties including land, water resources, forests / trees, etc.

(Note: The examples given above are only illustrative and not exhaustive. The

Competent Authority may decide to ban business dealing for any good and sufficient reason).

7. Banning of Business Dealings

7.1 A decision to ban business dealings with any Agency should apply throughout the Bank including Subsidiaries.

7.2 There will be a Standing Committee in each Zone to be appointed by Head of Zonal Office for processing the cases of "Banning of Business Dealings" except for banning of business dealings with foreign suppliers of goods. However, for procurement of items / award of contracts, to meet the requirement of Corporate Office only, the committee shall be consisting of General Manager / Dy. General Manager each from Operations, Law & BSD. Member from BSD shall be the convener of the committee. The functions of the committee shall, inter-alia include:

i) To study the report of the Investigating Agency and decide if a prima-facie case for Bank- wide / Local unit wise banning exists, if not, send back the case to the Competent Authority.

ii) To recommend for issue of show-cause notice to the Agency by the concerned department.

iii) To examine the reply to show-cause notice and call the Agency for personal hearing, if required.

iv) To submit final recommendation to the Competent Authority for banning or otherwise.

7.3 If Bank wide banning is contemplated by the banning Committee of any Zone, the proposal should be sent by the committee to ED (BSD) through the Head of the Zonal Office setting out the facts of the case and the justification of the action proposed along with all the relevant papers and documents. BSD shall get feedback about that agency from all other Zones and based on this feedback, a prima-facie decision for banning / or otherwise shall be taken by the Competent Authority. At this stage if it is felt by the Competent Authority that there is no sufficient ground for Bank wide banning, then the case shall be sent back to the Head of Zonal Office for further action at the Zone level. If the prima-facie decision for Bank-wide banning has been taken, ED (BSD) shall issue a show-cause notice to the agency conveying why it should not be banned throughout CENTRAL BANK OF INDIA.

After considering the reply of the Agency and other circumstances and facts of the case, ED (BSD) will submit the case to the Competent Authority to take a final decision for Bank-wide banning or otherwise.

7.4 If the Competent Authority is prima-facie of view that action for banning business dealings with the Agency is called for, a show-cause notice may be issued to the Agency as per paragraph 9.1 and an enquiry held accordingly.

7.5 Procedure for Banning of Business Dealings with Foreign Suppliers of imported goods.

- Banning of the agencies shall apply throughout the Bank including Subsidiaries.
- Based on the complaint forwarded by ED (BSD) or received directly by Corporate Vigilance, if gravity of the misconduct under investigation is found serious and it is felt that it would not be in the interest of CENTRAL BANK OF INDIA to continue to deal with such agency, pending investigation, Corporate Vigilance may send such recommendation on the matter to Executive Director, BSD to place it before Executive Directors' Committee (EDC) with ED (BSD) as Convener of the Committee.

- The committee shall expeditiously examine the report, give its comments/recommendations within twenty one days of receipt of the reference by ED, BSD.
- If EDC opines that it is a fit case for initiating banning action, it will direct ED (BSD) to issue show-cause notice to the agency for replying within a reasonable period.
- On receipt of the reply or on expiry of the stipulated period, the case shall be submitted by ED (BSD) to EDC for consideration & decision.
- The decision of the EDC shall be communicated to the agency by ED (BSD).

8. Removal from List of Approved Agencies - Suppliers / Contractors, etc.

- 8.1 If the Competent Authority decides that the charge against the Agency is of a minor nature, it may issue a show-cause notice as to why the name of the Agency should not be removed from the list of approved Agencies - Suppliers / Contractors, etc.
- 8.2 The effect of such an order would be that the Agency would not be disqualified from competing in Open Tender Enquiries but Open Tender Enquiry (LTE) may not be given to the Agency concerned.
- 8.3 Past performance of the Agency may be taken into account while processing for approval of the Competent Authority for awarding the contract.

9. Show-cause Notice

- 1.1 In case where the Competent Authority decides that action against an Agency is called for, a show-cause notice has to be issued to the Agency. Statement containing the imputation of misconduct or misbehavior may be appended to the show-cause notice and the Agency should be asked to submit within 15 days a written statement in its defense.
- 1.2 If the Agency requests for inspection of any relevant document in possession of CENTRAL BANK OF INDIA, necessary facility for inspection of documents may be provided.
- 1.3 The Competent Authority may consider and pass an appropriate speaking order:
 - a) For exonerating the Agency if the charges are not established;
 - b) For removing the Agency from the list of approved Suppliers / Contractors, etc.
 - c) For banning the business dealing with the Agency.
 If it decides to ban business dealings, the period for which the ban would be operative may be mentioned. The order may also mention that the ban would extend to the interconnected Agencies of the Agency.

10. Appeal against the Decision of the Competent Authority

- 10.1 The Agency may file an appeal against the order of the Competent Authority banning business dealing, etc. The appeal shall lie to Appellate Authority. Such an appeal shall be preferred within one month from the date of receipt of the order banning business dealing, etc.
- 10.2 Appellate Authority would consider the appeal and pass appropriate order which shall be communicated to the Agency as well as the Competent Authority.

11. Review of the Decision by the Competent Authority

Any petition / application filed by the Agency concerning the review of the banning order passed originally by Competent Authority under the existing guidelines either before or after filing of appeal before the Appellate Authority or after disposal of appeal by the Appellate Authority, the review petition can be decided by the Competent Authority upon disclosure of new facts / circumstances or subsequent development necessitating such review. The Competent Authority may refer the same petition to the Standing Committee/EDC as the case may be for examination and recommendation.

12. Circulation of the names of Agencies with whom Business Dealings have been banned.

- 121 Depending upon the gravity of misconduct established, the Competent Authority of the Corporate Office may circulate the names of Agency with whom business dealings have been banned, to the Government Departments, other Public Sector Enterprises, etc. for such action as they deem appropriate.
- 122 If Government Departments or a Public Sector Enterprise request for more information about the Agency with whom business dealings have been banned, a copy of the report of Inquiring Authority together with a copy of the order of the Competent Authority / Appellate Authority may be supplied.
- 123 If business dealings with any Agency has been banned by the Central or State Government or any other Public Sector Enterprise, CENTRAL BANK OF INDIA may, without any further enquiry or investigation, issue an order banning business dealing with the Agency and its inter-connected Agencies.
- 124 Based on the above, Zonal Offices may formulate their own procedure for implementation of the Guidelines and same be made a part of the tender documents.

Annexure XII **FORMAT OF PERFORMANCE BANK GUARANTEE**

To,
The General Manager
Business Support Department (BSD)
Central Bank of India, Office
Chandermukhi, Nariman Point
Mumbai - 400021

1. In consideration of CENTRAL BANK OF INDIA, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertaking) Act, 1970, having its Central office at Chander Mukhi, Nariman point, Mumbai (hereinafter called "Purchaser") having

agreed to exempt M/s (Name of the Selected bidder Company) a Company incorporated under the Companies Act, 1956 having its registered office at (Address of the Selected bidder company) (hereinafter called "SELECTED BIDDER") from the demand, under the terms and conditions of Purchaser's Letter of Intent bearing no.....dated issued to the Vendor (hereinafter called "Purchase Order") in pursuance of Request For Proposal no. -----as modified, of security deposit for the due fulfillment by the VENDOR of the Terms and conditions contained in the Purchase Order, on production of a Bank Guarantee for Rs....(Rupees.... Only).

We,..... [indicate the name of the bank ISSUING THE BANK GUARANTEE] (hereinafter referred to as "Bank") at the request of[VENDOR] do hereby undertake to pay to Purchaser an amount not exceeding Rs... against any loss or damage caused to or suffered or would be caused to or suffered by Purchaser by reason of any breach by the said VENDOR of any of the terms or conditions contained in the said Agreement.

2.We [indicate the name of the bank ISSUING THE BANK GUARANTEE] do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from Purchaser stating that the amount claimed is due by way of loss or damage caused to or breach by the said VENDOR of any of the terms or conditions contained in the said Agreement or by reason of the VENDOR'S failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.

3.We undertake to pay to Purchaser any money so demanded notwithstanding any dispute or disputes raised by the VENDOR in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal. The payment as made by us under this bond shall be a valid discharge of our liability for payment there under and the VENDOR shall have no claim against us for making such payment.

4.We ... [indicate the name of the bank ISSUING THE GUARANTEE] further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of BANK under or by virtue of the said have been fully paid and its claims satisfied or discharged or till Purchaser certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said VENDOR and accordingly discharged this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before (Expiry of claim period), we shall be discharged from all liabilities under this guarantee thereafter.

5.We [Indicate the name of bank ISSUING THE GUARANTEE] further agree with Purchaser that Purchaser shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said VENDOR from time or to

postpone for any time, or from time to time any of the powers exercisable by CENTRAL BANK OF INDIA against the said VENDOR and to forebear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any variation, or extension being granted to the said VENDOR or for any forbearance, act or omission on the part of CENTRAL BANK OF INDIA of any indulgence by CENTRAL BANK OF INDIA to the said VENDOR or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6.This guarantee will not be discharged due to the change in the constitution of the Bank or the VENDOR.

7.We, [Indicate the name of Bank ISSUING THE GUARANTEE] lastly undertake not to revoke this guarantee during its currency except with the previous consent of Purchaser in writing. Notwithstanding anything contained herein:

- i) Our liability under this Bank Guarantee shall not exceed Rs....(Rupees.....) only.
- ii) This Bank Guarantee shall be valid upto and
- iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before date of one year after the expiry of B.G).

8.Dated the day of for [Indicate the name of Bank]

For and on behalf of _____Bank

Sd:

NOTE:

- 1. Selected vendor 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 shall be on a Non-Judicial Stamp Paper of requisite value as applicable to the place of execution.

Annexure XIII SPOC DETAILS

To,
The General Manager
Business Support Department (BSD)
Central Bank of India, Office
Chandermukhi, Nariman Point
Mumbai – 400021

Dear Sir,

Please find below the contact details of the SPOC:

Sr No	Particulars	Response
1	Name of the Single Point of Contact (SPOC)	
2	Designation of SPOC	
3	Contact Details of SPOC 1. Mobile Number 2. E-mail ID 3. Address	

Date:

Place:

Signature of Signatory

Name of Signatory

Designation:

Seal of the Company

Annexure XIV
Know Your Employee (KYE) Clause

(Bidder has to submit Undertaking on company letter head as per format given below)

1. 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.

2. We undertake and agree to save defend and keep harmless and indemnified the Bank against all loss, cost, damages, claim penalties expenses, legal liability because of noncompliance of KYE and of misconduct of the employee deployed by us to the Bank.

3. 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 in _____ Bank _____ premises _____ for _____ (Name of the RFP)."

Date:

Place:

Signature of Signatory

Name of Signatory

Designation:

Seal of the Company

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Annexure XV
STATUS OF LITIGATIONS PENDING PERTAINING TO THE BIDDER

<u>Sr No</u>	<u>Other Party to Litigation</u>	<u>Case No</u>	Status of bidder in litigation (Applicant/ Respondent)	Briefs of litigation

Date:

Place:

Signature of Signatory

Name of Signatory

Designation:

Seal of the Company

Annexure XVI
AUTHORIZATION LETTER FORMAT
[To be given on Company letter head]

Authorization to sign documents* pertaining to bid submission against RFP No. _____ for appointment of service provider.

It is certified that service provider/firm M/s..... having its registered office at..... is submitting a bid proposal against RFP No.for appointment of service provider in Central Bank of India.

In connection with the above Shri.....working with the company as.....has been duly authorized to sign bid proposal documents or any other documents related to this bid submission.

Company/firm is liable of the consequences arising by the act of signing bid documents by
Shri

Specimen Signature:
Name of designated authorized Signatory:
Designation:
(Seal of company)
Date:
Place:

Signature:
Name of Signatory:
Designation:
(Seal of company)
Date:
Place:

Annexure XVII
Eligibility Criteria Cum Compliance Sheet

Sr No	Eligibility Criteria	Complied (Supporting Document)
1	The Bidder must be a Government organization/Public or Private Ltd company/Public sector undertaking/Partnership firm/LLP/Autonomous body, and should be in existence for minimum 3 years in India	Yes/No (Certificate of incorporation /Certificate of Commencement of Business)
2	The Bidder should not have been blacklisted by any Govt. bodies / PSB / PSU since 1 st April 2019	Yes/No Self-Declaration cum Undertaking on letter Head of the organization by authorized signatory (ANNEXURE-X)
3	Bidder should not have been declared as NPA/bankruptcy by any of the financial institution in India	Yes/No An undertaking to this effect must be submitted in letter head
4	The proposed solution in totality including frontend, customer screen & dashboard should have been implemented in at least one scheduled commercial Banks.	Yes/No Copies of purchase order and completion certificate from client to be submitted
5	Any bidder from a country which shares a land border with India will be eligible to bid 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.	Yes/No Certificate of registration from The Competent Authority under this order shall be the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT)
6	Bidder should be Original Software Developer (OSD) / System Integrator (SI)	Yes/No Self-certification in case of OSD
7	Bidder shall have proper service setup in Mumbai to provide post implementation support and Annual Technical Support	Yes/No Self-declaration letter signed by authorized signatory should be submitted along-with the bid.
8	The solution / product offered should be compatible with all the guidelines issued by regulatory / government bodies like IRDA, RBI, etc.	Yes/No A self-declaration to this effect should be submitted by the bidder
9	Bidder should have experience of Minimum 2 years in providing solution for digital insurance Business in India with contract value of minimum of Rs.2 crores in one work at least.	Yes/No Purchase order from Bank/NBFC/FI

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B 1	<p>The Bidder must have registered average annual turnover of Rs. 5 Crores or above during the last three completed financial years – 2019-20 and 2020-21, 2021-22* (Not inclusive of the turnover of associate companies).</p> <p style="text-align: center;">OR</p> <p><i>Below clause is applicable for bidders who fall under the category of Micro & Small Enterprise (MSEs) or Start-ups (Necessary valid documentary proof certifying the bidder as an MSE or Start-up needs to be submitted by the bidder)</i></p> <p>The Bidder must have registered average annual turnover of Rs. 2 Crores or above during the last three completed financial years – 2018-19, 2019-20 and 2020-21 (Not inclusive of the turnover of associate companies).</p>	<p>Yes/No (Audited Financial statements for the financial years 2019-20 and 2020-21, 2021-22*. Certified letter from the Chartered Accountant clearly mentioning Turnover, Operating Profit, Net Profit and Net worth. The CA certificate in this regard should be without any riders or qualification. * If 2021-22 Financial Statements of any bidder is unaudited, then Financial statements for 2018-19, 2019-20 and 2020-21 will be considered, along with an undertaking letter from the bidder that FY 2021- 22 statements are not audited. In this scenario Audited Financial statements for the financial year 2018-19 and 2019-20, 2020-21 are to be submitted)</p>
2	<p>The Bidder must have <u>positive Operating Profit (as EBITDA i.e Earnings Before interst, Tax, Depreciation & Amortization)</u> continuously for the last three years i.e. financial years –2019-20, 2020-21 and 2021-22* OR The net worth of the bidder should be positive as on RFP date and should not have eroded by more than 30% in the last three years. * If 2021-22 Financial Statements of any bidder is unaudited, then Financial statements for 2018-19 and 2019-20 , 2020-21 will be considered, along with an undertaking letter from the bidder that FY 2021-22 statements are not audited. In this scenario Audited Financial statements for the financial year 2018-19 and 2019-20 and 2020-21 are to be submitted.</p>	<p>Yes/No (Audited Financial statements for the financial years 2019-20 and 2020-21, 2021-22*. Certified letter from the Chartered Accountant clearly mentioning Turnover, Operating Profit, Net Profit and Net worth. The CA certificate in this regard should be without any riders or qualification)</p>

ANNEXURE-XVIII

Hardware Sizing and Software/Tool Deliverable

(Bidder has to furnish the sizing details of proposed Hardware and Software/tools components deliverable to bank as per the format)

Hardware Sizing

The Bidder must specify complete details of Hardware and other systems required for successful implementation of the offered Solution, in the following format.

Sr No	Module/Item	Module Description	Requirement	Quantity
1	Hardware - Bank's on premise (DC and DR) infrastructure (Processor core and speed, RAM, HDD, etc.)			
2	Operating System on Bank's on premise (DC and DR) infrastructure)			
3	ORACLE Database			

Note:

1. The resource including CPU utilization of any server/ appliance should not go beyond 70%. If the same crosses the threshold of 70% five times in a day or 10 times in a week, bidder should fine tune the application to ensure the utilization within the aforesaid threshold without any additional cost to the bank.

2. Oracle Database and Windows 2016 licenses will be provided by the bank. However, it is the responsibility of the selected bidder to install, configure and maintain the Operating System and Database. If proposed solution requires any other Operating System or Database other than windows 2016 or Oracle, bidder has to provide the Operating System and Database and absorb the cost within the TCO.

Please mention Make / Model (if any), type and number of processors, Memory, bus speed, hard disk & Operating System number of users, license type, version etc.

Date:

Place:

Signature of Signatory

Name of Signatory

Designation:

Seal of the Company

ANNEXURE-XIX

List of Software/tools deliverable to the Bank

Sr No	Software	Purpose of Software	Salient Features	License Type (Open/Free/Closed Source)	License qty if not limited
1					
2					
3					

Date:

Place:

Signature of Signatory

Name of Signatory

Designation:

Seal of the Company

ANNEXURE-XX
Masked Commercial Bid

Sl. No.	Items	OTC (One Time Cost)	Y1	Y2	Y3	Y4	Y5	TOTAL
			AMT	AMT	AMT	AMT	AMT	AMT
a.	Enterprise-wide perpetual License* Cost	0.00	X	X	X	X	X	0.00
b.	One Time Implementation and integration Cost	0.00	X	X	X	X	X	0.00
c.	Annual Technical support and Regulatory Changes	X	0.00	0.00	0.00	0.00	0.00	0.00
d.	400 man days per year for additional customization new insurance Product Integration **.	X	0.00	0.00	0.00	0.00	0.00	0.00
e.	Onsite support Charges ***	X	0.00	0.00	0.00	0.00	0.00	0.00
Total Cost of Ownership for the period of 5 years		0.00	0.00	0.00	0.00	0.00	0.00	0.00

Note:

* Enterprise wide perpetual License would mean - Unlimited Client License for Bank Branches in India & International territories, RRBs, Subsidiaries and associates both domestic & international.

We abide by following terms and conditions

- For each of the above items provided the vendor is required to provide the cost for every line item where the vendor has considered the cost in BOM.
- The vendor needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the vendor would need to provide the same without any charge. Vendor should make no changes to the quantity.
- If the cost for any line item is indicated as zero / blank then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
- All Deliverables to be supplied as per RFP requirements provided in the tender.
- The Service Charges need to include all services and other requirement as mentioned in the RFP.

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f. The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations however for the purpose of calculation Bank will take the corrected figures / cost.

g. All prices to be in Indian Rupee (INR) only.

h. Prices quoted by the Vendor should be inclusive of all taxes, duties, levies etc. except GST which will be paid extra at actuals. The Vendor is expected to provide the GST amount and GST percentage in the commercial. There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

i. Price quoted is inclusive of 4 year warranty.

j. ** Efforts exceeding 400 man-days, cost will be computed as amount quoted divide by 400 for each man-day

k. *** After successful completion of the implementation & integration, the vendor is liable to provide onsite support to bank as & when required during the tenure of 5 years contract period.

l. **** Bank has discretion to avail the optional items services against the commercial provided. Bank has discretion to mark these line items under optional item, if Bank feels these items are not mandatory for the project. Cost of optional item's services will be consider for TCO calculation purpose however Bank will place order for these optional items at Bank's discretion as per requirement.

m. All Quoted Commercial Values should comprise of values only upto 2 decimal places. Bank for evaluation purpose will consider values only upto 2 decimal places for all calculations & ignore all figures beyond 2 decimal places.

n. All deliverables to be supplied as per tender requirements provided in the tender.

o. All prices should be in Indian Rupee (INR) only. Bank will deduct applicable TDS, if any, as per the law of the land.

p. commercial quote signed is final.

Further, we confirm that we will abide by all the terms and conditions mentioned above & in the tender document.

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

ANNEXURE-XXI

Binding Criteria for Technical Presentation

The following criteria must be adhered to by all bidders, in connection with the technical presentations during the bid selection process:

- At least one senior representative from bidder's organization should be present in the technical presentations.
- Complete soft copies of presentation materials should be shared with the Bank before presentation.
- Bidders must strictly adhere to the time slots provided to them for the technical presentation, allowing ample time and scope for question-answers.
- Focus of the presentation should be on the specifics of the approach/methodology being proposed for the Bank.
- Both technical and administrative aspects of the project should be given suitable coverage.
- All aspects of requirements (technical scope) in the RFP should be covered in the presentation.
- All RFP requirements that are not covered by the proposed plan, or not adhered to, should be clearly brought out in the technical presentation, along with reasons/justification on why they will not be covered.
- Any assumption, if taken in the response to RFP document should be clearly brought out in the technical presentation, along with justification.

Bank's evaluation and scoring on all aspects including technical presentation are final and non-negotiable.