

Annexure B : Approach, Methodology and Work-plan- Revised

The Consultant should submit the approach, methodology and work plan in one comprehensive document. The submission should highlight Consultant's primary hypotheses regarding the issues and their potential solutions. It should highlight the methodology for enablement and engagement proposed to be deployed. The work plan should also cover ideas, suggestions on institutionalization of change with time line. **Milestones and deliverables should be clearly laid out.** Team structure & staffing pattern should be highlighted clearly in the light of Bank's stipulation for deploying a team of appropriate quality and number of resources during the various phases of the project stated here.

The project period will be as under for the respective verticals

IRV : 18 Months

MSME : 18 Months

HRM : 18 Months

IT : 24 Months .

On completion of above mentioned project period in respect of the respective vertical, the Bank will have the discretion to continue the services of the consultancy firm for a period of 6 months which could further be extended for a maximum period of another 6 months, based on the need, during which period also a dedicated project team has to work on site. The on-site Team shall consist of a judicious mix of Senior, Middle and Junior Executives.

The timeline for four phases (Gap Analysis and Design, Pilot Run, Roll out and Documentation, Knowledge Transfer and Training) , within the overall project period for the respective scope , can be discussed and mutually arrived at with the successful bidder

The entire project is expected to be completed in four phases. The phase details and payment terms are as follows:

Phase I – Gap Analysis and Design

- The phase to be completed within the timeline for the respective scope .
- Analyze the existing (i) general processes and (ii) marketing vertical prevailing in the Bank and submit the redesigned processes proposed, along with performance matrix for evaluation of recommendations so made, to the Bank for consent every month.
- On receipt of each proposed processes (monthly) Bank shall review the same, convey its acceptance for implementation.

Payment: 20% of the Bid Amount in respect of each vertical shall be payable on the completion of the Gap Analysis and submission of Design subject to satisfactory completion of phase deliverables



Phase II (Pilot Run) and Phase III (Implementation)

During the Phase II and III if any procurement of software or integration in the system is recommended by the successful consultant to meet the scope spelt out in the RFP, the project period of respective vertical will get extended by such time that is required for the procurement of software or integration in the system ie such period that is required for the procurement of software or integration in the system will be excluded from the project period of the respective vertical and during that period the consultant is not required to deploy the resources and is not eligible for the payment

After the study of gap analysis and submission of designs by the consultant, the timeline for the pilot run and implementation will be mutually arrived at with the successful consultant in respect of each vertical. Depending upon the short term, medium term and long term deliverables submitted by the successful consultant, the terms of payment will be arrived at with the successful consultant subject to satisfactory compliance of the short term, medium term and long term deliverables by the consultant and accepted by the Bank.

The payment for satisfactory compliance of the short term, medium term and long Term deliverables are 20 %, 20% and 25% respectively of the Bid amount of the respective vertical

While submitting the deliverables, the consultant shall ensure that the pilot run is conducted in

- a. 10% of the total Branches across the Bank as approved by the Bank, in consultation with the selected firm.
 - b. select Central Processing Centres like Ind Retail Processing Centres (out of 21 as on date) and MSME CPU (3 as on date and proposed to be increased to 21)(Number of units to be specified by the Consultant in Technical presentation) and
 - c. specified number of Administrative units out of 49 including organizational structure at different centres (Number of units to be specified by the Consultant in Technical presentation).
- Evaluation of pilot-run findings and finalization of changes to be adopted along with their respective performance matrixes.

The consultant shall also submit the short term, medium term and long Term deliverables for ensuring that the

- Complete rollout of accepted recommendations under (i) general banking and (ii) marketing vertical across the Bank are to be effected.

The successful consultant shall also ensure that the activities covering the scope of consultancy is completed in a phased manner, as per the plan submitted in the Technical Bid and monthly progress report be submitted to the Bank for review.



Phase IV – Documentation, Knowledge Transfer and Training

- This phase is to be completed as per timeline indicated for the respective scope
- Review and preparation of Manuals and related documents for the recommendations in Phase III.
- Imparting necessary training to the 'BPT Team' of the Bank for business continuity and effecting seamless Knowledge Transfer.

Payment – 15% of the Bid Amount of the respective vertical shall be payable on satisfactory completion of the respective vertical .

Retention Money : 5% - will be deducted out of every payment as Retention Money and the amount retained shall be paid after three months of conclusion of the entire project (all the four verticals) after review and acceptance by the Bank for having completed the scope as per the work plan submitted by the Consultant and accepted by the Bank.

Handholding Period: On completion of the respective scope, the Bank will have the option to continue the services of the consultant for handholding for a further extended period, as mentioned in Para No.2.4 above.

The handholding shall include review, advise and overseeing the implementation of the BPT activities by the Consultant during the roll out of the initiatives to the entire bank and its implementation at remaining branches, Central Processing Centers, Retail Asset Hubs, Administrative and other units of the Bank by the Transformation team of the Bank. The Consultant shall provide work plan to carry out the BPT activities during handholding period. The handholding shall become complete only upon implementation of all activities of BPT in the branches / offices, Central Processing Centers, Retail Asset Hubs, Administrative units and all other units so identified and confirmed by the Bank.

Payment –professional fee as quoted in the Price Schedule (Sl.No.2.a i item 'C2' under Optional Items of Annexure K), *payable on quarterly basis for the first 6 months and on a pro rata basis for the additional extended period (Sl. No.2.a ii, item 'C3' under Optional Items of Annexure K)* beyond project period plus 6 months , based on the period of extension, as per the individual rate quoted for the different verticals.

Professional fee as quoted in the Price Schedule (Sl.No.2.b, item 'C4' under Optional Items of Annexure K), for 90 days is payable on a pro rata day basis for the period the consultant is employed , based on the need , as per the individual rate quoted for the different verticals.

