



Expression of Interest (EOI)

For

**Empanelment of Software development companies including
Fintech Companies for design, development and implementation
of software applications for our Bank.**

Ref: CO:ITD:EOI:52/R1:2018-19

Date:03/10/2018

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



Expression of Interest (EOI) Schedule:

Last date and time for submission of EOI Response	24.10.2018 up to 15:00 hrs
Date and Time of opening of EOI responses	24.10.2018 at 15:30 hrs
Last date for submission of queries for seeking clarifications	09.10.2018 upto 15:00 hrs
Date of Pre-response (Pre-bid) meeting	10.10.2018 at 11:00 hrs
Cost of EOI Document	Demand draft for Rs. 2000/- (Rupees Two thousand only) favoring "Indian Bank" payable at Chennai. The cost is Non-refundable.
Place of opening of EOI Response	Indian Bank, Head Office, No. 66, Rajaji Salai, Chennai - 600 001
Address for Communication	As above Tel:(044) 25269716, 25279800, 25279795
Contact Details:	Interested applicants are requested to send their queries to following email IDs: arun.na@indianbank.co.in sarin.shandilya@indianbank.co.in shanmugasundaram.s@indianbank.co.in Please restrict the size of the email to less than 1 MB. Following information are requested to be provided without fail while seeking queries/clarification: Name of the company, contact person, Mailing address with Pin Code, Telephone No., Fax No., email address, Mobile No. etc.

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



Expression of Interest (EOI)

Indian Bank invites Expression of Interest (EOI) from reputed applicant(s) for Empanelment of Software development companies including Fintech Companies for design, development and implementation of software applications for our Bank.

1. Pre-Response Meeting:

- a. Applicant's designated representatives (maximum two persons) may attend the pre-response meeting.

Indian Bank Head Office
CO: ITD, 2nd floor,
66, RAJAJI SALAI,
CHENNAI 600 001

- b. In case the probable applicant wants to participate in the Pre-response Meeting to be held on the date specified in this EOI, they should register themselves with the Bank by sending the **cost of EOI document i.e. Rs.2,000/- (Rupees Two Thousand Only - non-refundable)** by way of Demand Draft (DD) in favour of Indian Bank payable at Chennai. Only those Applicants or their Representatives (Maximum 2 persons) who have registered with the Bank will be allowed to participate in the pre-response meeting. Such Applicants who have submitted DD for attending pre-response meeting are not required to submit the DD for cost of EOI Document along with technical response.
- c. The purpose of the meeting will be to clarify issues and to answer questions raised by the probable applicants.
- d. The applicant is requested to submit questions in writing at least one day in advance to the Bank before the pre-response meeting date.
- e. **Modification in Request for EOI document:** The Bank may modify any part of this document as and when required or warranted. Such change(s) if any may be in the form of an addendum/corrigendum and will be uploaded in Bank website - <https://indianbank.in> change(s) will automatically become part of this Request for EOI and will be binding on all applicants. Interested applicants are advised to regularly refer the Bank's URLs referred above for any updates.
- f. Text of the questions raised (without identifying the source of enquiry) and the responses given, together with amendment to the EOI document, if any, will be ported in our web site and informed to the applicants who have raised queries in writing through E-mail ID's provided in pre-response meeting.



- g. **MSMEs** are exempted from payment of cost of EOI documents and submission of bid security.

To avail the above benefits, the bidder should have registered with District Industries Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises.

Bidders seeking the above benefits shall submit the documentary proof for having registered with the above agencies (such as Entrepreneur's Memorandum - EM II) at the time of pre-response meeting or during submission of the technical bids (only if the bidder is not attending the pre-response meeting).

2. Period of validity of EOIs

EOI shall remain valid for the period of 90 days after the last date for submission of EOI prescribed by the Bank. An EOI valid for a shorter period shall be rejected by the Bank as non-responsive.

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

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

4. Applicant Profile :

The applicant should demonstrate maturity, experience and domain expertise in design, development and implementation of software applications. Applicant should submit the following details:

S No.	Description	Response
4.1	Number of clients in India	
4.2	Details of Development Center available in Chennai	
4.3	Whether Support Centers available Give details of location and staff strength	
4.4	Applicant shall provide references / case studies (at least one) of similar projects successfully completed with various organizations located in India & applications/ solutions provided to them.	
4.5	Contact details in respect of item No.4.4 & 4.3– Name, Designation, Organization, phone No., Mobile no., and email address.	



5. Technical Evaluation:

Based on annexure A and Bidder's technical expertise mentioned in annexure B, they will be categorized into A, B or C class

The applicants should have necessary trained manpower possessing technical skills in Software Development. Technical evaluation will be carried out based on the inputs provided in annexure B

Total Marks Technical Evaluation = 80

Category	Max. No. of empaneled bidder	Cost of software development/customization*
A	5	Above 50 Lakhs upto Rs 75 Lakhs
B	5	Above 10 Lakhs upto Rs 50 Lakhs
C	5	upto Rs 10 Lakhs

It is clarified that:

- The empanelled bidders for Category "A" will be also eligible to participate in RFP for category "B"&"C"
- The empanelled bidders for Category "B" will be also eligible to participate in RFP for category "C".

Note:

- Bidders have to explicitly specify the category for which they are submitting response for empanelment.
- The above categorization may be modified / reviewed by the Bank at any time as per requirements of the Bank.

6. Documents to be submitted along with the EOI document (Hard and Soft Copies)

- Letter of Authority / Power of Attorney for participation in the EOI on behalf of the company.
- Letter of compliance as per the eligibility criteria in Annexure - A
- Copy of audited balance sheet for last three financial years for A category, last two financial years for B category and last end financial year for C category.
- Satisfactory letter from the Clients referred in the proposal is required.
- Contact detail of the authorized signatory and an authorized contact person on behalf of the applicant along with Power of Attorney of Letter of Authorization is to be provided in the format separately:-



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

7. SCOPE OF WORK

- a. The software development / customization activities are ongoing activities in the Bank. The Bank has critical applications like CBS, ATM, Internet banking, Mobile banking, Payment gateway, MIS, Banking Analytics, Loan Delinquency and NPA Management, Collection Kit, Marketing Sales etc for its domestic as well as international operations and several other applications. There are several peripheral applications around these application or standalone applications developed internally or by different service providers.

The scope shall involve following complete SDLC lifecycle i.e. Study, design, development, testing, integration, and implementation of software, products and projects. RAD Methodology could be used wherever possible. Scope of work will also include application development in different stages which would include customization of a product / solution in terms of adding new functionalities / changes, integration of new modules in an existing product / solution or developing a new software solution or related activities like database support etc.

- b. Software Company(s) shortlisted in the panel will be considered for application development as per Bank's needs. This includes customization of a product/solution in terms of adding new functionalities / changes, integration new modules in an existing product/solution or developing a new software solution or related activities like database support etc. Intellectual Property (IP) rights of the developed software will be with the Bank.
- c. The empanelled Companies will be approached by the Bank based on its requirement to participate in the closed tendering process to carry out software application development / customization work. Bank has the discretion not to consider the empanelled Bidder(s) for the specific work, if they do not possess the necessary skill set required in carrying out that work. Applicants are requested to specify their detailed technical skills. The bidders may not be considered for the specific



work, if the skill set is not available with the Company(s) as per information provided or not qualifying as per the qualification criteria set in for each of the development / customization in the Limited Tender Enquiry(LTE).

- d. The commercial quotes are not required to be submitted at the time of EOI submission by the bidders. Commercial quotations will be invited by Bank from empanelled Bidders as stated above as per requirement of the project. The detail scope of work will be shared for each of the requirement while calling commercials.
- e. Bank will invite technical and commercial bid from the short-listed bidders for each of the project specifying the technical expertise requirement in the Limited Tender Enquiry (LTE). Those bidders who qualified in the technical bid compliance will only be allowed to participate in commercial bid submission / opening.
- f. In view of above, applicants are requested to specify their detailed technical skills in **Annexure – B**. The bidders may not be considered for the specific work, if the skill set is not available with the Bidders as per information provided in **Annexure – B**
- g. As part of RFQ process, Bank may request the Bidders to expressly mention the manpower rate for the specified skills required for the project.

The broad scope of services during implementation phase shall be:

I. The following deliverables are expected:

- a. Reusable software modules to integrate with current system
- b. Customization of Bank's Existing software
- c. Customized APIs as per the bank's requirements
- d. Adaptive Software or services
- e. Software migration from old technology to new (like VB6 to .Net)
- f. Analyzing of Current applications in bank for below parameters and suggest/do improvements
 - Performance
 - Code Profiling
 - Error Tracking
 - Quality H/W Utilization
- g. Manual/Automated testing of Bank's Application at different level
- h. Reverse engineering of current application
- i. Feasibility report
- j. Documentation services



- k. User Manual
 - l. Third Party Audit Report- Closure of audit/VAPT gaps.
 - m. Reviewing of Source code for
 - Best Practice
 - Error Detection
 - Vulnerability Exposure
 - Malware Discovery
 - n. Implementing of new technological Products/ Projects in par with other Banks
- II. The deliverables could be in any of the following technologies/Languages or any other requirement that arises
- a. Asp.Net , C#
 - b. VB.Net
 - c. C/C++
 - d. Mobile Apps (iOS / Android/Windows)
 - e. HTML 5
 - f. Java/JSP
 - g. Struts
 - h. Web Services
 - i. SOAP
 - j. Database Procedures in any of the databases
 - k. BigData
 - l. CMS
 - m. JSON
 - n. SharePoint
 - o. REST
 - p. PHP
 - q. SAP
 - r. Python
 - s. Latest Technology based on the requirements

Deliverables shall be changed according to the project requirement.

The Bidders should provide to the Bank the following:

- i) Source code, object code / executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc), Source code quality report using reputed Code Quality Tools, Test Scripts for Continuous Integration Testing(CIT) / System Integration Testing(SIT) / UAT of the developed application / customizations and subsequent upgrades, if any should be provided to the Bank.
- ii) Transferring the ownership of all software developed / customized / configured / procured. All licenses & support related documents should be in the name of the Bank.



- iii) All necessary functional and technical documentation (Technical specifications, Integration specifications, Application architecture/design, Integration architecture / design, Test Cases documentation for CIT / SIT / UAT, Deployment guide on infrastructure servers, and Release notes) must also be delivered with every source code delivery for any change.
- iv) The Intellectual Property Rights on the developed software code will be with the Bank.
- v) The selected bidders have to execute the contract and NDA as per format of the Bank. The contract format along with NDA will be shared with eligible bidders.
- vi) Consortium is not allowed to bid in this EOI.
- vii) Subcontracting is not allowed in this EOI.
- viii) The software developed should be compatible with the current infrastructure of the Bank and also should be forward compatible.
- ix) The bidders shall undertake to provide appropriate human as well as other resources required as per Bank's requirement, to execute the various tasks assigned as part of the project, from time to time.
- x) The Bank may decide to have mixed set of in-house and Bidder(s) resources for sustainable good quality of software development and Bidders should be agreeable to work under this setup and should agree to transfer necessary knowledge and skills to Bank personnel such as - Functional Specifications, Technical specifications, Integration specifications, Application architecture /design, Integration architecture / design, Test Cases document (for CIT / SIT & UAT),Deployment guide on infrastructure servers, and Release notes are mandatory deliverables apart from Source code & Build guides. Bank may also decide whether the software development has to take place onsite or offsite as per the requirement.
- xi) If any existing empanelled bidders are de-listed for any reason, their candidature will **not be considered** for one year from the date of delisting.
- xii) Bank may re-visit any of the conditions of this tender.
- xiii) The application development / customization work carried by the empanelled Bidders(s) will be subject to unit testing, system integration testing & user acceptance testing and security audit as applicable. However, no additional fees / charges would be payable by the Bank for the rectification of errors detected during the testing / audit process
- xiv) The application software developed by the empanelled Bidders will have one year warranty and two years AMC after the warranty period of one year. During warranty and AMC period the maintenance support should be provided by the empanelled Bidders. AMC cost shall be included during the requirement stage. (AMC will be as per the commercial bid format provided for)



xv) Bank shall have the right to cancel the panel of bidders at any time, without thereby incurring any liabilities to the affected applicants. Reasons for cancellation, as determined by Bank in its sole discretion include but are not limited to, the following:

- Services contemplated are no longer required.
- Scope of work not adequately or clearly defined due to unforeseen circumstance and / or factors and / or new developments.

xvi) Bank reserves the right to engage the vendors other than empanelled vendors for project requirements time to time.

8. TECHNICAL INSPECTION AND PERFORMANCE EVALUATION

8.1 TECHNICAL INSPECTION AND PERFORMANCE EVALUATION

The Bank reserves the right to carry out a Technical Inspection and Performance Evaluation (benchmarking) of applications developed.

8.2 SERVICE LEVELS

Service Level criteria shall be defined by the Bank in RFQ.

8.3 DETAILED TECHNICAL SPECIFICATIONS

The bidders are responsible to provide the best of class technical solutions as per the requirements in the Scope of Work above. The broad scope of work for the successful bidders during the period of contract / engagement would include (but not limited to):

8.4 APPLICATION SOFTWARE DEVELOPMENT AND INTEGRATION

The software developer needs to ensure that the application development process is as per the standard life cycle of Software Development. The bidders shall carry out the following activities during application development and integration:

a) SYSTEM REQUIREMENT STUDY

The bidders shall carry out a detailed systems study to define the Functional Requirements Specifications (FRS) and formulate the System Requirements Specifications (SRS). Under this category of the scope the bidders will be responsible for the following:

1. Preparation and Finalization of Functional Requirement Specification
2. Preparation of System requirement Specification (SRS) as per the latest IEEE template



3. Preparation of other documents, project reports as required
4. Requirement understanding document should be accepted & signed by user department/business department before starting development.

b) DEVELOPMENT OF SOFTWARE APPLICATION

1. Selected Company(s) may design/develop application(s) offshore, but Implementation / integration should be done by visiting Indian bank's **premise**. No costs / expenses shall be payable/ reimbursed by the Bank against conveyance, traveling expenses, boarding, lodging, out of pocket expenses, liasoning, etc
2. Preparation of Software Design Document including Class Diagram, ER Diagram/ Database table structure, Traceability Matrix etc.
3. The bidders shall prepare & submit System Design Document (SDD) / Process Design Report based on principles of enterprise and service oriented architecture to provide for secure and scalable application software. The design should be modular. The SDD should include Solution Architecture, Application Architecture, Network Architecture, Security Architecture, Deployment Architecture and Database Design.
4. An industry standard methodology should be adopted for Software Engineering, covering the entire SDLC (Software Development Life Cycle).
5. Audit trail should be maintained, all deleted & edited records should be traceable and copy of all editions / deletions should be available with MIS reporting of the same. The audit trail should be preserved securely.
6. The selected bidder(s) shall be provided with required infrastructure at Bank to host application.

c) Software Testing:

1. Manual/Automated testing and source code review of the application shall be done by the bidders before handing over the application for UAT to bank team.
2. The bidders shall be required to share the testing documents and standards with the designated Bank's team, wherever applicable/ required.
3. Assist Bank in carrying out user acceptance of Testing (UAT).
4. Undertaking Pilot phases for the applications
5. Rectifying the Software application/ issues/ bugs reported during the testing up to the satisfaction of Bank.

6. Final approval / user acceptance of the software shall be given by Bank after successful implementation and testing in the UAT and/or Pilot phase.

d) DEPLOYMENT OF APPLICATION AND COMMISSIONING (GO-LIVE):

1. The bidders shall integrate application software and commission the whole project. The Bank shall conduct Final Acceptance Testing (FAT) on commissioning of the whole project. Only after the acceptance of FAT reports by Bank the entire project would be deemed to have been commissioned. After the successful commissioning of the project, the system would be declared as Go-Live and enter into Support and Maintenance phase.
2. Bidders should provide all related documents viz. user manual (Role wise) as mentioned in this EOI document.
3. Transferring the ownership of all software developed/ customized/ configured/ procured. All licenses & support related documents should be in the name of Bank.
4. The bidders shall be responsible to extend support to the Bank to ensure successful roll-out of the developed application.
5. The terms and conditions of individual projects shall be detailed in the associated tender documents.

e) APPLICATION SUPPORT AND MAINTENANCE

The bidders shall be responsible for Support and Maintenance activities for the time period as described by the Bank at the time of calling for quotations post successful go-live of the application. The broad activities to be conducted by the bidders during the Support and Maintenance Phase are mentioned below:

1. Helpdesk Support (Incident/ Problem Management)

- Handle issues raised by Bank.
- Reply to the queries / feedback / suggestions / complaints from the Bank.
- Help desk should provide handholding support at all project location through online / telephone line.

2. Support Services for developed application

- The bidders shall be responsible for deploying sufficient manpower for overall administration, operations, monitoring, maintenance of the deployed application and the Database to ensure the desired uptime.



f) ADMINISTRATION, SUPPORT & MAINTENANCE

The bidders shall provide support on following activities:

- Minor changes in developed application to be done free of cost *
- Fixing of reported Bugs/issues
- Taking necessary action to improve the performance.
- Maintain version control and archives of source code
- Download definitions / patches / updates / service packs of the deployed third party tools / middle ware Software and to ensure the desired uptime.

* Development of new Modules /Change request which require major efforts may be considered as enhancements for which cost estimation can be worked out separately through negotiation whereas minor changes are to be done free of cost. Change Request for creating a new Modules /Change request with effort more than 3 man days will be considered as major change. The successful bidder can charge for these changes request on man-days/man-hours basis at the price and effort that will be agreed mutually between Bank and the successful bidder.

g) THIRD PARTY AUDIT (TPA)

- Compliance with security best practices will be monitored by periodic functional audit/ computer security audits/Information Security Audits performed by or on behalf of the Bank. The periodicity of these audits will be decided at the discretion of the Bank. These audits may include, but are not limited to, a review of access and authorization procedures, backup and recovery procedures and program change controls. The Service Provider must provide the Bank access to the auditing menu through the application itself and facilitate the audits. The Service Provider has to remedy all discrepancies observed by the auditors during VAPT at no additional cost to the bank.
- A third party auditor may be selected and appointed by the Bank at its own cost.
- The audit may cover one or more of the following aspects of the project: -
 - Functional requirement Review
 - Penetration testing of the systems and networks (External and Internal)
 - Application Security Assessment
 - System Performance Testing/ Monitoring
 - Review and Assessment of Security Policies
 - Data Quality Review
 - Code Review/ Secure Code Practice
- The Bank may appoint the TPA for the entire project period including the Operation and maintenance period. The TPA may conduct bi-annual or annual audits as per the decision of the Bank.
- Based on the audit reports submitted by the TPA, the selected bidders shall make the required changes to the application and incorporate the suggestions of the auditor at no extra cost.



9. EMPANELMENT PERIOD

The empanelment will be valid for a period of 2 year from the date of Empanelment with an option of renewal for one year subject to Bank's discretion. Irrespective of the initial / extended period, the empanelment will deem to be operative until close of assigned projects, and hence agencies deploying resources should ensure the resources availability until completion of the work in hand or till the extended period as per the project terms and conditions. The review of Panel may be conducted at an interval decided by the Bank, and The Bank may revisit any of the condition of this empanelment during review. The Review process may be limited to the existing panel of Bidders and/or if considered necessary, Bank may adopt open EOI/Tender process to empanel New Bidders(s). The Bank at its discretion can remove any of the Bidders from Its panel based on the review and user feedback.

10. EVALUATION OF BIDS AND EMPANELMENT

Bids submitted by Bidders against the EOI shall be evaluated as per the terms stated below:

a) EVALUATION OF BIDDER'S QUALIFICATION CRITERIA:

1. Submission of duly signed Point no. 4 and Annexure - A.
2. Review of written reply, submitted in response to the clarification sought by the Bank, if any.
3. Marks obtained in Technical Evaluation Mentioned in Annexure – B

b) DETERMINATION OF SUCCESSFUL BIDDERS AND EMPANELMENT

Technically shortlisted bidders as per **Annexure – B** shall be empanelled for a period of 2 years extendable by one year subject to satisfactory performance for providing services as detailed in the scope of this EOI.

11. Exit Requirements

In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Successful bidder shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services. Self-Declaration to this effect should be submitted along with the response document.

12. Confidentiality

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



Annexure– A
Eligibility Criteria

< Name of the Bidder > --- < Category for Empanelment >

(Applicant must specify the category as A, B or C for empanelment. Bidder will not be allowed to change its category of empanelment during evaluation process)

The Eligibility Criteria for empanelment for different categories is as shown below:

TABLE I - Common Eligibility Criteria for Category A, B and C			
Sr. No.	Eligibility Criteria	Compliance (Yes/No)	Supporting documents to be Submitted
1	The Applicant Should be a Company registered under Companies Act, 1956		Copy of Certificate of Incorporation
2	The applicant should not have been blacklisted currently by Government Dept / Public Sector Undertaking / Public Sector Banks.		Self-Declaration

TABLE II – Additional Eligibility Criteria for Category A			
Sr. No.	Eligibility Criteria	Compliance (Yes/No)	Supporting documents to be Submitted
1	The company should be operating in the field of software development / software solution for at least last 4 years as on 30/09/2018.		Reference Purchase Order/Contract Document
2	Company should be a profit making unit in each of the last 3 financial years(2015-16, 2016-17, 2017-18).		Audited financial statements for the last three financial years. If application is submitted within six months of conclusion of the last financial year, provisional financial statements duly certified by the Company's
3	The Bidder should have annual average turnover of Rs. 1 Crore in each of the last 3 financial years		



	(2015-16, 2016-17, 2017-18).		chartered accountant may be submitted
4	Company should have more than 25 software professionals on its payrolls		Supporting proof/document to be submitted

TABLE III – Additional Eligibility Criteria for Category B

Sr. No.	Eligibility Criteria	Compliance (Yes/No)	Supporting documents to be Submitted
1	The company should be operating in the field of software development / software solution for at least last 3 years as on 30/09/2018.		Reference Purchase Order/Contract Document
2	Company should be a profit making unit in each of the last 2 financial years(2016-17, 2017-18).		Audited financial statements for the last two financial years. If application is submitted within six months of conclusion of the last financial year, provisional financial statements duly certified by the Company's chartered accountant may be submitted
3	The Bidder should have annual average turnover of Rs. 50 lakhs in each of the last 2 financial years(2016-17, 2017-18).		
4	Company should have more than 15 software professionals on its payrolls		Supporting proof/document to be submitted

TABLE IV – Additional Eligibility Criteria for Category C

Sr. No.	Eligibility Criteria	Compliance (Yes/No)	Supporting documents to be Submitted
1	The company should be operating in the field of software development / software solution for at least last 2 years as on 30/09/2018.		Reference Purchase Order/Contract Document
2	Company should be a profit making unit in the last financial years(2017-18).		Audited financial statements for the last financial year. If application is submitted



3	The Bidder should have annual average turnover of Rs. 25 lakhs in the last financial years(2017-18).		within six months of conclusion of the last financial year, provisional financial statements duly certified by the Company's chartered accountant may be submitted
4	Company should have more than 10 software professionals on its payrolls		Supporting proof/document to be submitted

Note:

***Start up India:** Start-up companies recognized by Department of Industrial Policy and Promotion, GOI, shall be exempted from the prior turnover and prior experience eligibility criteria. However others eligibility criteria will be as per EOI.



Annexure – B
Technical Evaluation:

The applicants should have necessary trained manpower possessing technical skills in Software Development. Only those Bidders who meet eligibility criteria will be considered for Technical evaluation.

a) Technical Skills (Max Marks – 50)

Area	Example of Skill Sets	Compliance (Yes/No)	Skill Sets available with your Organization at present.	Marks	Max. Marks (50)
Process Certification (At Organization level)	CMMI 4 / CMMI 5			5	5 Marks
	CMMI 3 /ISO 9001			4	
	Others(Software development related Certification)			2	
	No certificates			0	
Technology and Database Certification(Individual Certification)	Technology	Expertise (Yes/No)	Specify number of certified professionals		10 Marks
	Certified Java Developers			2	
	Oracle/ MySQL/ MS SQL Certified			1	
	Microsoft Certified Software Developer			2	
	Certified Web application Developers			1	
	Certified Mobile APP Developers			2	
	Certified SAP Professional			1	
	Certified Secure Coding			1	
Languages		Expertise (Yes/No)	Specify number of Developer		25 Marks
	Java including latest version of Java 10, Struts,			7	



	REST, SOAP, JSON, Ajax			3	
	C#, VB.Net, ADO.NET,			8	
	PHP, HTML5, XML, ASP.Net, JSP, Java Script, Jscript, CMS, Python			5	
	Oracle PL/SQL			2	
Testing Tools	Please specify				5 Marks
Data Warehouse, Reporting, Analytics	Please specify				5 Marks

b) Experience in Banking/BFSI areas / Any Others

- I. Client References should be provided, where bidder have experience in large scale project in Banking/BFSI segment/Any Others (Preference for Banking/BFSI)
- II. Each Banking/BFSI reference carries 5 Marks and other references 3 Marks. (Max Reference 4 ,Max Marks – 20)

Reference b.1		
SN	Client Reference and Contact Details	Details to be provided
1	Reference Company Details:	Contact Person Details a. Name: b. Designation: c. E-mail: d. Landline: e. Mobile: f. Fax:
2	Name of the Project	Brief description of the project to be provided
3	Project Details	1. Total Number of Persons worked on the Project 2. Start and End Date of the Project



		3. Duration of the Project
4	Technologies Used	Details of Technology used during Project
5	Technical Documentation prepared as a part of Project	Details to be Provided

Reference b.2		
SN	Client Reference and Contact Details	Details to be provided
1	Reference Company Details:	Contact Person Details a. Name: b. Designation: c. E-mail: d. Landline: e. Mobile: f. Fax:
2	Name of the Project	Brief description of the project to be provided
3	Project Details	1. Total Number of Persons worked on the Project 2. Start and End Date of the Project 3. Duration of the Project
4	Technologies Used	Details of Technology used during Project
5	Technical Documentation prepared as a part of Project	Details to be Provided

Reference b.3		
SN	Client Reference and Contact Details	Details to be provided
1	Reference Company Details:	Contact Person Details a. Name: b. Designation: c. E-mail: d. Landline: e. Mobile:



		f. Fax:
2	Name of the Project	Brief description of the project to be provided
3	Project Details	1. Total Number of Persons worked on the Project 2. Start and End Date of the Project 3. Duration of the Project
4	Technologies Used	Details of Technology used during Project
5	Technical Documentation prepared as a part of Project	Details to be Provided

Reference b.4		
SN	Client Reference and Contact Details	Details to be provided
1	Reference Company Details:	Contact Person Details a. Name: b. Designation: c. E-mail: d. Landline: e. Mobile: f. Fax:
2	Name of the Project	Brief description of the project to be provided
3	Project Details	1. Total Number of Persons worked on the Project 2. Start and End Date of the Project 3. Duration of the Project
4	Technologies Used	Details of Technology used during Project
5	Technical Documentation prepared as a part of Project	Details to be Provided



c) Experience in Payment Systems:-

- I. Client References, other than the (b) above, should be provided, where bidder have experience in large scale project in Core Banking/Mobile Banking / Internet Banking/Payment Gateways/Payment Systems.
- II. Each Reference carries 5 Marks.(Max Reference 2,Maximum Marks - 10)

Reference c.1		
SN	Client Reference and Contact Details	Details to be provided
1	Reference Company Details:	Contact Person Details a. Name: b. Designation: c. E-mail: d. Landline: e. Mobile: f. Fax:
2	Name of the Project	Brief description of the project to be provided
3	Project Details	1. Total Number of Persons worked on the Project 2. Start and End Date of the Project 3. Duration of the Project
4	Technologies Used	Details of Technology used during Project
5	Technical Documentation prepared as a part of Project	Details to be Provided

Reference c.2		
SN	Client Reference and Contact Details	Details to be provided
1	Reference Company Details:	Contact Person Details a. Name:



		b. Designation: c. E-mail: d. Landline: e. Mobile: f. Fax:
2	Name of the Project	Brief description of the project to be provided
3	Project Details	1. Total Number of Persons worked on the Project 2. Start and End Date of the Project 3. Duration of the Project
4	Technologies Used	Details of Technology used during Project
5	Technical Documentation prepared as a part of Project	Details to be Provided

Note: Based on the information provided by the Bidder, Bank at any time, even after completion of empanelment process, may verify the information submitted by the Bidders with reference to experience provided by them and may also seek additional information on the project like technical support, service level satisfaction, SDLC, Project delivery timelines, major challenges etc

Total Marks Technical Evaluation: 80

Top 5 applicants in each category will be qualified for empanelment.

Note: The Bidder references should contain large scale and related projects only along with the requested details. If the project information submitted by the Bidder is not relevant or is incomplete, the Bank may not consider it as valid experience and the decision of the Bank in this regard will be final.

Note: The applicants may please note that the above parameters may be further elaborated, viz., more details may be included in the Request for Proposal (RFP) document to be issued as a result of evaluation process of EOI.



**Annexure – C
Letter of Compliance**

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

Sir,

Reg: Expression of Interest (EOI) for Empanelment of Software development companies including Fintech Companies for design, development and implementation of software applications for our Bank.

Ref : Your document for EOI Ref: CO:ITD:EOI:52/R1:2018-19 Date: 03/10/2018

We submit our EOI Document herewith. We understand that

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

Dated at _____ this _____ day of _____ 2016.

Yours faithfully

For _____

Signature: _____

Name:

