

Ref: CO/TMO/DLP/02/2022-23

Date: 13/06/2022



**REQUEST FOR PROPOSAL FOR SELECTION OF SOLUTION AND SERVICE  
PROVIDER FOR THE DEVELOPMENT, IMPLEMENTATION, MANAGEMENT &  
MAINTENANCE OF DIGITAL LENDING PLATFORM**

RFP Reference No.	<b>CO/TMO/DLP/02/2022-23</b>
RFP Issuance Date	<b>13.06.2022</b>
Last Date of Submission of Pre-Bid Queries	<b>20.06.2022 05:00 PM</b>
Date and time of Pre Bid Meeting	<b>24.06.2022 at 03:00 PM</b>
Last Date for receipt of bids	<b>12.07.2022 at 03:00 PM</b>
Date and time of opening Technical bids	<b>12.07.2022 at 04:30 PM</b>

**Issued by:**

Indian Bank, Head Office Building,  
Digitization Cell, 6<sup>th</sup> Floor,  
Transformation Management Office Department,  
66, Rajaji Salai, Chennai – 600 001.

Phone: +91-44-2527 8740 / 2527 8741 / 2527 8743

Email: [digitization.cell@indianbank.co.in](mailto:digitization.cell@indianbank.co.in)

Website: <http://www.indianbank.in>

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**[A]: IMPORTANT DATES AND INFORMATION ON RFP SUBMISSION**

S. No	Particulars	Timeline
1	<b>Issuance Date of RFP</b> (Date of RFP Issuance)	13/06/2022
2	<b>Last Date of request for Queries/ Clarifications</b> (Last Date of Receiving request for queries / clarifications before the Pre-bid Meeting)	20/06/2022 5.00 PM Format for seeking clarification is enclosed as Annexure-XIV
3	<b>Pre-bid Meeting Date and Venue Details</b>	24/06/2022 at 03:00 PM through virtual/ physical mode. Bidders willing to participate in pre-bid meeting need to submit their details at digitization.cell@indianbank.co.in on or before 24/06/2022 02:00 PM.  Details of virtual/ physical meeting would be communicated via e-mail to interested bidders separately.
4	<b>Last Date of Submission/ Closing Date in Online &amp; Offline Mode</b> (Last Date of Submission of RFP Response)	12/07/2022 at 03:00 P.M. for both online and offline submissions.  Please refer point no. 9 below for details regarding online submission.  For offline submission, the sealed outer envelope shall be addressed to the Bank at the address given below and to be delivered at the below address.  Shri. Sanjeev Kumar Sethi Assistant General Manager, Indian Bank, Head Office Building, Digitization Cell, 6 <sup>th</sup> Floor, Transformation Management Office Department, 66, Rajaji Salai, Chennai – 600 001.
5	<b>Eligibility cum Technical Bid Opening Date</b>	12/07/2022 at 04:30 PM

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6	<b>Date, time and venue of presentation &amp; demo by the eligible bidders</b>	Shall be intimated separately by the Bank through email to the eligible bidders.
7	<b>Opening of commercial bids</b>	Date and time will be intimated to technically qualified bidders by email registered during bid submission.
8	<b>Cost of RFP</b>	<p>Non-refundable Rs. 50,000/- (Rupees Fifty Thousand only) in the form of DD favoring “Indian Bank”. Alternatively, bidders can transfer the cost of bid document in the following account number through NEFT/ RTGS/ IMPS/ UPI etc. at least one day prior to pre-bid meeting date:</p> <p>Account No.: 743848138 Account Name: INDIAN BANK, H.O. TECHNOLOGY MANAGEMENT DEPARTMENT-II IFSC Code: IDIB000H003 Branch: Harbour</p> <p>Mode of submission: (Offline for DD/ Online for e-transfer)</p>
9	<b>Online Bid Submission Details</b>	<p>This RFP will follow e-Procurement (e-Tendering) process and the same will be conducted by Bank’s authorized e-Procurement service provider M/s. Antares Systems Limited through website.</p> <p><a href="https://www.tenderwizard.com/indianbank">https://www.tenderwizard.com/indianbank</a></p>
10	<b>Documents to be submitted physically by Bidders (Offline Mode)</b>	<ol style="list-style-type: none"> <li>DD towards Cost of bid document. Bidders can also transfer the cost of bid document.</li> <li>Bid Security (EMD) for Rs. 2,00,00,000/- (Rupees Two Crore only) to be submitted in the form of Fund transfer/ Bank Guarantee (issued by a nationalised/ scheduled commercial Bank (other than Indian Bank) in favour of “Indian Bank” payable at Chennai. BG should be valid for 225 days from the last date for submission of the Bid (or) Fund transfer to be made in the account as detailed at S.No. 8 above.</li> <li>Pre-Contract Integrity Pact</li> </ol>

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11	RFP Coordinator	<p>(1) Shri. Sanjeev Kumar Sethi,                  Assistant General Manager,                  Indian Bank, Head Office Building,                  Digitization Cell, 6<sup>th</sup> Floor,                  Transformation Management Office Department,                  66, Rajaji Salai, Chennai – 600 001                  Phone: +91-44-2527 8740                  Email: <a href="mailto:digitization.cell@indianbank.co.in">digitization.cell@indianbank.co.in</a></p> <p>(2) Shri. Vinodh. V                  Assistant General Manager,                  Indian Bank, Head Office Building,                  Digitization Cell, 6<sup>th</sup> Floor,                  Transformation Management Office Department,                  66, Rajaji Salai, Chennai – 600 001                  Phone: +91-44-2527 8741                  Email: <a href="mailto:digitization.cell@indianbank.co.in">digitization.cell@indianbank.co.in</a></p>
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The RFP document can also be downloaded from:

Bank's website : <https://www.indianbank.in> and

e-procurement portal: <https://www.tenderwizard.com/indianbank>

Paper publication will be done for the information regarding publishing the RFP.

Clarifications, Modifications and Date of Extensions, if any, will also be posted on the above-mentioned websites only and no paper publication will be done.

I. Note: Indian Bank, does not take responsibility of any offers damaged/lost in transit/delivered at incorrect address prior to receipt of it at its designated office.

II. Bank will follow two bidding system. Part-I (Technical Bid) of the bid contains compliance details of the eligibility and terms & conditions set in the RFP document (including annexures) for which quotation is called for. Bidders should enroll / register before participating through e-procurement website. Bids have to be submitted **online only** through e-procurement website along with physical submission of documents mentioned in Point No. 10 of [A] (Important Dates and Information on RFP Submission). **Further Bidders have to submit their commercial bid as per the format given in the RFP (as per Part-II of Section-V) along with the technical bid on our e-procurement portal only.** Technical bids submitted by all the bidders will be



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evaluated and commercial bids of only technically qualified bidders will be Opened for commercial evaluation,

1. Bidders should enrol/register before participating through website - <https://www.tenderwizard.com/indianbank>. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the tender documents. Any other documents sent by any other mode will not be accepted.
2. Documents to be uploaded online duly signed by the Authorized Signatory under the seal of the company in every page. Any correction should be authenticated by the same signatory. If insufficient or false information is furnished and/or if there is any deviation or non-compliance of the stipulated terms and conditions, the quotations will be liable for rejection.
3. The price quoted should be unconditional and should not contain any strings attached thereto. Quotes, which do not conform to our eligibility criteria and terms & condition, will be liable for rejection.

III. The original RFP (and addendums, if any) needs to be signed and stamped by the Bidders and has to be submitted along with the Technical Bid.

IV. Time is as per Indian Standard Time. The above dates and time are tentative and subject to change without any prior notice or intimation. If a holiday is declared on the dates mentioned above, the Bids shall be opened on the next working day at the same time specified unless communicated otherwise.

**This RFP is issued by:**

General Manager (TMO / BPR),  
Indian Bank, Head Office Building,  
Digitization Cell, 6<sup>th</sup> Floor,  
Transformation Management Office Department,  
66, Rajaji Salai, Chennai – 600 001.

**[B] GLOSSARY OF TERMS**

i) Following terms are used in the document interchangeably to mean:

1. Bank refers to 'Indian Bank (IB)' including its Branches, Gift City, Administrative offices, processing centres/HUBS, cells and all other units and establishments etc. (excluding its overseas establishments and Regional Rural Banks)
2. Recipient, Respondent, Bidder, Applicant means the respondent to the RFP document.
3. RFP means the "Request for Proposal" document.
4. Proposal, Bid, offer means "Response to the RFP Document"
5. Tender means RFP response documents prepared by the Bidder and submitted to 'Indian Bank'
6. Selected firm and the Bank shall be individually referred to as "party" and collectively as "parties".
7. The term "Bid" & "Quote/ Quotation" bears the same meaning in this RFP.

ii) Other Terms and abbreviations:

Sl. No.	Terms used in the RFP	Terms and abbreviations
1	GOI	Government of India
2	RBI	Reserve Bank of India
3	IBA	Indian Banks' Association
4	TMO	Transformation Management Office
5	DLP	Digital Lending Platform
6	GFR	General Financial Rules
7	UI/UX	User Interface / User Experience
8	MVP	Minimum Viable Product
9	SIEM	Security Information and Event Management
10	POA	Power of Attorney
11	IMPS	Immediate Payment Service
12	NEFT	National Electronic Funds Transfer
13	RTGS	Real Time Gross Settlement
14	SWIFT	Society for Worldwide Interbank Financial Telecommunication
15	CTS	Cheque Truncation System
16	NACH	National Automated Clearing House
17	IEM	Independent External Monitor
18	DPIIT	Department for Promotion of Industry and Internal Trade
19	MSE	Micro and Small Enterprises

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20	MSME	Micro, Small & Medium Enterprises
21	MEA	Ministry of External Affairs
22	LLP	Limited Liability Partnership
23	OEM	Original Equipment Manufacturer
24	EMD	Earnest Money Deposit
25	WCS	Weighted Commercial Score
26	WTS	Weighted Technical Score
27	SOW	Scope of Work
28	TCO	Total Cost of Ownership
29	API	Application Programming Interface
30	BRE	Business Rules Engine
31	DD	Demand Draft
32	PBG	Performance Bank Guarantee
33	CASA	Current Account Savings Account
34	PAN	Permanent Account Number
35	EASE	Enhanced Access and Service Excellence
36	JSON	JavaScript Object Notation
37	XML	eXtensible Mark-up Language
38	ISO	International Organization for Standardization
39	NTB	New To Bank
40	ETB	Existing To Bank
41	STP	Straight Through Processing
42	VKYC	Video Know Your Customer
43	CIBIL	Credit Information Bureau India Limited
44	GST	Goods and Services Tax
45	UPI	Unified Payments Interface
46	GSTIN	Goods and Services Tax Identification Number
47	POS	Point of Sales
48	IFSC	Indian Financial System Code
49	PMMY	Pradhan Mantri Mudra Yojana
50	SI	System Integrator/Standing Instruction as per the context
51	NPCI	National Payments Corporation of India
52	FATCA	Foreign Account Tax Compliance Act
53	EPFO	Employees' Provident Fund Organisation
54	CBS	Core Banking Solution
55	CRM	Customer Relationship Management
56	UIDAI	Unique Identification Authority of India
57	IDE	Integrated Development Environment

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58	OWASP	Open Web Application Security Project
59	PADSS	Payment Application Data Security Standard
60	IPS	Intrusion Prevention System
61	DAM	Database Activity Monitoring
62	CAM	Credit Assessment Module
63	CVO	Chief Vigilance Officer
64	UAT	User Acceptance Testing
65	RTO	Recovery Time Objective
66	RPO	Recovery Point Objective
67	SLA	Service Level Agreement
68	BCP	Business Continuity Plan
69	SRS	System Requirement Specifications
70	BRD	Business Requirement Document
71	VAPT	Vulnerability Assessment & Penetration Testing
72	FY	Financial Year
73	AMC / ATS	Annual Maintenance Contract / Annual Technical Support
74	LD	Liquidated Damages
75	IPR	Intellectual Property Rights
76	MAF	Manufacturer's Authorization Form
77	ECR	Electronic Challan cum Return
78	IP	Integrity Pact
79	DSC	Digital Signing Certificate
80	SDK	Software Development Kit
81	SHA	Secure Hash Algorithms
82	AES	Advanced Encryption Standard
83	RAM	Retail, Agriculture & MSME Loans/Risk Assessment Module as per the context

### Confidentiality:

*This document is meant for the specific use by the Bidders/s to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. Indian Bank expects the Bidders or any person acting on behalf of the Bidders strictly adhere to the instructions given in the document and maintain confidentiality of information. **The Bidder/s shall undertake that they shall hold the information received by them under the contract "in trust" and they shall maintain utmost confidentiality of such information. The Bidders have to agree and undertake that (a) They shall maintain and use the information only for the purpose of the contract as permitted by the Bank (b) To strictly allow disclosure of such information to its employees, agents and representatives on "need to know" basis only and to ensure confidentiality of such information disclosed to them. The Bidders will be held responsible for any misuse of information contained in the document, and liable to be prosecuted by the Bank in the event that such a circumstance is brought to the notice of the Bank. By downloading the document, the interested parties are subject to confidentiality clauses.***

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### [C] DISCLAIMER

The information in this Request for Proposal (“RFP”) document provided to bidders or applicants whether verbally or in documentary form by or on behalf of Indian Bank, 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 document is not an agreement, offer or an invitation by Indian Bank to enter into an agreement/contract in relation to the service but is meant for providing information to the applicants who intend to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). This RFP is designed with the purpose to assist the applicants/ Bidders to formulate their proposal and does not claim to provide all the information that may be required by the applicants/ Bidders.

Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability, and completeness of the information in this RFP. Indian Bank and its directors, officers, employees, respondents, representatives, agents, and advisors make 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. The information contained in the RFP document is selective and is subject to updation, expansion, revision, and amendment. It does not purport to contain all the information that a Bidder require. Indian Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

The Bidders, by accepting this document, agree that any information contained herein may be superseded by any subsequent written information on the same subject made available to the recipient or any of their respective officers or published in the Bank’s website. It is also understood and agreed by the Bidder/s that decision of the Bank regarding selection of the Bidder will be final and binding on all concerned. No correspondence in this regard, verbal or written, will be entertained.

It shall be the duty and responsibility of the Bidders to ensure themselves about the legal, statutory and regulatory authority, eligibility and other competency, capability, expertise of them to participate in this RFP and to provide all the services and deliverables under the RFP to the Bank.



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The applicant shall bear all its costs associated with or relating to the preparation and submission of its proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Bank or any other costs incurred in connection with or relating to its proposal. All such costs and expenses will remain with the applicant and the Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an applicant in preparation or submission of the proposal, regardless of the conduct or outcome of the selection process.

Indian Bank in its absolute discretion, but without being under any obligation to do so, reserves the right to update, amend or supplement the information in this RFP. Such change will be published on the Bank's Website and e-procurement portal and it will become part and parcel of RFP.

Indian Bank reserves the right to reject any or all the bids/proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Indian Bank shall be final, conclusive and binding on all the parties.

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### [D] GENERAL INFORMATION

Indian Bank (hereinafter called the “Bank”) is floating Request for Proposal (RFP) for identification of a Bidder (Solution and Service Provider) for Development, Implementation, Management & Maintenance of Digital Lending Platform.

Shortlist of Bidders shall be prepared after evaluation of the technical Bids submitted by the bidders participating in this RFP. If Bidder is SI as well as OEM, then the term SI may be interchangeably used with OEM/Bidder in such a case.

Bidders are hereby advised to carefully review and submit all relevant information **in the same chronology** under the relevant sections only, with their RFP responses.

Details of the objectives, scope of the services, eligibility and qualification criteria, data & documents required (if any) to be submitted along with RFP, criteria that would be adopted for evaluation of the responses for short listing and other information is contained in the RFP document.

The RFP document can be downloaded from the Bank’s website [www.indianbank.in](http://www.indianbank.in) and [www.tenderwizard.com](http://www.tenderwizard.com).

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## [E] OVERVIEW OF INDIAN BANK

**Indian Bank**, with Corporate Office in Chennai was established as part of the Swadeshi Movement on August 15, 1907.

Along with 13 other banks, the Bank was Nationalized on July 19, 1969. The Bank celebrated its centenary in August 2007. With effect from 1<sup>st</sup> April 2020, erstwhile Allahabad Bank merged into Indian Bank. The integration of CBS systems of both the banks was completed on 14.02.2021. In the last 114 years, Bank has established a rich legacy by providing quality financial services. It has passed through challenging times, successfully registered turnaround and emerged stronger than before. Given the ever-changing requirements, Bank fine-tuned its strategies and undertook several structural and operational changes and earned a coveted position in the Indian banking industry. Bank's foremost priority has been to serve the people and its nation.

Amalgamation of **Allahabad Bank** into Indian Bank was effective from April 1, 2020. Post amalgamation, the merged entity enjoys the benefits of larger balance sheet size, optimized capital utilization and wider geographic reach leading to deeper penetration. The Bank has access to larger talent pool, better products and opportunities to cross sell/upsell. It also leverages upon the increased operational & process efficiencies.

Organizational restructuring as follows has been carried out for increasing the efficiency and better management of the verticals and manpower:

- Risk and control functions strengthened with addition of new departments.
- 14 Field General Managers and 90 Zones to drive the business of branches having pan India presence.
- Large Corporate Branches (LCBs) and Mid Corporate Branches (MCBs) to cater to the needs of the Corporate and Mid Corporate borrowers.
- Existing processing centres viz., Customer Acquisition Processing Centres (CAPC), Document electronic verification and archival systems post sanction (DEVA) and Kisan Pragati Kendra's (KPKs) have been streamlined.
- Retail and MSME processing centres, pan India to bring down the TAT with better compliance to the guidelines.
- Compliance culture improved with minimum manual intervention to reduce operational, business and credit risks.

The Bank has two subsidiaries viz., IndBank Merchant Banking Services Ltd and IndBank Housing Ltd. Bank also has two joint ventures namely Universal Sompo General Insurance Company Ltd. and ASREC (India) Ltd.

Bank has three sponsored Regional Rural Banks viz, Saptagiri Grameen Bank headquartered at Chittoor (Andhra Pradesh), Tamil Nadu Grama Bank; headquartered at Salem (Tamil Nadu) and Pudukkottai Bharathiar Grama Bank headquartered at Pudukkottai (UT of Puducherry).

Bank has been making profit continuously since 2002 and has been self-sustaining in terms of capital adequacy.



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## VISION:

“Delivering excellence in financial services through customer focus, employee engagement and sustainable growth”

## MISSION:

- Bring the best of innovation and technology in our offerings
- Be responsive to the unique needs of every customer through all channels of choice
- To provide value to stake holders
- Empower and engage our employee

As on 31<sup>st</sup> March 2022, Bank's total Global business surpassed 10,00,000 Cr consisting of Deposits at Rs.5,93,618 Cr and Advances at Rs.4,15,625 Cr.

As on 31<sup>st</sup> March 2022 Bank has Pan-India network with 20,314 touch points including 5732 Brick & Mortar branches, 4,925 ATMs/BNAs, 9,657 Business Correspondents. The Bank has its foot print overseas with branches at Singapore, Colombo and Jaffna, besides a Foreign Currency Banking Unit in Colombo.

Bank had always been a forerunner in offering digital products which provide hassle free, convenient and safe transaction facilities to enhance customer experience, meeting their expectations as the country gears itself for riding on the digital wave. After the amalgamation, the Bank is poised to grow on both business and profitability fronts. The emphasis will be to leverage operational efficiencies, cost synergies and new opportunities in terms of Brand and reach to deliver enhanced customer experience. The focus will be on increasing the CASA share in deposits while looking at diversified growth in credit. Cost optimisation and increasing revenue with focus on fee income, improving recovery and containing NPAs will be levers to improve bottom line.

## Technology Environment

Indian Bank has all its branches on Core Banking Solutions, has a range of customer centric and other solutions like full suite of Core Banking Solution, payment systems like IMPS, NEFT, RTGS, SWIFT, CTS, etc., alternate delivery channels viz., ATM, e-Kiosk, Internet Banking, Mobile Banking, e-payment of Taxes, Utility Bill, Ticket, Donation, etc., SMS alerts and Corporate Net Banking. Bank has launched an integrated mobile app having various functionalities with biometric login and in the process of on boarding a new digital banking omni-channel platform.

As a part of enhancing customer experience, Bank has also launched an AI-Chatbot ADYA, that is currently available on Bank's website and Mobile Banking App as an additional interface for answering customer queries and lead generation.

**For further details, please visit Bank's website [www.indianbank.in](http://www.indianbank.in)**



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## SECTION – I

### REQUEST FOR PROPOSAL (RFP)

#### 1. Introduction

Indian Bank is a Public Sector Bank, headquartered at Chennai. Bank has Pan-India network with 20,314 touch points including 5732 Brick & Mortar branches, 4925 ATMs/BNAs, 9657 Business Correspondents and serves over 100 million customers. The Bank has its foot print overseas with branches at Singapore, Colombo and Jaffna, besides a Foreign Currency Banking Unit in Colombo. As on 31<sup>st</sup> March 2022, Bank's total Global business surpassed 10,00,000 Cr consisting of Deposits at Rs.5,93,618 Cr and Advances at Rs.4,15,625 Cr.

Bank's Information Systems and Security processes are certified with ISO27001:2013 standard. It has overseas branches in Colombo, Singapore including a Foreign Currency Banking Unit at Colombo and Jaffna and an off-shore banking unit in Gift City. Post-merger with Allahabad Bank, Indian Bank is the seventh largest bank in the country.

The Bank through this RFP is interested in identifying solution and Service Provider for Development, Implementation, Management & Maintenance of Digital Lending Platform.

Presently, the Bank has a Loan Life cycle management system (LLMS) integrated to Core Banking Solution with live branch journeys across loans in RAM sectors. Bank has also launched an end-to-end online STP digital product PAPL (Pre-approved personal Loan) using the platform.

However, as part of the Digital Transformation initiative, it is envisaged to spear ahead of the dynamic market and unlock considerable value by aligning lending processes to the new digital paradigm with customer-centric digital experiences at scale and speed, from acquisition, up-sell / cross-sell, retention, monitoring and control of lending journeys for New To Bank (NTB), Existing To Bank (ETB) customers offering seamless omnichannel experience by Straight Through Process(STP) or Near Straight Through Process (NSTP). The offered solution has to disrupt the business models at each stage from the loan origination to loan management journey encompassing lead management, application, documentation, underwriting, fraud checks, legal checks, valuation, decision, digital onboarding, disbursal documentation, customer relationship management and collections after the final disbursement.

The platform has to offer a seamlessness and ease of use new age UX using intelligent applications allowing for 'no-touch' decisioning and disbursement, based on strong technology platform with agile Development, OCR and Open API-based digital data ecosystem to increase digitization at source, Digital verification for proof of customer (KYC, income, repayment capability), Integrate with external data sources for enhanced data collection, data underwriting models, Analytics for account health or NPA projections , capturing Zero Moment of Truth, AI & ML/ Deep Learning Algorithms/ analytics & data-based credit decisioning using structured and unstructured data from different digital sources to objectively determine credit worthiness of clients.

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It should be intuitive and scalable lending platform capable of providing multiple products at an accelerated speed to market, with an intelligent flexible decoupled technology architecture and a well-designed omnichannel customer experience with front-end creativity, easy plug-in plug-out in an ecosystem of data and services and enable the adoption of analytics and AI while retaining the legacy backend.

**The platform has to interface with the customers through front-end web-portal, customer care/ mobile-banking/ net-banking/ TAB/ kiosks and other channels right from lead/sourcing till the entire journey completion, with required digital interactions of all Bank and third parties' officials like panel advocates, valuers, DSAs, feet on street, Business Correspondents, Collection agents, etc. over a omni-channel platform agnostic mobile application for an end-to-end digital journey. It is envisaged that the end-to-end loan journeys for walk-in-customers at branch has to also be initiated and carried out by branch officials in their front-end on the offered digital lending platform and cover the workflow including processing centres, administrative offices, committees, etc.**

Bank has set a target of raising loan volumes by 100 percent over the digital platform while reducing operational costs by 25 percent.

The objective of the Digital Lending Platform (DLP) is to enable Bank lend money through paperless or electronic means, offering ease of use, enhanced consumer experience, and reduced overhead and time savings by way of automated customer verification and validations. It is required that the Digital Lending Platform (DLP) be a Multi-lingual, device-agnostic responsive web portal and Android & iOS-based Application empowering Customers and Employees/Agents/Partners (field agents, Lawyers, valuers, etc. to record physical visits, give comments, upload documents, etc.) with common User Interface / User Experience (UI/UX) across Web, Mobile, and Tab for all the Products.

The platform should possess capabilities like Optical Character Recognition (OCR), Credit Scoring Models, and Underwriting, to maximize automation for process efficiency and risk mitigation.

For Credit Appraisal, it should generate 360-degree customer profile integrated with the internal systems like CBS, MIS, RAM, as well as external systems like UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, Credit Bureaus, CERSAI, MCA, SEBI, GST, EPFO, ITR, Bank Statements other Data, and Analytical sources, fraud check, AML and defaulter/blacklist check, De-duplication, related party transaction, cross-comparison of data, internal database checks, etc.

The DLP is to be implemented for journeys across the RAM sector with Straight Through Processing (STP) to the maximum extent that the system can be leveraged. The platform needs to be built on a modular architecture to achieve the desired scale while having the ease to configure/ enhance, and modify as per future requirements. Further, assisted journey would cover forwarding of recommendations/ in-principle approvals to the selected/specified branch/ back-office/ Agent/ partner for onward processing and sanction/rejection (including

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management of exceptions and deviations), create the Loan Account, create charge and share other relevant information to Bank's CBS system, including Documentation (soft copy and printable formats) and Disbursement.

## 2. Business Objectives of DLP

By Implementing this Digital Lending Platform (DLP), Bank is looking to achieve the following objectives:

- Acquiring new borrowers through digital mode with aggressive growth target of over 60% YoY growth over the next 3 years.
- 75% of the lending business mix of the bank should be acquired and serviced through Indian Bank 'Integrated Digital Lending Platform'.
- Make Indian Bank a preferred Bank in day-to-day life cycle of the customer by creating an end-to-end digital lending platform through partnership with Fintech's, payment gateways and e-marketplace.

## 3. Bidding Process

Bank will follow two bidding system. Part-I of the bid contains compliance details of the specifications for which quotation is called for. The Bidders should enrol/ register before participating through e-procurement website. Bids have to be submitted online only through e-procurement website. The bidders also need to submit necessary documents physically through offline mode to the address mentioned in the RFP. The Commercial Bid (Part II) will be submitted online only through same site and intimation will be given by email to all qualifying bidders about the date and time of opening of commercial bids.

Interested eligible bidders may submit their quotation for providing Integrated Digital Lending Platform (as specified in Part-I), as per the following procedure:

- A. Bidders should enrol/ register before participating through website - <https://www.tenderwizard.com/indianbank>. Bids have to be submitted online only at the above-mentioned website. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the tender documents. Any other documents sent by any other mode will not be accepted.
- B. **Part-I** contains eligibility criteria and compliance details of the specifications for which Bid is called for. No column shall be left blank or altered.  
**Part-II** – contains Commercial bids which will be opened later for qualified bidders only. Intimation will be given to all qualifying bidders about the date and time of opening of commercial bids.
- C. Part-I (as per Section-V - Technical & Functional Specifications) & Part-II (as per Section-V - commercial bid) to be uploaded online duly signed by the Authorized Signatory under

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the seal of the company in every page. The bidders also need to submit necessary documents physically through offline mode to the address mentioned in the RFP. Any correction should be authenticated by the same signatory. If insufficient or false information is furnished and/or if there is any deviation or non-compliance of the stipulated terms and conditions, the quotations will be liable for rejection. The price quoted in the Commercial bid should be unconditional and should not contain any strings attached thereto. The bids which do not conform to our specifications will be liable for rejection and offers with a higher configuration will not attract any special consideration in deciding the vendor.

D. Bank has the right to accept or reject any quotation/cancel the e-tender at its sole discretion, at any point, without assigning any reason thereof. Also, Bank has the discretion for amendment / alteration / extension before the last date of receipt of bid. All date and time mentioned in the RFP document are with reference to the “Indian Standard Time”.

E. **MAKE IN INDIA**

This RFP is further governed by Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion order number P-45021/ 2/2017-B.E.-II dated 15th June 2017 for the Public Procurement (Preference to Make in India), Order 2017, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 28th May 2018, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 29th May 2019, revision order no DPIIT Order No. P-45021/2/2017-PP(BE-II) dated June 04, 2020 and subsequent revision order no. P-45021/2/2017-PP (B.E.-II) dated 16th Sept 2020 & its amendment (if any).

Bank will follow the above orders and guidelines on Public Procurement (Preference to Make in India) and basis of allotment will be done in terms of the same.

i. Definitions: For the purpose of this RFP

- a. 'Local content' means the amount of value added in India which shall, unless otherwise prescribed by the nodal ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.
- b. 'Class-I local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50%, as defined under this Order.
- c. 'Class-II local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%, as defined under this Order.

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- d. 'Non - Local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than or equal to 20%, as defined under this Order.
  - e. 'L1' means the lowest tender or lowest bid or the lowest quotation received in a RFP, bidding process or other procurement solicitation as adjudged in the evaluation process as per the RFP or other procurement solicitation.
  - f. 'Margin of purchase preference' means the maximum extent to which the price quoted by a "Class-I local supplier" may be above the L1 for the purpose of purchase preference.
- ii. Eligibility of 'Class-I local supplier'/ 'Class-II local supplier'/ 'non-local suppliers' for different types of procurement
- a. In procurement of all goods, services or works in respect of which the Nodal Ministry/Department has communicated that there is sufficient local capacity and local competition, only 'Class-I local supplier', as defined under the Order, shall be eligible to bid irrespective of purchase value.
  - b. In procurement of all goods, services or works, not covered by sub-para ii(a) above, and with estimated value of purchases less than Rs.200 Crore, in accordance with Rule 161(iv) of GFR, 2017, Global tender enquiry shall not be issued except with the approval of competent authority as designated by Department of Expenditure. Only 'Class-I local supplier' and 'Class-II local supplier', as defined under the Order, shall be eligible to bid in procurements undertaken by procuring entities, except when Global tender enquiry has been issued. In global tender enquiries, 'Non-local suppliers' shall also be eligible to bid along with 'Class-I local suppliers' and 'Class-II local suppliers'.
- iii. Purchase Preference
- a. Subject to the provisions of this Order and to any specific instructions issued by the Nodal Ministry or in pursuance of this Order, purchase preference shall be given to 'Class-I local supplier' in procurements undertaken by bank in the manner specified here under.
  - b. In the procurements of goods or works which are covered by para ii(b) above and which are divisible in nature, the 'Class-I local supplier shall get purchase preference over 'Class-II local supplier', as per following procedure:
    1. In case there is sufficient local capacity and competition for the item to be procured, as noted by the nodal ministry, only class I local suppliers shall be eligible to bid. As such, the multiple suppliers, who would be awarded the contract, should be all and only 'Class-I local suppliers'



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2. In other cases, 'Class II local suppliers' may also participate in the bidding process along with 'Class-I local suppliers' as per provisions of this Order.
  3. If 'Class-I local suppliers' qualify for award of contract for at least 50% of the tendered quantity, the contract will be awarded to all the qualified bidders as per the award criteria stipulated in the bid document. However, in case 'Class-I local suppliers' do not qualify for award for contract for at least 50% of the tendered quantity, purchase preference will be given to the 'Class-I local suppliers' over 'Class-II local suppliers' provided that their quoted rate falls within 20% margin of purchase preference of the highest quoted considered for award of contract so as to ensure that the 'Class-I local suppliers' taken in totality are considered for award of contract for at least 50% of the tendered quantity.
  4. First purchase preference will be given to the lowest quoting 'Class-I local suppliers', whose quoted rates fall within 20% margin of purchase preference, subject to its meeting the prescribed criteria for award of contract as also the constraint of maximum quantity that can be sourced from any single supplier. If the lowest quoting 'Class-I local suppliers', does not qualify for purchase preference because of aforesaid constraints or does not accept the offered quantity, an opportunity may be given to next higher 'Class-I local suppliers', falling within 20% margin of purchase preference, and so on.
  5. To avoid any ambiguity during bid evaluation process, Bank may stipulate its own RFP/tender specific criteria for award of contract amongst different bidders including the procedure for purchase preference to 'Class-I local suppliers' within the broad policy guidelines stipulated in sub-paras above.
- iv. Margin of Purchase Preference: The margin of purchase preference shall be 20%.
- v. Verification of Local Content:
- a. The 'Class-I local Supplier'/ 'Class-II local Supplier' at the time of tender, bidding or Solicitation shall be required to indicate percentage of local content and provide Self-certification that the item offered meets the local content requirement for 'Class-I local supplier'/ 'Class-II local Supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made.
  - b. In case of procurement for a value in excess of Rs. 10 crores, the 'Class-I Local Supplier'/ 'Class-II Local Supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing

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chartered accountant (In respect of suppliers other than companies) giving the percentage of local content.

- c. False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.
- d. A supplier who has been debarred by any procuring entity for violation of this Order shall not be eligible for preference under this Order for procurement by any other procuring entity for the duration of the debarment. The debarment for such other procuring entities shall take effect prospectively from the date on which it comes to the notice of other procuring entities.
- vi. If nodal ministry is satisfied and communicates to bank that Indian supplier of an item are not allowed to participate and /or compete in procurement by any foreign government, it may, if it deems appropriate, restrict or exclude bidders from that country from eligibility for procurement of that item as per advise of nodal ministry.

For the Purpose of above, a Supplier or bidder shall be considered to be from a country if (i) the entity is incorporated in that country, or ii) a majority of its shareholding or effective control of the entity is exercised from that country; or (iii) more than 50% of the value of the item being Supplied has been added in that country. Indian suppliers shall mean those entities which meet any of these tests with respect to India.” Declaration to be submitted by bidder as per Annexure-XI.

- F. Bank will also provide benefits to Micro and Small Enterprises (MSEs) as per the guidelines of public procurement policy issued by Government of India. The bidders to submit declaration for claiming MSME Benefits as per Annexure-VIII.
- G. **RESTRICTION OF BIDDERS FROM COUNTRIES SHARING LAND BORDERS WITH INDIA:**

As per Ministry of Finance, Department of Expenditure, Public Procurement Division's office memorandum F.No.6/18/2019-PPD dated 23.07.2020, regarding insertion of Rule 144 (xi) in the General Financial Rules (GFR) 2017, any bidder from a country which shares a land border with India will be eligible to bid either as a single entity or as a member of a JV / Consortium with others, 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. The Competent Authority for registration will be the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT). Political & Security clearance from the Ministries of External and Home Affairs respectively will be mandatory.



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However, above condition shall not apply to bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects. Updated lists of countries to which lines of credit have been extended or in which development projects are undertaken are given in the website of the Ministry of External Affairs (MEA).

“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”

Definitions pertaining to “Restriction of Bidders from Countries sharing Land Borders with India” Clause Bidder” (including the term 'tenderer', 'consultant' 'vendor' 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.

"Bidder from a country which shares a land border with India" means:

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

"Beneficial owner" will be as under:

- i. In case of a company or Limited Liability Partnership (LLP), the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), 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 the majority of the directors or to control the management or policy decisions, including by virtue of their

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shareholding or management rights or share-holders' agreements or voting agreements;

- ii. 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 or entitlement to more than fifteen percent of capital or profits of the partnership;
- iii. 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 or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
- iv. Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.
- v. 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.

"Agent" is a person employed to do any act for another, or to represent another in dealings with third persons.

H. Please note that

- (i) The cost of preparing the bids, including visit / visits to the Bank is not reimbursable.
- (ii) The Bank is not bound to accept any of the bids submitted and the bank has the right to reject any/all bid/s or cancel the tender at any point without assigning any reason therefor.
- (iii) All pages of the Bid document, Clarifications/Amendments if any should be sealed and signed by the Authorized Signatory and to be uploaded with technical bid. A certificate to the effect that the Authorized Signatory has authority to bind the company should also be attached along with the technical bid.
- (iv) The Authority/Bank shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP, Bidding Documents or the Bidding Process, including any error or mistake therein or in any information or data given by the Authority.
- (v) Nothing in this Agreement shall obligate either Party to enter into any further Agreements.

**After technical evaluation, intimation will be given to all qualifying bidders about the date and time of opening of commercial bids.**

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## SECTION-II INSTRUCTIONS TO BIDDERS

### 1. Introduction

The Bidder is expected to examine all instructions, forms, terms and specifications given in the Bidding Documents. If any element of doubt arises, the same should be clarified from the Bank before submitting the bid. Failure to furnish all information required by the Bidding Documents may result in the rejection of its bid and will be at the Bidder's own risk. Bank will not be responsible for the same.

### 2. Pre Bid Meeting

- a. A pre-bid meeting is scheduled to be held through Video Conference/ Skype/ Webex/ physical mode (offline) on **24/06/2022 at 03:00 PM**. Bidder's designated representatives (maximum two persons) may attend the pre-bid meeting.
- b. The purpose of the meeting will be to clarify the doubts raised by the probable bidders.
- c. The Bidder is requested to submit any queries/clarifications to the Bank to the following email id on or before **20/06/2022 by 05:00 PM**.

Email id : [digitization.cell@indianbank.co.in](mailto:digitization.cell@indianbank.co.in)

In case the Probable Bidder wants to participate in the Pre-Bid Meeting to be held on the date specified in this bid, they should register themselves with the Bank by paying the cost of bid document i.e. **Rs. 50,000/-** (non-refundable) by way of Demand Draft in favour of Indian Bank payable at Chennai, or transferring the amount in the account as detailed in point no. 8 of schedule [A - Important Dates and Information on RFP Submission]. Bidders have to ensure that cost of bid document i.e. Rs. 50,000/- has already been remitted to the account as mentioned in point no. 8 of schedule [A], before raising the queries through email:

Such Bidders who have not chosen to attend the pre bid meeting are required to submit the DD for cost of Bid Document through offline/ online mode (as mentioned under point no. 8 of schedule [A]) apart from uploading the scanned DD/ Proof of e-transfer document during e-tendering. The offline submission in such case must be made to the following address well before submission of the RFP:

**Indian Bank, Head Office Building, Digitization Cell,  
6<sup>th</sup> Floor, Transformation Management Office Department,  
66, Rajaji Salai, Chennai – 600 001.**

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The text of the questions raised (without identifying the source of enquiry) and the responses given, together with amendment to the bid document, if any, will be ported in websites: <https://www.indianbank.in> and <https://www.tenderwizard.com/indianbank> and informed vide mail to the bidders who have raised queries.

### 3. Amendment of bidding documents

- 1.1 At any time prior to the deadline for submission of bids, the Bank, for any reason, whether at its own initiative or in response to a clarification(s) requested by a prospective Bidder, may modify/ cancel/ extend/ amend the Bidding Document by modification(s) / amendment(s).
- 1.2 All prospective bidders will be communicated of the details of amendments and clarifications. Signed copy of the amended document should form part of the Technical Bid. The amendments if any, will be published in the e-procurement website as well as Banks website and will form part of the Bidding document.
- 1.3 The bid, submitted cannot be withdrawn / modified after the last date for submission of the bids unless specifically permitted in writing by the Bank.

### 4. Technical Bid

The Bidder shall furnish as part of its technical bid, documents establishing the bidder's eligibility to bid and its qualifications to perform the Contract.

The documentary evidence of the Bidder's eligibility to bid and qualifications to perform the Contract if its bid is accepted, shall establish to the Bank's satisfaction that, the Bidder has the financial and technical capability necessary to perform the Contract and that, the Bidder meets the qualification requirements.

Any bid document not accompanied by the above will be rejected.

Bidder shall NOT submit any information related to Commercials in the technical bid submission process or elsewhere except in Commercial Bid Submission form in e-procurement portal. Commercial bid submitted along with other documents in technical bid shall result in the disqualification of the Bid without prejudice to other rights and remedies available to the Bank as per the Terms & Conditions of the RFP

### 5. Commercial Bid

1. The Bank will open commercial bids of only technically qualified bidders and date and time will be intimated to technically qualified bidders, after evaluation of Part-I .
2. The calling for quote does not confer any right on the bidder for being awarded any purchase order.

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## 6. Clarification of Bids

During evaluation of the bids, the Bank may, at its discretion, seek clarification from the Bidder/s. The request for clarification and the response shall be in writing/ by email, and no change in the substance of the bid shall be sought, offered, or permitted.

The Bidder shall make his/her own interpretation of any and all information provided in the Bidding Document. The Bank shall not be responsible for the accuracy or completeness of such information and/or interpretation. Although certain information's are provided in the Bidding Document, however, bidder shall be responsible for obtaining and verifying all necessary data and information, as required by them. The Bank reserves the right to accept or reject any/ all tender in whole or in part without assigning any reason whatsoever. The Bank shall not be bound to accept the lowest tender and reserves the right to accept any or more tenders in part. Decision of Bank in this regard shall be final.

## 7. Bid Security (Earnest Money Deposit)

The Bidder should submit at the time of online submission of Bid, as part of its bid, a bid security / EMD in the form of Fund transfer/ Bank Guarantee issued by a Scheduled Commercial Bank located in India (other than Indian Bank), in the form provided in the Bidding Documents for a sum of Rs.2,00,00,000/- (Rupees Two Crore only) valid for 225 days from the last date for submission of Bid. Bank may seek extension of Bank Guarantee, if required. Relaxation if any, extended by GOI/ competent authorities for furnishing the EMD shall be passed on to the bidders.

Unsuccessful Bidders' Bid Security will be discharged or returned. The successful Bidder's Bid Security will be discharged upon the Bidder signing the Contract and furnishing the performance security.

The bid security may be forfeited if:

- a) Bidder withdraws its bid during the period of bid validity

or

- b) In the case of a successful Bidder, if the Bidder fails to sign the Contract within the specified time from the date of issue of purchase order, or to furnish performance security.

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## 8. Cost of Bid Document

Cost of Bid Document **Rs. 50,000/- (Rupees Fifty Thousand only)** along with technical bid to be submitted in the form of DD favouring Indian Bank, payable at Chennai, if not participated in the pre-bid meeting, or through electronic transfer as detailed in point no. 8 of schedule [A].

MSE/ NSIC registered bidders are exempted from submitting the bid cost. Such bidders should submit the copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure - VIII duly signed by company secretary/ Director of the concerned enterprise.

## 9. Evaluation Criteria

All bids shall be evaluated by an Evaluation Committee set up for this purpose by the Bank. The evaluation shall be on the basis of technical competence and the price quoted. The Technical Evaluation and the Commercial Evaluation shall have the weightage of 70% and 30% respectively, and this weightage shall be taken into consideration for arriving at the Successful Bidder. The assessment methodology is covered in the next section.

The proposals will be evaluated in three stages.

- Phase 1 – Eligibility cum General Evaluation Criteria
- Phase 2 – Technical Evaluation Criteria
- Phase 3 – Commercial Evaluation Criteria
- The Criteria for Techno Commercial Evaluation will have weightage of 70:30 (Technical: 70 Commercial: 30).
- Technical evaluation shall be done as per details in below section
- The minimum qualification marks in Technical evaluation is 70%. The commercial bid of only technically qualified bids shall be opened.
- The bidder with the Highest Combined Score (H1) shall be selected. In case of tie between two or more bidders for the Highest Total Combined Score, then the bidder with Highest Technical Score amongst such bidders shall be the successful bidder.
- During Technical Evaluation the score of the Bidders will not be shared.
- Bank will follow the internal procedure for necessary approvals and thereafter proceed with notification of award of contract.
- The methodology to evaluate the Highest Total Combined Score is as follows;

The Technical Bids will be allotted weightage of 70% while Commercial Bids will be allotted weightage of 30%. A combined score (Hn) will be arrived at after considering the

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Commercial quote and the marks obtained in Technical evaluation with relative weights of 30 % for Commercial bid and 70 % for Technical Bid according to the following formula:

The bidder obtaining the Highest Combined Score in evaluation of technical and commercial evaluation will be ranked H-1 followed by proposal securing lesser marks as H-2, H-3 etc. Bidder securing Highest Combined Marks and ranked H-1 shall be recommended for award of contract.

The detailed method with example is given below to demonstrate how the final ranking/scoring of bidders is done:

The marks obtained in Technical Evaluation will be given a weightage of 70% which will be termed as "**Weighted Technical Score**" (WTS) and shall be arrived at as under:

**Weighted Technical Score (WTS):  $(T/T1) * 70$**

T: Technical score of the respective bidder

T1: Highest technical score of all qualified bidders

The total marks of 1,000 as per technical evaluation criteria will be scaled down to 70 marks as furnished below.

*For Example:* If there are two bidders "A" and "B" who score 800 and 900 marks respectively, their "WTS" would be as under:

Bidder "A" =  $800 / 900 * 70 = 62.22$  marks, Bidder "B" =  $900 / 900 * 70 = 70$  marks

- If sufficient numbers of bidders do not qualify the cut off score, Bank at its sole discretion may reduce the cut off score. Bank reserves the right to accept or reject any technical bid without assigning any reason thereof. Decision of the Bank in this regard shall be final and binding on the bidders.
- In the second phase of evaluation, Commercial Bids of those bidders, whose technical bids have been short-listed and who have qualified in technical evaluation as explained above after scoring of Techno Evaluation, will be opened. After opening of Commercial Bids, and commercial evaluation & verification of the commercial bids will be done by the Bank.
- For the final evaluation, total cost of ownership (TCO) quoted by the bidder will be the given 30% weightage using the formula, given below as part of Techno-Commercial Evaluation Process:

**Weighted Commercial Score (WCS):  $(L1/C) * 30$**

L1: Lowest price of all qualified bidders

C: Commercial bid of the respective bidder

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Extending the example given above, in case Bidders, Bidder "A" and "B" for example quote TCO as Rs. 2,10,000 and Rs.2,00,000 respectively, then the WCS in their case would be calculated as under:

$$\text{Bidder "A"} = 2,00,000 / 2,10,000 \times 30 = 28.57 \text{ marks}$$

$$\text{Bidder "B"} = 2,00,000 / 2,00,000 \times 30 = 30 \text{ marks}$$

- d) The total of Technical and Commercial Scores of each bidder will become basis of final ranking of bidders. Bidder whose total of Technical & Commercial Scores is highest will be as "H1 Bidder" and bidders with second & third highest final scores will be ranked as "H2" and "H3" and so on and so forth.

$$\text{Total Score H1} = (T / T1) * 70 + (L1 / C) * 30$$

In above examples, the Total Score after Techno-Commercial evaluation (H1) of Bidders "A" and "B" will be as under:

Bidder	Weighted Technical Score	Weighted Commercial Score	Total Score
A	62.22	28.57	90.79
B	70	30	100

### 9.1 Eligibility Criteria:

The eligibility evaluation shall be done as per the eligibility criteria given below.

Only those Bidders who fulfil the following criteria are eligible to respond to the RFP. Offers received from Bidders who do not fulfil any of the following eligibility criteria are liable for rejection.

**The bidder must fulfil the criteria mentioned in the table below in order to bid for this RFP:**

S.No.	Eligibility Criteria	Supporting Documents
1	The bidder must be a registered Company (Public / Private) / PSU / PSE / Partnership Firm / LLP in India and been in operation in India for at least <b>3 years</b> as on the date of bid submission.	Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along with copies of Memorandum and Articles of Association/ Partnership Deed to be submitted along with GST registration certificate.



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2	<p>The <b>average annual turnover</b> for the three financial years 2019-20, 2020-21, 2021-22 of the bidder should be <b>Rs. 25.00 crores or above.</b></p> <p>If March 2022 audited results are not published as on date of bid submission, the financials of 2018-19, 2019-20 &amp; 2020-21 to be submitted for eligibility valuation.</p>	<p>Self-attested Copies of audited financial statements, duly certified by auditor along with the auditor's report to be enclosed.</p>
3	<p>The Bidder should have registered positive Net Worth of at least Rupees 100 crores as per the latest audited financial statement. The bidder should have earned net profit in at least one out of three preceding Financial Years 2019-20, 2020-21, 2021-22 from business in India.</p> <p>If March 2022 audited results are not published as on date of bid submission, the financials of 2018-19, 2019-20 &amp; 2020-21 to be submitted for eligibility valuation.</p>	<p>Self-attested Copies of audited financial statements duly certified by auditor along with the auditor's report to be enclosed.</p>
4	<p>The proposed End-to-End Digital lending platform Solution [comprising of at least one of Retail, MSME or Agriculture modules] should have been implemented [not necessarily by the bidder**] and in production with at least THREE CLIENTS, in the last 3 years, out of which at least ONE implementation should be for a Scheduled Commercial Bank in India with 500+ branches. Implemented solution should have gone live on or before the date of release of this RFP.</p> <p>** - These implementations of the solution need not necessarily be implemented by the Bidder participating as SI in this bid.</p>	<p>The bidder to submit certificates from the Banks / Organisations along with the copy of Purchase Order to the effect that the solution is implemented and working satisfactorily.</p>

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5	<p>The bidder shall be the OEM of the proposed Digital Lending Platform (DLP) solution or authorised dealer/system integrator. The bidder will be responsible for supply of Licenses and solution implementation and maintenance support under warranty/ AMC of the proposed solution during the contract period.</p> <p>OEM should have its development &amp; support center in India. This should be full fledged establishment and not created for the submission of this Bid.</p>	<p>If the applicant is a OEM, an Undertaking Letter has to submitted to this effect.</p> <p>If the bidder is an authorised dealer/system integrator, an Authorization letter from their OEM to deal/market their product in India and it should be valid for a minimum period of six years from the date of RFP.</p> <p>The OEM authorization letter to confirm their willingness to enter Tri-Partite Agreement as per terms of the bank, which will be shared to successful bidder</p> <p>Self-declaration with the necessary proof to be submitted for OEM development and support centres in India,</p>
6	<p>The bidder should have ability to provide on-site resources in Chennai and Mumbai (in case of DR), at the Bank's desired location for implementation and support as per need of the Bank with adequate number of engineers having expertise &amp; experience in understanding &amp; implementing the technical, operational Banking, business, functional, report level requirements of the Bank and regulatory requirements for each module of proposed digital lending solution.</p>	<p>Undertaking from the bidder on bidder's letter head signed by the authorized signatory of the bidder.</p>
7	<p>The Bidder should have at least 200 technical resources (In India) on its roles across areas such as Technical Architecture, Engineering/ Development/ Testing in (Web/ Mobile), Design Engineering (UI/UX Designers), Business Analyst / Subject</p>	<p>Undertaking from the bidder on bidder's letter head signed by the authorized signatory of the bidder.</p>

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	Matter Expert (in Banking Domain etc.) – (excluding the resources in support and Maintenance Activities) as on the date of RFP.	
8	The Bidder is not from such a country which shares a land border with India, in terms of the said amendments to GFR, 2017.  (or)  The Bidder is from such a country and has been registered with the Competent Authority i.e. the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade, as stated under Annexure to the said Office Memorandum / Order and we submit the proof of registration herewith.	Undertaking as per Annexure-IX to be submitted.
9	The Bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/ management or partnership firms/ LLPs having common partners has not participated in the bid process.	Self-certified letter signed by authorized official of the bidder to be submitted.
10	The Bidder should not have been blacklisted/ debarred by the Central Government/ State Governments/ Semi-Government departments / Regulatory Authorities / Financial Institutions/ banks/ Public Sector Undertakings in India and overseas.	A Self-Declaration to be furnished by the Bidder on the Company's letter head for the same as per Annexure-II.
11	The Bidder should have neither failed to perform on any agreement during the last three years, as, evidenced by imposition of a penalty by an arbitral or judicial pronouncement or awarded against the Bidder or its Affiliates/ Group Companies/ member firms, nor from any project or agreement nor had any agreement terminated for breach	Self-Declaration on Bidder's Letterhead signed by the authorized signatory.

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	by such Bidder or of its Affiliates/ Group Companies/ member firms	
12	Bidder should not be insolvent, in receivership, Bankrupt, or being wound up.	Self-Declaration on Bidder's Letterhead signed by the authorized signatory.
13	The Bidder's Firm should not be owned or controlled by any Director or Employee (or Relatives) of the Bank	Self-Declaration on Bidder's Letterhead signed by the authorized signatory.

**To Note:**

- Attested copies of all relevant documents / certificates should be submitted as proof in support of the claims made. The bidder should provide relevant additional information wherever required in the eligibility criteria. The Bank reserves the right to verify /evaluate the claims made by the Bidder independently. Any decision of the Bank in this regard shall be final, conclusive and binding upon the Bidder.
- Scheduled commercial banks do not include Small Finance Banks, Regional Rural Banks and Co-operative Banks.
- Each business entity can submit only one bid. However, multiple SI may bid separately with the same OEM.
- All products/solutions quoted in this RFP should be the latest version in their respective categories and must have a roadmap for at least 10 years and the quoted version should not have end of life/support for at least 6 years.
- If required, the bidder if OEM, may utilize System Integrators (SI) to provide part of the scope of work (subject to approval from Bank). However, the bidder will be responsible for delivering the end-to-end solution. Bidder shall be the single point of contact and solely responsible for the implementation, integration, support and maintenance for the entire project. The bidder will be solely responsible for ensuring adherence to the Service Levels, terms & condition and Service Quality for each of the deliverables executed.

**9.2 General Evaluation Criteria**

- a) All bids shall be evaluated by an Evaluation Committee set up for this purpose by the Bank.
- b) The Bank will examine the bid to determine whether they are complete, whether the documents have been properly signed and whether the bid is generally in order.

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- c) The bank may waive any minor informality, non-conformity, or irregularity in a bid which does not constitute a material deviation.
- d) Prior to the detailed evaluation, the bank will determine the substantial responsiveness of bid documents. For the purposes of these clauses, a substantially responsive quote is one which conforms to all the terms and conditions of the bid documents without material deviations.
- e) During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter / email seeking clarification/ explanation.
- f) In addition to the above, bidder shall arrange for site visits (if required) for Bank's team, where the bidder's and / or OEM's software is already functional / implemented.

### 9.3 Technical evaluation

Total marks for technical and functional valuation is 1000 which will be given 70% weightage. Minimum cut-off for qualifying in technical evaluation is 700 out of 1,000 marks.

The technical evaluation will be based on the table given below.

SNO.	COMPONENT	TECHNICAL PARAMETERS	MAX MARKS
1	<p>Experience in digital journey implementation in Scheduled Commercial Banks, NBFC (end-to-end from on boarding to disbursement – STP/Near STP)</p> <p>*Bidder has to submit the credentials from the clients. (credential should contain the details of products (LIVE) <b>implemented by OEM</b>)</p>	<p>Category A: Loan modules implemented in Scheduled Commercial Banks with business size of at least INR one lakh crore: Number of unique loan modules implemented</p> <p>(Each module like Personal Loan, Home Loan, Vehicle Loan, KCC, Gold Loan, Working Capital facility, etc. would carry <b>5 marks</b>. Necessary supporting documents from clients to be submitted as proof)</p> <p>Category B: Loan modules implemented in Scheduled Commercial Banks with less than INR 1 lakh crore business, NBFCs/Small Finance Bank/RRBs/Co-operative Banks in India/ global installations for Banks outside India. Only clients having asset size of at least INR Twenty Thousand crore will be</p>	100

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	To be submitted with back papers & Annexure no. XVII	considered for category B: Number of unique loan modules implemented  (Each module like Personal Loan, Home Loan, Vehicle Loan, KCC, Gold Loan, Working Capital facility, etc. would carry <b>3 marks</b> . Necessary supporting documents from clients to be submitted as proof).  Each module will be counted only once for scoring,							
2	Experience in digital journey implementation in Scheduled Commercial Banks, NBFC (end-to-end from on boarding to disbursement – STP/Near STP)  *Bidder has to submit the credentials from the clients. (credential should contain the details of products <b>(LIVE) implemented by OEM</b> )  To be submitted with back papers & Annexure no. XVIII	Scheduled Commercial Banks/ NBFCs/Small Finance Bank/RRBs/Co-operative Banks in India/ global installations for Banks outside India. Only clients with asset size of at least INR Twenty Thousand crore will be considered.  <b>Segment based – Max- 30:</b>  <table border="1"> <thead> <tr> <th>Journeys implemented</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Digital Journey Implemented in all three segments (Retail, MSME &amp; AGRI)</td> <td>30</td> </tr> <tr> <td>Digital Journey Implemented in any two of three segments (Retail, MSME &amp; AGRI)</td> <td>15</td> </tr> </tbody> </table>	Journeys implemented	Marks	Digital Journey Implemented in all three segments (Retail, MSME & AGRI)	30	Digital Journey Implemented in any two of three segments (Retail, MSME & AGRI)	15	30
Journeys implemented	Marks								
Digital Journey Implemented in all three segments (Retail, MSME & AGRI)	30								
Digital Journey Implemented in any two of three segments (Retail, MSME & AGRI)	15								
3	Experience in digital journey implementation in Scheduled Commercial Banks, NBFC (end-to-end from on boarding to disbursement – STP/Near STP)	Category A: Loan modules implemented in Scheduled Commercial Banks with business size of at least INR one lakh crore: Number of unique loan modules implemented  (Each module like Personal Loan, Home Loan, Vehicle Loan, KCC, Gold Loan, Working Capital facility, etc. would carry <b>5 marks</b> . Necessary supporting documents from clients to be submitted as proof)	50						

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	<p>*Bidder has to submit the credentials from the clients. (credential should contain the details of products (LIVE) <b><u>implemented by SI</u></b>)</p> <p>*if OEM directly participates as bidder, the marks here will be for the OEM, else it is the marks <b><u>for implementations of SI</u></b></p> <p>To be submitted with back papers &amp; Annexure no. XIX</p>	<p>Category B: Loan modules implemented in Scheduled Commercial Banks with less than INR 1 lakh crore business, NBFCs/Small Finance Bank/RRBs/Co-operative Banks in India/ global installations for Banks outside India. Only clients having asset size of at least INR Twenty Thousand crore will be considered for category B: Number of unique loan modules implemented</p> <p>(Each module like Personal Loan, Home Loan, Vehicle Loan, KCC, Gold Loan, Working Capital facility, etc. would carry <b>3 marks</b>. Necessary supporting documents from clients to be submitted as proof)</p> <p>Each module will be counted only once for scoring,</p>							
<p><b>4</b></p>	<p>Experience in digital journey implementation in Scheduled Commercial Banks, NBFC (end-to-end from on boarding to disbursement – STP/Near STP)</p> <p>*Bidder has to submit the credentials from the clients. (Credential should contain the details of products (LIVE) <b><u>for implementations of SI</u></b>)</p> <p>*if OEM directly participates as bidder, the marks here will be for the OEM, else it is the marks <b><u>for</u></b></p>	<p>Scheduled Commercial Banks/ NBFCs/Small Finance Bank/RRBs/Co-operative Banks in India/ global installations for Banks outside India. Only clients with asset size of at least INR Twenty Thousand crore will be considered.</p> <p><b>Segment based – Max- 20:</b></p> <table border="1" data-bbox="655 1332 1236 1704"> <thead> <tr> <th>Journeys implemented</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Digital Journey Implemented in all three segments (Retail, MSME &amp; AGRI)</td> <td>20</td> </tr> <tr> <td>Digital Journey Implemented in any two of three segments (Retail, MSME &amp; AGRI)</td> <td>10</td> </tr> </tbody> </table>	Journeys implemented	Marks	Digital Journey Implemented in all three segments (Retail, MSME & AGRI)	20	Digital Journey Implemented in any two of three segments (Retail, MSME & AGRI)	10	<p><b>20</b></p>
Journeys implemented	Marks								
Digital Journey Implemented in all three segments (Retail, MSME & AGRI)	20								
Digital Journey Implemented in any two of three segments (Retail, MSME & AGRI)	10								

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	<b><u>implementations of SI</u></b>  To be submitted with back papers & Annexure no. XX		
<b>5</b>	5 (i) Technical Compliance	Based on Technical specification compliance captured in Technical specifications	<b>80</b>
	5 (ii) Functional Compliance	Based on Functional specification compliance captured in functional specifications	<b>320</b>
<b>6</b>	Presentation	<b>Presentation</b> should cover: <ul style="list-style-type: none"> <li>• Executive summary</li> <li>• Solution Overview (Reference to requirements in RFP with Sub section heading will be desirable), Understanding of RFP, Scope of Work</li> <li>• Implementation approach with key milestones and go-live dates</li> <li>• Project Management, Planning, Resource Management and Execution Timelines</li> <li>• Business benefits realization &amp; Value creation</li> </ul>	<b>150</b>
<b>7</b>	Demo	<b>Demo</b> – Bidder has to demonstrate at least 2 Live Journeys, nearer to bank's requirement from two different SCB/NBFCs and it should not be prototypes/videos  Additionally, the bank can ask the bidder (OEM/SI) to demonstrate creation / modification of journeys with select API integrations.	<b>150</b>
<b>8</b>	Customer References	References for Digital Lending Platform implementations in Category A: Loan modules implemented in Scheduled Commercial Banks with business size of at least INR one lakh crore:	<b>70</b>



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	To be submitted with back papers & Annexure no. XXI	<p>Number of references` : (Each reference Bank would carry <b>5 marks</b>. Necessary supporting documents from clients to be submitted as proof)</p> <p>References for Digital Lending Platform implementations in Category B: Loan modules implemented in Scheduled Commercial Banks with less than INR 1 lakh crore business, NBFCs/Small Finance Bank/RRBs/Co-operative Banks in India/global installations for Banks outside India. Only clients having asset size of at least INR Twenty Thousand crore will be considered for category B:</p> <p>Number of references: (Each reference NBFC would carry <b>3 marks</b>. Necessary supporting documents from clients to be submitted as proof)</p> <p>*Marks will be based on positive feedback from each reference. Bidders to provide details of implementation, contact persons address, mail-id, phone number. Bank reserves the right to contact each reference to obtain the feedback regarding all Digital Lending Platform installations at such reference sites by visit/ voice call/ video call/ mail. Bidder to facilitate such meetings with reference customers.</p>	
9	<p>Team</p> <p>To be submitted with back papers &amp; Annexure no. XXII</p>	Based on credentials and experience of the team for the project	30
<b>TOTAL</b>			<b>1,000</b>

Technically qualified bidders alone will be intimated to participate in the commercial bid opening (bids submitted online) to identify L1 bidder, and the evaluation will take into account the following factors:



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1. The Bill of Material must be attached in Technical Bid as well as Commercial Bid. The format will be identical for both Technical Bid and Commercial Bid, except that the technical bid should not contain any price information (Prices to be masked). Technical bid without Bill of Materials will be liable for rejection. Any deviations from the Bill of Material / non-submission of prices as per the format shall make the bid liable for rejection.
2. The optimized TCO (Total Cost of Ownership) identified in the commercial bid would be the basis of the entire outflow of the Bank for undertaking the scope of work.
3. In case there is a variation between figures and words, the value mentioned in words will be considered.

**Note:**

1. The highest technical bidder may not automatically qualify for becoming successful bidder and for award of contract by the bank.
2. The Successful Bidder shall be the first ranked Bidder (having the highest combined score). The final decision on the successful bidder will be taken by the bank. The implementation of the project will commence upon acceptance of purchase order by the successful bidder.
3. If for some reason, the successful bidder fails to execute an agreement within a specified timeline, the bank reserves the right to award the contract to the next most eligible bidder based on the final evaluation scope of technical evaluation scores and commercial prices quoted.
4. In case of a tie of Total Score between two or more bidders, the Bid with higher technical score would be chosen as the successful Bidder.
5. The bank will calculate the scores up to two decimal points only. If the third decimal point is greater than 0.005, then the same shall be scaled up else, it shall be scaled down to arrive at two decimal points.
6. The scores of the bidders based on technical evaluation will not be shared / communicated to the bidders.

#### 9.4 Commercial evaluation

Bank will open commercial bids submitted by bidders online, for only the technically qualified Bidders who alone will be intimated to participate in the commercial bids opening, through which Bank will identify successful Bidder for awarding contract.

The commercial bids have to be submitted online along with other bid documents as per commercial bid format (Part-II of RFP). The price quoted should be inclusive of all charges but exclusive of taxes only. The unit price for each line item should be comparable to prevailing market rates.

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### Commercial Bid evaluation through NPV method:

The commercial bids submitted by the bidders will be evaluated based on discounted total cost of ownership (Net Present Value (NPV)). The discount rate will be used @ 10%. The key considerations of the TCO would be the total pay-outs for entire project through the contract period, discounted at 10% to arrive at the present value of the future cash outflows. 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 (OTC) the NPV cost of the deliverables / 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.

In Part II Commercial bid, line-item A. License & ATS Cost and line-item D. Onsite FMS support charges will be rationalized for TCO calculation using the NPV method.

## 10 Proposal Process Management

The Bank reserves the right to accept or reject any or all proposals received in response to the RFP without assigning any reasons thereof. Also, the bank reserves rights to revise the RFP, to request one or more re-submissions or clarifications from one or more Bidders, or to cancel the process in part or whole without assigning any reasons.

Additionally, Bank reserves the right to alter the requirements, in part or whole, during the RFP process, and without re-issuing the RFP. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, subsequent presentations, demos and any other meetings during the process.

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## 11 Liabilities of Bank

This RFP is not an offer by Bank, but an invitation for bidder responses. No contractual obligation on behalf of Bank whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of Bank and the bidder.

## 12. Bid and Proposal Ownership

The Bid submitted and all supporting documentation/ templates are the sole property of Indian Bank and should NOT be redistributed, either in full or in part thereof, without the prior written consent of Bank. Violation of this would be a breach of trust and may, inter-alia cause the Bidder to be irrevocably disqualified. The proposal and all supporting documentation submitted by the Bidder shall become the property of Indian Bank and will not be returned.

## 13. Bid Pricing Information

By submitting a signed bid, the Bidder certifies that the Bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP. No attempt by the Bidder, to induce any other bidder to submit or not to submit a bid for restricting competition, has occurred.

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### SECTION – III

#### CONDITIONS OF CONTRACT

#### 1. Broad Scope of Work – Minimum requirements for the Integrated Digital Lending Platform to be delivered are as follows:

- 1.1 The platform should be Web / Mobile App / Tablet responsive providing end-to-end Digital Lending Platform for Straight Through and Assisted Digital Lending Journeys including Leads, Origination and Processing solution for Retail, Agriculture and MSME segments and capable of streamlining the sourcing, processing, approval, disbursement and monitoring process.
- 1.2 Designed using Micro services and Open API, Cloud Native and Containerized Architecture providing Omni-channel and unified customer experience, with deep analytics and AI/ML engine.
- 1.3 The platform should be low-code/ no-code, scalable, modular with enhanced UI/UX functionalities having ability to develop new journeys through drag & drop workflows. The platform should have out of the box solutions with end-to-end implementation timelines of 12-15 weeks
- 1.4 Use a multi-tier (minimum 3-tier) architecture using modern CSP (Cloud Service Provider) agnostic cloud-native technologies for deployment at on-premises environment.
- 1.5 Handle end-to-end loan life cycle management i.e. from complete loan origination and processing system having automated process from lead management till loan disbursement and post sanction compliance.
- 1.6 All the functional, operational and analytics aspects of RAM Sector portfolios including Unsecured Business Loans, Personal Loans, Vehicle Loans, Home Loans, Consumer Durable Loans, Education Loan, Jewel Loans, KCC Loans, MUDRA Loans, SME loans, Agri. Loans etc. to be delivered as part of the solution
- 1.7 Inbuilt credit underwriting capabilities and also have capability to integrate with technology based automated credit underwriting module from any Fintech company/ third party vendor/ service provider.
- 1.8 Enable the Bank to co-create & co-execute value-based digital offerings in partnership with ecosystem players like customers, partners, Fintechs, etc., through 'Open Banking' and leveraging Account Aggregator services, etc.
- 1.9 Provide product configuration and management functionalities, Workflow Engine with Loan Origination, Processing and Management capabilities with integration to Core Banking System, Lead Management/CRM Module and other internal / external systems of the Bank.

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- 1.10 Digital data collections including but not limited to Advanced Analytics models, Case management, workflow management, overdue tracking and management, Legal management (SARFAESI/ other measures at each of the stages), Communication (Notice tracking etc.), Collections (through Mobile module/ Web module for agents, agencies, and branches etc.).
- 1.11 Open and Pre-integrated ecosystem partnerships by securely exposing digital platform components (Business and Data components) via APIs to external parties i.e. allow use of internally developed valuable portfolio of reusable components in the partner's offerings, to generate new revenues, increase customer satisfaction, etc.,
- 1.12 Pre-integrated with various service providers in the eco-system like UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, Credit Bureaus, CERSAI, SEBI, PAN, GST, MCA, EPFO, ITR, Udyam Portal, Bank Statements, etc. Further, successful bidder has to facilitate any other integrations which may be required for DLP in future, without any additional cost to the Bank.
- 1.13 Correlation / validation of data from various Analytical sources, Fraud/ AML checks, CKYC, defaulter/ blacklist check, De-duplication, related party transaction, cross-comparison of data, internal database checks, etc.
- 1.14 The platform should provide multi-approval workflow for different activities like data entry, document submission and approvals based on risk segments etc. for:
  - i. Lead generation
  - ii. Quick / Detailed data entry
  - iii. Duplicate Check / Review, KYC Checks
  - iv. Credit Scoring
  - v. Document Processing
  - vi. Credit Bureau Checks (CIBIL, Experian, EquiFax, Highmark etc.)
  - vii. Multi-level credit evaluation
  - viii. Decision Making
  - ix. Disbursement
  - x. Post Disbursement Compliance
  - xi. Monitoring & Review renewal etc.
- 1.15 De-dupe with the application details like ID numbers (PAN, Aadhaar, etc.), names or parts thereof, telephone numbers against similar lists in product databases. The platform should have configurable business rule engine to approve/ recommend / reject the applications, based on the results of the compliance checks on pre-determined business rules configured. Integration with AADHAAR and other data vaults to be configured.

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- 1.16 Comprehensive analytics and reporting to get crucial insights on customer behavior so that Bank's offering can be tailored and targeted more precisely.
- 1.17 Collect and analyze data generated from other applications of the bank to generate real time / near real time analytics with insights on usage, to optimize the product offering like customer segmentation, next best offer, cross sell / upsell, hyper personalization, Collection scorecards, Treatment strategy, EWS, Settlement models, etc.,
- 1.18 Provide necessary dashboards, reports and audit trails, where branches/controlling offices can view or track the post sanction details based on the business rules/ configurations set up as per the Bank's policy.
- 1.19 Generation of statistical and management reports on Assisted Persona Journeys like no. of proposals assigned, no. of proposals completed, Time taken to complete each proposal, Process History Report, User Performance Report, Average proposal time Report and other MIS reports as decided by the Bank from time to time.
- 1.20 The platform architecture must be scalable and shall support increasing number of users and concurrent transactions
- 1.21 Solution should have full-fledged feature for Loan Co-Lending which can also be integrated to the Fintech or NBFC partners
- 1.22 Platform to re direct the lead to the branch (trigger the case in branch queue) if the applicant drops out during the digital journey
- 1.23 List of modules identified for Digital Lending Platform\*

Retail	MSME	Agriculture
a) Personal Loan Module	a) PMMY Module	a) Gold Loan Agri Module
b) Home Loan Module	b) Working Capital Module	b) Crop Loan/ KCC Module
c) Loan against property Module	c) Term Loan Module	c) Agriculture Term Loan module
d) Loan against securities (like Term Deposits, Shares, etc) Module	d) Bills Purchase & Discounting Module	d) Agriculture & Allied Activity WC/TL loan module
e) Vehicle Loan Module	e) Module for Renewals and top up for existing loans	e) Agri-Infra investment loans (cold storages etc.), Warehouse Receipts credit module

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f) Jewel loan Module	f) MSME Gold TL & OD Module	f) SHG / JLG module
g) Education loan Module	g) Module for Government scheme loans	
h) Consumer Durable loan Module	h) Module for Non Fund based limits – BG, LC, etc.	
	i) Composite Loans, Lease Rent discounting (IB Rental), Standby facilities, Cluster Financing, Co-Lending, Supply Chain Financing	

\*Above list refers to modules and every module would have numerous journeys on basis of Bank's requirements. Indicative journeys under the modules are listed out under–SECTION-V PART I - Technical and Functional Requirements.

**If Bank requires to extend the DLP beyond RAM segment, the successful bidder has to deliver the same at mutually agreed rates.**

1.24 Additional requirements:

❖ **Digital Lending Business Process Design:**

The successful bidder will provide recommendations to the bank for drawing the complete road map and execution plan of the proposed platform and use cases / journeys. Activities envisaged as part of Design are as follows:

- Define/recommend Business Cases for the proposed solution based on the platform capabilities
- Define detailed business model with different monetizing options and operating model for Indian Bank 'Integrated Digital Lending'.
- Recommend the guidelines and guiding principles for digital lending process design.
- Detailing of use cases, technology process–for each journey - what are the touch points, what is the process flow, technology integration required.
- Understanding existing systems and recommend customisation required, if any, in those systems to ensure seamless interaction.



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- Strategize and enhance online digital capabilities, focusing on a hyper-personalized services model to fulfil and render services relating to customer perspective, customer daily/lifestyle needs.
- Identification of partners for various services to be rendered on the Platform.
- On-Boarding of identified partners on bank ecosystem while supporting bank team to run back-ground checks.
- Defining customer journeys to enable those services while linking with Bank Products and ancillary services.

❖ **Customer Experience:**

- Excellent User Interface (UI) and User Experience (UX) is one of the key requirements. The bidder must have the team with requisite qualifications and experience.
- The platform shall provide an Omni-channel experience to customers / users.
- Consistent user experience and feature parity.
- The platform should trigger automated alerts & notifications to customers and relevant Bank users at each stage and especially in case of drop offs or in case of exceptions.
- All services necessary to provide a seamless digital experience to the customer need to be developed, called and integrated for the front-end experience of the user.
- Ability to leverage bank's data to personalize the experience for consumers in real time / near Real-time.
- Intuitive customer experience & journey led design to improve platform adoption.
- The Platform shall provide multilingual interface for customers to support at least 15 regional languages.
- The platform should support Design experience that can be used, understood and accessed by people with diverse range of visual, auditory, physical abilities as per existing standards.
- The platform should support Logical navigation with proper semantic tags must be applied. System should notify content managers of potential accessibility problems (ex. missing alt tags, etc.) prior to page publishing. The customer should be able to complete any journey / use cases in minimum number of clicks as per EASE guidelines/ best industry standards.

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- The data entry forms must be designed in guided wizard manner, so that users are able to capture the data accurately.
  - While designing any form for online and offline filling, platform must ensure a common form template is used. The same template should be used to generate both online and offline versions of the forms. This will help maintain a common design template for seamless digital experience and field level validation logic for both responsive online forms and offline forms.
- ❖ **System Architecture, Self Service & Assisted Channels:**
- The solution should be in web-based technology supporting three tier architecture.
  - The platform should interface with various internal / external systems on web services messaging formats REST API/SOAP based with data formats JSON, XML, ISO etc.
  - The system architecture to be modular with separate modules to run independently.
  - The application should support open source, server-side languages and client-side scripting/ programming languages.
  - System should be able to Extract, Transform and Load data from the source systems.
  - The proposed platform should be Big Data ready.
- ❖ **Channels for digital delivery of lending products and services to the customers:**
- Mobile App, Web Portal, Internet Banking, Branch Portal (accessible through tablet devices and Branch Intranet) to be used by branch staff, marketing officers, agent's/ business correspondents, Automated self-service kiosks, wearables devices etc.
  - The platform should allow customer / branch / Bank users to resume the journey from the point of drop-off across all channels.
  - The customer should be able to initiate a journey on one channel and should have a facility to complete the same on any other channel.
  - The platform should have the provision to on-board partners & configure service terms with minimal (or) no integration having Low Code / No Code functionality.

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- The 'Integrated Digital Lending Platform' will be a single stop for new customer onboarding, sales of banking loan products through STP / assisted journeys (where ever required) for different segment of customers.
  - Journeys shall be designed by taking in to account all products and / or customers' Existing to Bank (ETB) / New to Bank (NTB).
  - The Platform shall be able to on-board NTB customers through integration with bank's existing E-KYC/ V-KYC systems or through Bank's partners.
  - The platform will integrate with Fintech partner(s) to enable End to End automation of Loan Application Process for different Loan Products (across segments like Retail, MSME, Agriculture). The proposed Platform should be able to integrate with these Fintech partner(s) through APIs to enable the customers to initiate the loan application process on Indian Bank 'Integrated Digital Lending' platform.
  - Platform should have in-built Business Rules Engine (BRE) and workflow for credit decisioning digitally or assisted wherever required.
  - To configure dynamic rules across products which remain flexible and adapt based on pre- defined / identified scenarios.
  - In addition to the bank's products and services, customers should also be able to avail third party financial products (Financial cross-selling)
  - The bidder shall closely work with the bank in identification of such 3rd party service providers and will be responsible for integration with the proposed platform.
- ❖ **Financial cross-selling enables sales of Third-Party Financial Products**
- Analytics driven, personalized, intuitive next-gen interface which act as a single-stop to showcase Lending Products of Indian Bank, its associates and Partners.
  - Provides user interfaces for product selection, product comparison, calculators, lead capture, lead status tracking, customer on-boarding and redirect to core systems for financial transactions.
  - Transact, integrate and operate for credit facilities with range of business partners from e-commerce sites, merchants and third-party service providers such as Bancassurance, Wealth management, Education, etc.
  - Easy bundling of Bank's Financial and digital banking offers with Bank's financial partners.
  - Simple intuitive user interfaces for quick registration, product search, ease of use, Front End ecommerce portal integrates with partner eco-system.

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- Engage visitors with advanced catalogue browsing experience. Offer Personalized offers with Layered Navigation and Contextual Search.
- Alert management to leverage opportunity to market the right product & services
- Standard user level task views / dashboards and allow configurations of the views as may be needed by the Bank.
- End to end journey view by customer, customer groups, branches, zones, regions as per the specifications of the Bank.
- Platform must include in-app analytics to measure user engagement across messaging channels, mobile, websites, applications, journeys etc.
- Platform must capture real-world business events, such as when a customer places an order or dropped off from app etc. - using Event-Driven Architecture (EDA) – with required infrastructure setup based on Bank's approvals.
- Platform must provide robust integration layer for integrating into a Bank's analytics system, CRM systems or any other internal systems for easy data exchange for analytics use-cases.
- The Bank will provide the required APIs for required integration with bank's internal systems, wherever feasible.

❖ **Architecture proposed:**

- The proposed Platform should use a multi-tier (minimum 3-tier) architecture for the main application using cloud-native architecture implemented on premise environment including web & touch enabled user interface, with ready to lift and shift to cloud, with out any additional cost to the Bank.
- Ability to change a feature / journey for enhancing customer experience through loosely coupled architecture.
- Quick time to market with new functionalities/ capabilities.
- Platform should be capable of vertical and horizontal scaling, high availability to be able to cater to growing dynamic user base & transactions
- Micro services-based platform that enables decoupling & flexibility in deploying new feature/capabilities.
- Containerized platform for horizontal & on demand scalability with immediate response time, based on request volume or resource utilization of CPU/ Memory/ Storage; or ability to increase concurrent instanced based

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on utilization threshold limit (of below 70% utilization of CPU/Memory/Storage, Network, containers, dockers etc.).

- Architectural ability to process large volume of messages/ events.
- Architecture should be fault-tolerant with low granularity observability.
- The platform should provide building various User Interface (UI) having Low Code builder capabilities.
- Architecture should allow configuring offline functionality as required by Banks policies with facility to flush out and synchronize immediately after going online without any loss of confidentiality or integrity.

❖ **DevOps & Test Automation:**

- The Bidder should use agile, cloud native delivery model and leverage DevOps for the same.
- The bidder should be able to continuously build, test and deploy functionality for rapid time to market.
- End to end advanced monitoring using centralized log management to enable proactive alert and incident management.
- The Bidder should also provide and implement version control tool.
- The Bidder should be able to automate the release and delivery of applications, shortening the delivery lifecycle, streamlining manual processes, and accelerating team velocity.
- Source code management which enables coordination, sharing and collaboration across the development teams.
- The Bidder should enable teams to package their applications and dependencies and build artefacts with ease to ensure DevOps acceleration with automated software pipelines
- The Bidder will build the test automation capability; design, implement, roll-out & support. It is required to deliver a very robust fault tolerant, responsible and performant system.
- The Bidder should be able to automate unit testing, functional testing and non-functional testing (e.g. performance test, security test) and integrate them into the pipeline.
- Ability to orchestrate and manage development and test environments and support and manage Container based platform.

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- Daily/ Scheduled runs of automated scenarios to enable faster feedback mechanism. It should provide a continuous monitoring and feedback mechanism.
  - There should be a common comprehensive reporting dashboard as part of “continuous measurement” to enable the Bank to monitor the adoption and implementation.
  - Automation of different levels should be covered (Mobile, Web, DB, API, UI/UX etc.)
  - Test environment, should cater for on-demand upscaling and downscaling for testing and ensuring robustness for concrete Continuous Integration (CI)/ Continuous Deployment (CD) pipeline.
  - Integration with monitoring and analytics tool for the product, which can help determine performance metrics, event monitoring for infrastructure and cloud services if any.
- ❖ **Other requirements:**
- The Platform should allow an administrator to run vulnerability and compliance scans, provide remediation
  - The proposed software components should be less infrastructure / less resources hungry.
  - The system design should be 100% assured delivery of transaction. There should not be any loss of messages.
  - The containerization platform should provide logging and monitoring capabilities. It should also provide application developer console and IDE for developer console.
  - The platform should integrate with the Ticketing tool and Application Performance Monitoring Tool.
  - The Bidder will build the test automation capability; design, implement, roll-out & support. It is required to deliver a very robust fault tolerant, responsible and performant system.
- ❖ **Security:**
- Bidder to ensure security is included in the design such as encrypt all communications (using https or transport layer security), authenticate all access requests, don't hard code certificates, passwords or any form of secrets within the code, define the Use DevSecOps tools designed for Micro Service architecture environments to scan code as it is developed.

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- Also, following factors must form part of the implementation –
  - Isolation,
  - API Security,
  - Container Security Solutions for Micro-Services Architecture,
  - Application Images,
  - Registry,
  - Orchestration,
  - Container,
  - Host OS,
  - Securing containers must harden the CI/CD pipeline, etc.,
  - APIs, and strictly make sure all communications comply.
- Bidder must harden the Continuous Integration/ Continuous Deployment (CI/CD) pipeline so that everything that runs through it can be considered secure by Host Hardening, Mandatory Access Controls, Secure Computing Mode Profiles, Secrets Management, Software Composition Analysis, Authorization Between Micro Services, Resilience, API Gateways, Risk-Based Controls etc.,
- Bidder to follow industry best practices to power Micro Services Architecture by setting up a Platform Ops Team, technologies for managing micro-Services environment and the use of observability tools and patterns to receive meaningful insights on the state of application.
- The Platform should check/record/verify authentication of source of each transaction like user IDs, IP address, MAC address, timestamp which is required for audit purpose.
- The Platform should have the capability of logging successful and unsuccessful authentication attempts. The Platform should be able to log successful and unsuccessful authorization events.
- The platform to have strong (no proprietary) authorization controls. Platform to have controls for prevention against unauthorized data access and distribution. User and Admin access control management to be provided as part of Platform. Access control to be based on least access privilege principle. Bank or team assigned by bank will be reviewing all access controls mechanism defined. The Bidder can utilize the existing security tools available with the Bank.



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- While developing the interfaces, the Bidder must ensure and incorporate all necessary security and control features within the application as per OWASP, PCIDSS/ PADSS standards and Digital Payment Security Controls of RBI to maintain confidentiality, integrity, and availability of the data.
- Wherever applicable, the Platform to have strong file level validation controls for size, type, and content. Files to be scanned for any malicious content through an antivirus.
- The file store locations need to be secured. Standard cryptographic controls to be supported. All Encryption keys to be stored in secured location with limited access.
- The Strong encryption to be applied for data while in transit or rest.
- All applicable API security controls should be in place as per the industry best practices such as OWASP.
- Bidder should provide the support for integration of the application with Web Application Firewall (WAF), Intrusion Prevention System (IPS) and provide the requisite details to WAF, IPS Teams for implementation of the same.
- The bidder should provide support for integration of Application with security systems such as SIEM (Security Information and Event Management) and DAM (Database Activity Monitoring). Further, provision to add Web & Mobile app logs to be integrated with SIEM.
- The bidder to provide full support in implementation and maintenance for the open-source technologies with Enterprise support.
- The system to be fully compliant with ISO27001 controls, PDP/GDPR, PADSS guidelines and any regulatory/ statutory guidelines during contract period,
- The bidder to provide the list of all open-source libraries being used in the platform. None of these should consist of any malicious code/script. All such libraries/code to undergo Static App–Security Testing - Static Code Analyzer SAST scan by the bidder. The Bank will engage external IT Security agencies for VAPT.
- Static application security testing and dynamic application security testing should be conducted by the Bidder for any change request involving a design or code change. All gaps identified to be fixed by Bidder prior to go-live.



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- Bank reserves the right to conduct further security testing of the source code and the system by either BANK personnel or another party. Any gaps identified during this testing to be fixed by Bidder at no extra cost to Bank.

❖ **Encryption:**

- Hashing algorithms: SHA-224 SHA-256 SHA-384 or SHA-512
- HMAC algorithms: any approved hash algorithm with key length no less than 112 bits
- Digital signature: DSA or RSA with key length no less than 2048 bits.
- Symmetric encryption algorithms: 3DES AES
- Public key encryption algorithms: RSA with key length no less than 2048 bits

❖ **Licensing**

- The License for the Platform to be Enterprise-wide perpetual level for all the modules/ system offered for the Bank's operations in India.

❖ **Development Process Guidelines**

- The Platform / software developed or customized should follow a standard development process to ensure that it meets functional, security, performance & regulatory requirements of the Bank.
- The Bidder should provide the complete documentation including technical, operations, user manual.
- For every software including any third-party software before software/ service become operational, the Bidder must deliver to the Bank, documents including user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, system configuration documents, system/ database administrative documents, debugging/ diagnostics documents, test procedures.
- The Bidder should also provide documents related to Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all product components, list of all dependent/ external modules and list of all documents related to traceability of the product as and when applicable. Any level / version changes and / or clarification or corrections or modifications in the above-mentioned documentation should be supplied by the Bidder to the Bank without any additional cost to Bank.
- All the patches/ fixes/ updates, minor and major version upgrades of all the software components released by the OEM during the contract period should

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be provided. The Bidder should ensure implementation of all the patches/fixes/updates and minor/major version upgrades in the production environment to the latest version during the contract period without any additional cost to Bank.

- The Bidder should provide on-site comprehensive warranty for the software Platform & produce documentary evidence from software OEM/ OSD of having agreed to provide back-to-back warranty and technical support for its supplied products and related services on the terms agreed between the parties.
- The Bidder has to ensure seamless migration of the application and Platform after expiry of contract period / termination of contract.
- If the bank, with mutual agreement with successful bidder, desires to upgrade to higher version of database or hardware, the Bidder shall be required to comply with banks requirement.
- The proposed platform should support the database and hardware version proposed by the bidder and provided by Bank. Bank will take care of hardware and database upgrade activity. The Bidder has to ensure that the application should be compatible with hardware and database.
- The Platform integration testing will be followed by user acceptance testing, plan for which has to be submitted by The Bidder to the Bank. The UAT includes Functional tests, Resilience tests, Benchmark Comparisons, Operational tests, Load tests. Indian Bank staff/ third Party vendor designated by the Bank will carry out the testing. This staff / third party vendor has to be trained by successful bidder for this purpose. Bidder should carry out other testing like resiliency / benchmarking / load. Bidder should submit result log for all testing to the Bank.

#### ❖ Training requirements

- The Bidder shall organize for training (familiarization) to the Bank's team as follows:
- Five working days training to the Bank's Core Team is to be imparted before UAT. The training program may be conducted in 2 batches of 50 officers each.
- Additionally, training to be provided to bank's team, Support & Front Office users on 'Train the Trainer' model. A total of 100 officers needs to be trained in multiple batches.
- Module wise Job cards to be provided (in soft copies) to all the trainees along with accounting entry illustrations for each type of transactions, including relevant system generated transactions.

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- The Bidder must provide comprehensive training (technical and functional separately) to the Bank Staff, once in a year (5 working days) during the contract period. The training shall be provided as and when required by the Bank. The Bidder shall train designated Indian Bank officials on the configuration, operation / functionalities, maintenance, support & administration for software / middleware, application architecture and components, installation, troubleshooting processes.
- The Training will be carried out onsite at Chennai at the Bank's training centers. The training program may be split into 2 groups – Technical and Trainer level training. The groups may be covered in 2 batches of 20 officers each. The bidders are requested to indicate the optimum number of days / hours required for both Technical and User level training programs onsite. The Bidder can use the infrastructure at the Bank for this purpose.
- Training to the IT team should cover the system administration viz.
  - User management
  - Management of Application software
  - Data base administration
  - Report writing
  - Security management
  - Backup & Disaster Recovery Operations
  - Troubleshooting.
  - Training to the User Groups of around 20 engaged with various domains of the Bank's operations about:
    - Functionality available in the Module
    - Parameterization
    - Auditing Techniques
    - Report Generation.
- The Bidder should also train the Bank's Business Operations team to On-board Partners and Use their Portal for Partner On-boarding, Catalogue Upload and view reports.
- API Integration Training for Indian Bank Business Operations to create/modify journeys, Integrate Partners with Standard API's – API Integration Training to include Standard API Kit, Documentation and Integration Testing Method.

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- Successful bidder should provide self-paced on demand training content in audio video format for bank staff.

❖ **Hardware Sizing and Performance Requirement:**

- The proposed Platform shall be hosted on Bank's on-premise infrastructure. However, Platform should have capability to migrate to any other platform as per the Bank's requirement.
- Bank shall provide Hardware, Operating System and Oracle Database. However, the selected bidder has to supply and maintain the complete Installation, Configuration, Customization, Up-gradation, Maintenance and Support of all the software / tools required in the proposed Platform with the required licenses for the Bank for DC, NDR, DR in UAT, pre-production and production environments.
- The successful bidder must design the Platform with high availability & secure infrastructure in Data Centre, Disaster Recovery site as per Industry accepted security standards and best practices.
- The bidder should propose the comprehensive Platform having services for front end (Customer side) as well back end (Bank Side) to meet the requirements in the RFP. The bidder must provide details of all proposed software component in Bill of Material & the corresponding price in Commercial Bid Format.
- Also supply of any 3rd party software/ applications/services required for installation / functioning of the platform deployed by the bidder should also be provided by the successful bidder with required licenses for the Bank
- The bidder should submit the detailed bill of material covering all the software components being supplied as part of the platform solution with details of the required infrastructure from the Bank.
- The Bidder should host the Platform at Bank's advised premises in High Availability mode, along with DR and a minimum uptime time of 99.95% per quarter.
- The Bidder shall do proactive monitoring and capacity planning at regular intervals and advise the Bank on Hardware / Software upgrades. However, there should not be any additional cost to the Bank for any software upgrade during the implementation period till Go Live, as the Bank may use existing IT infrastructure or procure separately the required infrastructure based on the sizing proposed by the Bidder.
- As part of the technical Platform, the Bidder must provide the complete IT infrastructure details like Server, Operating System, Database, Storage Capacity, Network and other related requirements. In the event the sizing

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proposed by the Bidder does not meet the performance / service levels of the Bank, the Bidder will at their cost carry out the necessary upgrades/ replacements.

- The Bidder to design & size the hardware required at Primary Data Center (Including Test/ Development/ Training environments), Disaster Recovery (DR) Site, Near DR Site (NDR). The Bidder to provide the complete architecture, hardware requirement for end-to-end functioning of the Platform as part of technical bid submitted to the Bank.
- The Bidder should provide complete details of the hardware, software and network architecture of the Platform offered by means of diagrammatic/ pictorial representations, including the project plan for going live. Bidder should also provide security set-up proposed in the Platform and various layers of risk identification and mitigation measures.
- Bidder to carry out Health Check-up on the application / infrastructure on regular basis (i.e. atleast 6 months once) for suggesting any improvements in hardware / software configurations.
- The Bidder must provide requirement of optimal size of the Hardware, Operating System, Database, keeping in view the current average and peak volume of transactions and to extrapolate the same for the full TCO period (i.e., 5 years). Some of the basic parameters (indicative) for sizing are given herein under.

Performance & Volume Metrics	Estimated loans to be processed on the digital lending platform in year 1 would be 60 lakhs, followed by a yoy growth of at least 25%, apart from the regular review/renewals through the digital lending platform. :
Expected Response Time	Response time/event for the end-user: < 2 seconds Server-side response time: < 500 ms

- Growth Projections estimated on DLP – Currently Bank has approximately 12 crore customers. Bank expects at least 25% growth year-on-year on the DLP for the next 5 years. The architecture proposed by the Successful Bidder including hardware, OS and Database should be sized to support performance and volume metrics furnished in the para above.
- The system should be capable of keeping online data of at least 3 years. Thereafter, the system should provide online archival & purging of data. The response time at server end should be always less than 500 ms. During the agreement period, if at any stage, it is found that the Platform provided by

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the Bidder is not able to give the requisite performance as per the sizing parameters (i.e., up time above 99.95% and response time < 500 ms) the Bidder shall have to provide additional hardware, software without any additional cost to the Bank. The hardware proposed for the Platform should not exceed 70% of CPU(s), Memory(s), Hard Disk(s), network and other resources utilization levels at any given point in time during the TCO Period.

❖ **The Data replication should happen from Primary site to DR site on real time to keep them in sync.**

- Recovery Time Objective (RTO) – 60 Minutes
- Recovery Point Objective (RPO) – 0
- Bidder is also required to conduct at least one DR drill of the proposed Platform in a quarter or as per bank's requirement.

❖ **Roll Out Plan**

- To ensure that there is a quick turnaround of a functioning Platform which will bring value to the Bank and is operational in the minimum possible timeframe, the implementation needs to be divided into phases.
- The bidder should roll out the 'Integrated Digital Lending Platform' as per implementation plan agreed with the bank, however, the bank expects the bidder to implement the scope defined, within 'Milestones' (section).

### 1.25 Other requirements

- All the components of proposed solution (software, hardware etc.) in the DC site should be replicated at the NDR & DR site (except for test and development environment). The proposed solution should support database-database and storage-storage replication between DC to NDR and DR with a recovery point objective (RPO) and a recovery time objective (RTO) of the Bank. The replication between DC and DR should be possible in both directions. Bank should have the liberty to deploy the solution **in multiple test environment** in Bank's Data Center.
- The Bidder should supply, configure, customize, maintain and support a solution offered by them, which also includes but not limited to:
  - Supply, installation, customization/ development and maintenance of required solutions
  - Data migration from the legacy system to the new environment
  - Provide interfaces required to integrate the solution with other banking systems and applications
  - Provide application helpdesk

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- Provide Warranty support of the solution deployed
- Training the core team & trainers (on Train the Trainer model)
- Provide hand-holding support during roll-out
- Bidder should have ability to generate MIS reports periodically for example: Volume of calls / per day, resolution 99% per day etc. End of day daily time sheet to be filled and shared with Bank staff with closure status of Service desk request and other project activities.

**1.26 All the technical specifications and functionalities as detailed in Section-V, Part – I of RFP form part of the Scope of Work.**

## 2) Escrow

The Bank and the successful bidder with OEM shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code for the Digital Lending Platform solution supplied by the successful bidder to the Bank in order to protect its interests in an eventual situation.

The Bank and the successful bidder and OEM shall enter into escrow agreement with the designated escrow agent, which will set out, inter-alia, the events of the release of the source code and the obligations of the escrow agent.

As a part of the escrow arrangement, the successful bidder and OEM is expected to provide a detailed code documentation of the Digital Lending Platform.

The Escrow arrangement suggested by the successful bidder shall not be binding on the Bank. The Bank reserves the right to explore alternate escrow mechanisms based on the Bank's existing practices. The Bank and the successful bidder may enter into such escrow arrangement that is mutually agreed upon by the two parties. The source code of customizations done by the successful bidder on the latest version of the application software under the proposed solution running in the bank is to be kept in escrow atleast once in a quarter.

The escrow will be released to and become the property of the Bank in the event that the agreement is terminated for either default or insolvency or should the bidder/ OEM cease, or give notice of intention to cease to provide maintenance or technical support service for the software as required by the agreement. All payment and costs with respect to lodging of software with escrow services in India would be borne by the successful bidder.

## 3) Monitoring & Audit

Compliance with security best practices may be monitored by periodic 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

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are not limited to, a review of access and authorization procedures, backup and recovery procedures, network security controls and program change controls. The successful bidder must provide the Bank access to various monitoring and performance measurement systems. The successful bidder must provide the Bank access to the auditing menu through the application itself and facilitate the audits. The successful bidder has to remedy all discrepancies observed by the auditors at no additional cost to the bank.

For service level measurement, as defined in Service Level Agreement (SLA) (format will be shared with the Successful bidder along with Purchase order), data recording is to be captured by the industry standard tools implemented by the successful Bidder. These tools should be a part of the proposed solution.

#### 4) User Acceptance Test of Software

- The Bank shall conduct User Acceptance Test (UAT) for the Integrated Digital Lending Platform to ensure that all the functional requirements are available & functioning as per RFP and the successful bidder shall support the Bank in the UAT process.
- The Successful Bidder will be responsible for conducting system integration testing to verify that all system elements have been properly integrated and that the system performs all its functions.
- Successful Bidder will be responsible for setting and maintaining the test environment during the entire period of project implementation and will ensure its configuration and parameterization for conducting the UAT as per bank's policies and in compliance with this RFP's requirements.
- The Successful Bidder will provide the scenarios for UAT and assist in preparing test cases including the test data to support all the Business scenarios. The Successful Bidder should dedicate resources (from Successful Bidder's as well as the OEM's team) to work with the Bank's project team for this purpose.
- The Successful Bidder shall assist the Bank in analyzing / comparing the results of testing.
- Successful Bidder shall provide adequate resources for trouble-shooting during the entire UAT process of the Bank.
- The Successful Bidder shall be responsible for maintaining appropriate program change control and version control of the system as well as documentation of UAT and change of configuration and parameterization after making changes in the system.
- All errors, bugs enhancements/ modifications required during and after testing will be resolved within the overall timelines for implementation. Sign-off for the same will be obtained from the Bank prior to implementing the work-around, in respect of errors and bugs affecting the functioning of the Bank.



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- The Successful Bidder will be responsible for using appropriate tools for logging, managing, resolving and tracking issues and its progress, arising out of testing and ensuring that all issues are addressed in a timely manner to the satisfaction of the Bank and as per requirements mentioned in this RFP.
- The Bank will accept the developed / customized software only after implementation of the software with successful conduct of acceptance testing by its users, including load and performance test. Software will be considered to be accepted only after the Bank issues an acceptance letter to the successful bidder.
- The solution may be audited for risk analysis and security features by Bank’s IS Audit team or a third party appointed by the Bank, if so desired by the Bank. Support is to be provided for fixing such findings.

**5) Customization of the Software**

On awarding the contract, the successful bidder should discuss with core users of the Bank for understanding the functioning of the existing system and gap analysis. The successful bidder shall prepare a customization document based on the gap analysis and other requirements of the RFP. The successful bidder shall undertake to obtain Bank’s approval of the customization documentation and associated project plans before software customization work commences. The customization document should provide the plan in detail based on the criticality of the requirements.

**6) Licenses**

The successful bidder has to provide necessary perpetual enterprise Licenses for the Integrated Digital Lending Platform which will be used for Primary Site (PR), NDR, DR Site, Development and UAT/Training. The successful bidder has to quote for all software License requirements for Primary, DR Site, Near DR and UAT/ Training implementation in their commercial Bid. Specification for Digital Lending Platform has also to be mentioned in the technical bid. The Bidder shall furnish all the software Licenses in the light of Bank’s requirement for unlimited period and unlimited usages for implementation of the solution. The licensing policy of the solution supplied must be provided to support the licensing model & actual Licenses supplied to the Bank.

**7) Disaster Recovery Site**

The successful bidder is required to configure the NDR (at Chennai), Disaster Recovery (DR) setup for the proposed solution (currently hosted at Mumbai). DR setup will be mirror image of the Primary setup.

Recovery Point Objective (RPO) for DR	0
Recovery Time Objective (RTO) for DR	60 min



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Bank will arrange for the network/WAN link between DC and NDR as well as DR Sites. Network requirement has to be specified clearly to meet the specified RPO and RTO as above. For a DR Drill, Bank may plan to shift functioning of all the systems from Primary to DR which would include the Digital Lending Platform also. Modalities for such Switchover/ Switchback needs to be provided by the successful bidder. The minimum number of DR drills is presently two (one per half year). This will be subject to requirement from the Bank from time to time.

## 8) Documentation

Detailed documentation (functional and technical) shall be provided to the bank on all the implementation and customization done. Backup, archival, restoration and database maintenance (specific to application functioning) shall be provided by the successful bidder duly documented. Documentation and data dictionary shall be updated and provided to bank after every customization.

The following minimum documentation (hard copy and soft copy) on any proposed software components must be made available in English:

1. General functional description
2. Set up and installation guide
3. User guide including:
  - a. Screen layouts
  - b. Report layouts
  - c. Transaction processing rules
  - d. Operation authorization descriptions
  - e. Error correction procedure descriptions
4. Error tracking and defect resolution documentation process
5. System administrator guide including:
  - a. Data base administration guide
  - b. Data backup guide
  - c. System security and access guide
  - d. System audit trail guide
  - e. Glossary of terms
  - f. Necessary training for version upgrades / system maintenance
  - g. Changes in usage of the system in case of major upgrades
  - h. Detailed SRS (System Requirement Specifications) Document

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6. High Level Architecture Document.
7. Techno – Functional Risks and Mitigation Document
8. Functionality Traceability matrix
9. High Level Design Document
10. Proof of Concept for the solution
11. Low Level Design Document
12. Test Plans
13. Comprehensive Test Cases Document (Unit, Integration and UAT Test cases)
14. Deployment Plan Document
15. Content Management Guide
16. Change Management Methodology Document
17. Security Guide
18. User Management Guide
19. Release Notes
20. BCP Guide

#### 9) Period of Validity of Bids

Bids should remain valid for the period of 180 days after the last date for submission of bid prescribed by the Bank. A bid valid for a shorter period shall be rejected by the Bank as non-responsive. Bank may seek extension of bid validity period, if required.

#### 10) Authorization to Bid

Responses submitted by a Bidder to this RFP (including response to functional and technical requirements) represent a firm offer to contract on the terms and conditions described in the tender document. The proposal must be signed by an official authorized to commit the bidder to the terms and conditions of the proposal. Bidder must clearly identify the full title and authorization of the designated official and provide a statement of bid commitment with the accompanying signature of the official and submit the copy of power of attorney/ authority letter authorizing the signatory to sign the bid.

#### 11) Payment Terms

The Bank shall make payments as follows on submission of invoices and supporting documents by the successful bidder:



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a) Payment for License and Implementation Cost:

SNo	Specifications	Payment Schedule										
1	License fee payment	<table border="1"> <tr> <td>Post-delivery of License</td> <td>25%</td> </tr> <tr> <td>Post go-live of any two journeys in each segment. viz Retail, MSME &amp; Agri</td> <td>25%</td> </tr> <tr> <td>Post go live of next 6 journeys across segments</td> <td>25%</td> </tr> <tr> <td>Post go live of next 16 journeys across segments</td> <td>25%</td> </tr> </table>	Post-delivery of License	25%	Post go-live of any two journeys in each segment. viz Retail, MSME & Agri	25%	Post go live of next 6 journeys across segments	25%	Post go live of next 16 journeys across segments	25%		
Post-delivery of License	25%											
Post go-live of any two journeys in each segment. viz Retail, MSME & Agri	25%											
Post go live of next 6 journeys across segments	25%											
Post go live of next 16 journeys across segments	25%											
2	Implementation of Base Platform	<table border="1"> <tr> <td>Post go-live of any two journeys in each segment. viz Retail, MSME &amp; Agri</td> <td>20%</td> </tr> <tr> <td>Next 6 journeys go live across segments</td> <td>20%</td> </tr> <tr> <td>Next 8 journeys go live across segments</td> <td>20%</td> </tr> <tr> <td>Next 8 journeys go live across segments</td> <td>20%</td> </tr> <tr> <td>Go-live of remaining list of indicative journeys mentioned in point 5 of Functional</td> <td>20%</td> </tr> </table>	Post go-live of any two journeys in each segment. viz Retail, MSME & Agri	20%	Next 6 journeys go live across segments	20%	Next 8 journeys go live across segments	20%	Next 8 journeys go live across segments	20%	Go-live of remaining list of indicative journeys mentioned in point 5 of Functional	20%
Post go-live of any two journeys in each segment. viz Retail, MSME & Agri	20%											
Next 6 journeys go live across segments	20%											
Next 8 journeys go live across segments	20%											
Next 8 journeys go live across segments	20%											
Go-live of remaining list of indicative journeys mentioned in point 5 of Functional	20%											
3	Cost of Implementation, Customization & Integration for loan modules	Implementation cost will be released pro-rata [of the said module] for every journey after post go-live signoff and recommendation from respective bank officials.										
4	Fintech / Service Hosting Charges per month	100% of monthly charges in arrears based on actual utilization										
5	Onsite resource charges for /Facility	100% of monthly charges in arrears										
6	Training Cost	100% on completion of training as per RFP terms [excluding annual training which are part of regular deliverables]										
7	Annual Technical Support (ATS) Charges	Payment on Quarterly basis in arrears										
8	Cost of additional work on basis of man days	100% on completion of work										

For purposes of payment phases, the journeys listed out under “Functional Requirements” S No. 5 [modules and journeys listed there in] are to be considered for arriving at the number of journeys completed. However, the successful bidder should provide solution for creating multiple

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sub-products within the product lines mentioned. Apart from the specified products, successful bidder has to implement all remaining products under scope of Retail, Agri & MSME on DLP for ETB and NTB customers in STP and Assisted mode both.

**b) Payment on Onsite Support:**

The Successful bidder has to ensure availability of the manpower requirement as per the RFP. The payment for the Cost of manpower for onsite support & dedicated L2/L3 onsite development engineer will be payable monthly in arrears.

**c) Warranty/ATS:**

The ATS cost, shall be paid quarterly in arrears from the 1<sup>st</sup> year onwards.

The platform proposed as part of this RFP should be maintained with back-to-back support from the OEM on 24x7x365 basis by the Successful Bidder till the end of the contract period. All payments will be released only after submission of the proof for the same along with the invoices, request for payment and other related documents.

The Bank shall have the right to withhold any payment due to the successful bidder, in case of delays or defaults on the part of the successful bidder. Such withholding of payment shall not amount to a default on the part of the Bank. If any of the items/activities as mentioned in functional specifications as part of technical bid is not taken up by the bank during the course of respective Phases, the successful bidder to provide the functionality at later point of time without any additional cost to the Bank.

All payments will be released within 30 days from the date of receipt of invoice subject to submission of proof of acceptance of the respective deliverables by concerned Bank officials and other related documents. Vendor has to submit the invoices, milestone sign-off & other documents required for release of payment.

**d) Change Requests / Enhancements in the Application:**

- a) Any major and minor version upgrades for the proposed solution should be provided without any cost to the bank during the contract period. A minor version is a small incremental version / patching provided by the OEM of the implemented software and does not call for any additional module or licenses. It comes as per the product release plans of the OEM and to be covered under ATS.
- b) Any implementation forming part of statutory/ regulatory changes as required under the directives of Government of India (GOI), Reserve Bank of India (RBI) etc. should be carried out without any cost to the Bank.
- c) Any version upgrades for the proposed solution should be provided without any cost to the bank during the contract period.

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Successful bidder has to extend ATS, onsite support and all other related services to the bank for the next 5 years (from year 6 to year 10) at Banks discretion at mutually agreed rates between the successful bidder and Bank, with a cost escalation of not more than 15% of the cost quoted for the contract period.

## 12) Change Orders

The Bank may at any time, by a written order given to the bidder make changes within the general scope of the Contract in any one or more of the following:

- a. the place of delivery; and / or
- b. the Services to be provided by the Supplier;

If any such change causes an increase or decrease in the cost of, or the time required for, the Bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the bidder's receipt of the Bank's change order.

## 13) Service Level Agreement (SLA)

The supplier shall be required to sign Service Level Agreement (SLA) covering all terms and conditions of this RFP and Purchase Order within 30 days from the date of issuing the purchase order.

SLA format will be shared with the Successful bidder along with Purchase order.

## 14) Human Resource Requirements

Roles of skilled and experienced resources to be provided by the bidder:

- Products and Services Journey designers
- UI/UX designers
- Business Analyst
- Subject Matter Experts / Domain Experts
- Developers
- Testers
- Enterprise Architect (EA)
- Fintech services integration

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- Project manager
- Maintenance / L1 / L2 / L3 production support

Additionally, for production support, there should be post go live

- **L1 support** – common across a group of journeys (Onsite) – minimum three onsite technical support engineers per shift (to meet the defined SLAs) at Bank's designated office in Chennai without any additional cost such as travelling, lodging, for functional / technical support, ad-hoc reporting, managing the solution on 24x7x365 basis.
- **L2 support and L3 support** – having developer/ engineer background/ skillsets for carrying out any minor modifications in the application / platform based on the requirements of the Bank from time-to-time. The dedicated L2 and L3 onsite engineer to be available during all working days of the Bank. In case of leave of the dedicated L3/L2 onsite engineer, bidder to provide alternate resource as substitute at the Bank's development centre. Bank may also increase the count of L3/L2 engineer based on the Bank's requirements in future.

Enterprise Architect, Business Analyst, journey designers / UI/ UX designers and project managers have to ensure journey creation mapped to business requirements as per best industry practices and obtain sign-off from Bank. Developers, and testers to be involved from grooming sessions onwards and the maintenance / support team to get involved post go live.

Bidder to provide the profile and list of the key resources working on the project after kick-off meeting. Any change in such key resources during the project shall be with the permission of the bank and it will be the responsibility of the bidder to ensure that a replacement resource is assigned and available in the project with similar experience and sufficient knowledge transfer is carried out to ensure smooth functioning of the project. Provided however no such permission shall be required in case of Major illness, disability, death, termination of such key personnel established through furnishing acceptable documentary evidence to the effect to the Bank as the case may be. In case of any such events leading to deficiency in the project deliverables / functioning, the same will be treated as lack of performance on part of bidder.

## 15) Installation/ Implementation/ Maintenance Requirements

- The project will follow agile development process i.e. sprint-based development. Each sprint should have the following phases
  - Requirement gathering and wireframe / prototype creation
  - Effort estimation
  - Development
  - Demo
  - Testing (QA)

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- UAT
  - Pre-production
  - Production
  - Post-production support
  - Others
  - **Requirement gathering and wireframe / prototype creation phase**
    - The DLP should have off-the-shelf journeys. The demo of the same to be provided to the bank
    - The Business Analyst will finalize the journey workflow on basis of required inputs given by Bank
    - The platform should be low-code/no-code & configurable as per bank's policies
    - Wireframes of the journey design to be created based on requirements/inputs given by Bank
    - The Business Analyst will write the user stories for bank stakeholders to validate / sign off.
      - The user story must contain workflow and acceptance criteria
      - Edge case and drop off scenarios handling
      - Users impacted and access rights / permission sets to users for all activities
  - **Effort estimation**
    - The user stories should be discussed with developers and testers and estimates of development timelines to be taken
    - The developers should also clarify the requirements if needed
    - The developers should also ensure that all necessary integrations, systems impact is mentioned in the user story
    - The developers should discuss with the systems architect on potential impact of the build on the system
    - Final development timelines to be shared by the developers along with key asks for the bank in terms of
      - Integrations needed
      - Infrastructure support
      - Any additional support



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- **Development**

- The developers should follow sprint-based development, each sprint comprising of 2 weeks or less
- Platform team should provide frequent demonstrations of the development done (At least 2 times per sprint)

- **QA testing**

- QA engineers to create test cases and automate test
- The build is to be tested by QA engineers
- All types of testing – unit testing, integration testing, system testing and acceptance testing to be done
- All issues highlighted by QA to be resolved by developers
- Tracking of bugs raised to be done

- **UAT testing**

- Bank will test the journey developed
- The issues / bugs highlighted should be resolved by the platform team
- The issues / bugs raised should be tracked and categorized – i.e. requirement miss, development issue, change requests etc.

- **Pre-production**

- The build should be deployed to pre-production
- Load testing, integrations testing etc. to be conducted

- **Production**

- Production deployment of journeys created including all integrations

- **Post-production support**

Provide support for configurations changes, access rights, bugs / issues reported etc. post production.

- **Others**

- To provide complete training on the entire solution with all its components
- Integration with Database Activity Monitoring (DAM – currently McAfee), Privileged Identity Management (PIM - currently Arcos), Security Information and Event Management (SIEM - currently IBM QRadar) installed at Bank.
- Monitoring and confirming the DR replication and performing DR

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- Alerting bank in case of any performance issues or hardware upgradation requirements with justifications

**16) Milestones:**

Bank will prioritize the journeys to be implemented by the successful bidder. The bidder has to deliver as per the below milestones:

SNo.	Milestone	Timeline
1	Scoping and requirements Analysis – Arrive at detailed requirements specification for the lending platform functionalities <ul style="list-style-type: none"> <li>○ Integrations needed</li> <li>○ Hardware requirements</li> <li>○ Different environment set-ups - development / UAT etc.</li> <li>○ Access rights to different systems</li> <li>○ White-listing of certain URLs etc.</li> </ul>	<b>T*+7 days</b>
2	System Design – Design for the proposed portal architecture based on identified requirements – <ul style="list-style-type: none"> <li>○ High level System specification with overall architecture covering Technical Architecture</li> <li>○ Low level System specification with interface level details and elaboration of the High-Level Design (HLD) core modules &amp; Test Cases</li> </ul>	<b>T+30 days</b>
3	Installation and configuring of platform including different environment set-up, user modules set-up, admins set-up, deployment of APIs etc.	<b>T+45 days</b>
4	System and Integration Testing of the developed platform	<b>T+ 2 months</b>
5	Phase 1: Implementation of two journeys in each of Retail, Agri, MSME businesses (prioritized by the bank) which includes below - <ul style="list-style-type: none"> <li>○ User Interface Design &amp; development which includes creation of designs and wireframes based on the inputs/suggestions provided by Bank</li> <li>○ Development of individual modules as defined in scope</li> <li>○ Integrations as defined in scope</li> <li>○ Unit testing / QA testing of journey</li> <li>○ User Acceptance Testing (UAT) – by Bank’s Business team</li> <li>○ Deployment and GO LIVE Commissioning – Deployment of the solution in production environment</li> </ul>	<b>T+ 4 months</b>

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	<ul style="list-style-type: none"> <li>Journeys across modules have been listed out in “Broad scope of work” point no. 1.23. Bank will prioritize the journeys to be implemented by the successful bidder</li> </ul>	
6	Phase 2: Implementation of next set of 6 journeys (to be prioritized by the bank)	<b>T+ 8 months</b>
7	Phase 3: Implementation of next set of 8 journeys (to be prioritized by the bank)	<b>T+ 12 months</b>
8	Phase 4: Implementation of next set of 8 journeys (to be prioritized by the bank)	<b>T+ 16 months</b>
9	Phase 5: Implementation of next set of journeys (to be prioritized by the bank)	<b>T+ 20 months</b>
10	<b>On-site support for contract period</b>	

(\*T is date of execution of contract/SLA, etc.)

## 17) Contract Period

The contract period will commence from the date of acceptance of PO and signing the SLA/contract and will be valid up to a period of five years The contract is extendable / renewable further at the option of the Bank on mutually agreed terms.

Successful bidder has to agree to extend the contract for at least 5 more years at Banks discretion (year 6 to year 10) at mutually agreed rates between the successful bidder and Bank, with cost escalation not exceeding 15% of the quoted/contracted prices as per the present RFP for all applicable components including maintenance/ATS/support/CRs/etc.

## 18) Sub-Contracting

The successful bidder will not subcontract or delegate or permit anyone other than the bidders’ personnel or OEM to perform any of the work, service or other performance required of the supplier under this agreement without the prior written consent of the Bank. Bank at its own discretion may permit or deny the same.

## 19) Technical Documentation

The Technical Documentation involving detailed instruction for operation and maintenance is to be delivered with the software supplied. The Bidder, at the time of installation shall deliver to the Bank required copies of the object code version of the Software and the associated Program Documentation including operation manual, job cards and training material. The Bidder, after customization shall deliver to the Bank the

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copies of the object code version of the customized Software and the associated Program Documentation including operation manual, job cards and training material. The Bidder, after modifications, updates or new versions shall deliver to the Bank required copies of the revised object code version of the latest Software and the revised associated Program Documentation including operation manual, job cards and training material.

The program documentation shall be supplied by the Bidder to the Bank both in hard copy soft copy. The operational manual shall be provided by the Bidder under help menu in the software as dynamic online documentation/ help files.

## 20) Transfer of Ownership/ Title

The successful bidder shall pass the title of ownership of the Licenses supplied under this Contract to Indian Bank. The licenses delivered to the Bank should be perpetual enterprise in nature. However, the successful bidder/ OEM shall retain the Intellectual Property Rights (IPR) for the application software. Bank will hold the IPR for the journeys customization/business rules designed during the project.

## 21) Insurance

The Service Provider may be required to take adequate insurance cover against all kinds of risks including fidelity clause for the loss arising from acts of omission/ commission/ dishonesty of its employees and / or agents and would be required to keep the insurance policy alive at all times during the currency of the agreement. Bidder should have cyber insurance policy to cover first party and third-party liability coverage to organisation when cyber risk materializes and / or cyber security controls at organization fails. The coverages established by the cyber insurance shall cover property, theft and network level security.

## 22) Place of Delivery

Licenses should be delivered at following email id: [digitization.cell@indianbank.co.in](mailto:digitization.cell@indianbank.co.in)

## 23) Delivery and Documents

Delivery of the goods and services shall be made by the Supplier in accordance with the terms specified in the schedule of requirements. The details of shipping and / or other documents to be furnished by the Supplier are as follows.

- (i) Copy of the Supplier Invoice showing contract number, description, quantity, unit price, total amount;
- (ii) Manufacturer's / Supplier's Warranty Certificate;
- (iii) License Certificates.

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## 24) Delays in the Supplier's Performance

- Delivery of the Goods and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Purchaser in the Schedule of Requirements.
- If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Supplier shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Supplier's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract, if required.

## 25) Jurisdiction and Applicable Law

The Contract shall be interpreted in accordance with the laws of India. Any dispute arising out of this contract will be under the jurisdiction of Courts of Law in Chennai. Compliance with labour and tax laws, etc. will be the responsibility of the service provider at their cost.

## 26) Liquidated Damages (LD)

The successful bidder must strictly adhere to the schedules for completing the assignments. Failure to meet these Implementation schedules, unless it is due to reasons entirely attributable to the bank, may constitute a material breach of the bidder's performance. In the event that the Bank is forced to cancel an awarded contract (related to this RFP) due to the successful bidder's inability to meet the established delivery dates, the purchaser may take suitable penal actions deemed fit in addition to invocation of performance guarantee.

**Liquidated Damages on delay in Implementation:** For delay beyond the implementation schedule, the supplier shall be liable to forfeit 0.5% of the cost of the deliverables for the respective implementation phase, as per the project implementation timelines mentioned in clause no. 16 of Section-III for every week or part thereof subject to maximum of 10% of cost of project [excluding line-item E. cost of additional work on man-days basis for change requests and F. Fintech / Service hosting charges] for the delay solely not attributable to purchaser. Once the Liquidated Damages (LD) crosses 10% of the cost of the project, Bank reserves the right to terminate the contract.

## 27) Penalty / Guarantees on Response to Errors

The Bank will classify all issues in production region in three categories:

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- **Severity 1:** Fault/bugs which prevent the software from being used at all or affect the critical operations of the Licensee which is exclusively dependent on functioning of this application/ software.
- **Severity 2:** Faults refer to faults/bugs which severely affect the functionality of the implemented software or affect the critical operations of the Licensee which is exclusively dependent on functioning of this application/ software.
- **Severity 3:** These are bugs those for which workaround solutions exist and/or relate to the non-critical functionality of the implemented software.

The successful bidder undertakes and guarantees that all the errors will be resolved in the production environment; and any failure will be subject to the penalty clause stipulated below. The classification of error types by the bank is final and is binding on the successful bidder.

Issue Classification	From the date of Go Live			
	Response Time	Restoration Time*	Resolution Time	Penalty for Breach (Per hour or part thereof)
Severity 1	15 minutes	30 minutes	8 hours	Rs. 1,00,000 / hour
Severity 2	30 minutes	60 minutes	12 hours	Rs. 50,000 / hour
Severity 3	1 hour	4 hours	48 hours	Rs. 10,000 / hour

**\* The Platform / Application should be restored to working condition within the time stipulated. Penalty of Rs.1,00,000/- per hour, shall be charged for non-conformance to SLA pertaining to uptime, RPO, RTO.**

Failure of the successful bidder to maintain uptime SLA will attract penalty as mentioned above. The penalty will be capped at 10% of project cost / contract value [excluding taxes] and the penalty will be deducted from the charges payable during the contract period. In case, the penalty amount is more than amount payable by bank, bank reserves the right to claim the penalty from successful bidder or invoke the performance security submitted by the successful bidder. However, once the penalty crosses 5% of the cost of the project, Bank reserves the right to terminate the contract.

## 28) Bank's right to accept or reject any bid or all bids

- The Bank reserves the right to accept or reject any bid / all bids or annul the bidding process at any time prior to awarding the contract, without thereby incurring any liability to the affected Bidder or Bidders.

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- Bank reserves the right to modify the terms and conditions of this RFP duly informing the same before due date of the submission of response to RFP & publishing the same on Bank Website and e-procurement portal.

## 29) Performance Security

- Within 15 days of signing the contract, the successful bidder shall furnish to the Bank the Performance Security equivalent to 3% of the contract value in the form of a Bank Guarantee, valid for 69 months with further three-months claim period, in the format enclosed (Annexure-IV). Relaxation if any, extended by GOI/ competent authorities for furnishing PBG shall be passed on to eligible bidders.
- The performance security submitted by the successful bidder shall be invoked by the Bank as compensation for any loss resulting from the bidder's failure in completing their obligations under the Contract.
- The performance security will be discharged by the Bank and returned to the successful bidder not later than thirty (30) days following the date of completion of the successful bidder's performance obligations under the Contract.
- Failure of the successful bidder to comply with the requirement of signing of contract and performance security shall constitute sufficient grounds for annulment of the award and forfeiture of the bid security, in which event the Bank may call for new bids.

## 30) Limitation of Liability

Successful bidders' aggregate liability under the contract shall be at actual and limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender. This limit shall not apply to third party claims for

- IP Infringement indemnity
- Bodily injury (including death) and damage to real property and tangible property caused by vendor/s' gross negligence. If a third party asserts a claim against bank that a vendor product acquired under the agreement infringes a patent or copy right, vendor should defend bank against that claim and pay amounts finally awarded by a court against bank or included in a settlement approved by vendor. In no event shall either party be liable for any damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) even if it has been advised of their possible existence.

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### 31) Indemnity Clause

If at the time of the supplying, installing the platform/ software in terms of the present contract/ order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party and such infringement arising from use of the Goods or software or hardware provided by supplier, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the supplier shall indemnify and defend the Bank and keep it indemnified on that behalf.

The receiving party shall indemnify and keep indemnified, saved, defended, harmless against any loss, damage, reasonable costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants. Bank shall notify the supplier in writing as soon as practicable when the Bank becomes aware of the claim, and cooperate with the supplier in the defense and settlement of the claims. The supplier shall have sole control of the defense and all related settlement/ negotiations, and Bank will provide the supplier with the assistance, information and authority reasonably necessary to perform the above.

### 32) Disclaimer

The Bank and/or its officers, employees disown all liabilities or claims arising out of any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Bank and/or any of its officers, employees.

This RFP is not an agreement by the Authority to the prospective Bidders or any other person. All such costs and expenses will remain with the Bidder and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

The information contained in this RFP document or any information provided subsequently to Bidder(s) whether verbally or in documentary form by or on behalf of the Bank, 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 its own



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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.

This is not an offer by the Bank but only an invitation to bid in the selection process initiated by the Bank. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is executed by the duly authorized signatory of the Bank and the successful Bidder.

### 33) Patent Rights

The Supplier shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or software or hardware or any part thereof.

### 34) IT Act 2000

The equipment's/solution and all its components to be quoted as per this tender should comply with the requirements under Information Technology (IT) Act 2000 and subsequent amendments and related Government/Reserve Bank India guidelines issued from time to time.

### 35) Intellectual Property Rights (IPR)

While the successful bidder/ OEM shall retain the intellectual property rights for the application software, it is required that successful bidder shall grant the perpetual enterprise License to the bank for the bank's exclusive use without limitation on the number of users. The successful bidder shall place the source code of customizations done for the bank (and the procedures necessary to build the source code into executable form) for the application software, in escrow with a reputable agency (a bank or established software escrow firm in India) acceptable to the Bank during the contract period.

Notwithstanding the disclosure of any confidential information by the disclosing party to the receiving party, the disclosing party shall retain title and all intellectual property and proprietary rights in the confidential information. No License under any trademark, patent or copyright or application for same which are or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.

Bidder warrants that the inputs provided shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third-

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party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever.

In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; [b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed product.

The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.

The bidder acknowledges that business logics, work flows, delegation and decision-making processes of Bank are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors.

### 36) Acceptance of Purchase Order

Acceptance of purchase order should be submitted within 15 days of issuance of purchase order along-with authorization letter. If for any reason H1 bidder backs out after issuance of purchase order (or) the purchase order issued to the H1 bidder does not get executed in part / full, Bank shall invoke Earnest Money Deposit (EMD) / Performance Bank Guarantee (PBG) and blacklist the bidder for a period of one year.

### 37) Signing of Contract Form, NDA, SLA and Submission of Proof of Source Code Audit

Within thirty (30) days of Purchase Order, the successful bidder shall sign the contract form (Annexure-III), Non-Disclosure Agreement (Annexure-VII) and Service Level Agreement and return it to the Bank. Pre-Contract Integrity Pact (Annexure-VI) executed between the Bank and successful bidder(s) is deemed to be a part of the contract.

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Successful bidder has to submit the proof of source code audit (Annexure-XII) within 30 days from the date of purchase order that the code developed is free from any known vulnerabilities, and standard coding practice including proper version control is followed during development of the code.

### 38) Settlement of Disputes

- a. If any dispute or difference of any kind whatsoever shall arise between the Bank and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.
- b. If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the Bank or the supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract. Arbitration proceedings shall be conducted in accordance with the following rules of procedure.

The dispute resolution mechanism to be applied shall be as follows:

- a) In case of dispute or difference arising between the Purchaser and a Supplier relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Purchaser and the Supplier; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the presiding Arbitrator, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which shall be final and binding on the parties.
- b) If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.

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- c) Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- d) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.
- e) Where the value of the contract is Rs. 10 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator shall be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian Banks' Association (IBA).
- f) Notwithstanding any reference to arbitration herein,
  - a. the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and
  - b. the Bank shall pay the supplier any monies due to the supplier.

Submitting to arbitration may be considered as an additional remedy and it does not preclude Parties to seek redressal/ other legal recourse.

### 39) Authorization Letter from OEM

The bidder has to obtain and submit Authorization letter from Original Equipment Manufacturer (OEM) as per Annexure-V. If bidder is an OEM and they quote their own product, then MAF (Manufacturer's Authorization Form) need not be submitted. MAF to be also provided for all primary and secondary Fintech Service Providers proposed in the bid.

### 40) Coverage of Successful Bidder under the EPF & MP Act 1952 Employees' Provident Funds and Miscellaneous Provisions Act, 1952

The Successful bidder has to submit attendance, salary, appointment letters etc. of all the outsourced employees for any type of services engaged either through contractors or directly. If engaged through contractors, list of all the contractors engaged for any/all services and whether the said contractors are covered independently under the EPF & MP Act 1952 is to be submitted. The agreement of contracts with the contractors, the PF code

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number of the contractors, if covered, the attendance of the contract employees, the remitted PF challan with the Electronic Challan cum Return (ECR) should be submitted.

#### 41) 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 Supplier 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.

#### 42) Termination for Convenience

Bank, by 90 days' written notice sent to the Successful bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the bank's convenience, the extent to which performance of the Successful bidder under the Contract is terminated, and the date upon which such termination becomes effective.

The Goods that are complete and ready for shipment within thirty (30) days after the Supplier's receipt of notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:

- a. to have any portion completed and delivered at the Contract terms and prices; and / or
- b. to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Supplier.

#### 43) Termination for Default

The Bank, without prejudice to any other remedy for breach of contract, by 90 days' written notice of default sent to the Supplier, may terminate this Contract in whole or in part:

- a. if the successful bidder fails to deliver any or all of the Goods and Services within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser;
- b. if the successful bidder fails to perform any other obligation(s) under the Contract.
- c. If the successful bidder, in the judgement of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- d. In case of successful Bidders revoking or cancelling their Bid or varying any of the terms in regard thereof without the consent of the Bank in writing.

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‘For the purpose of this clause:

“**corrupt practice**” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

“**fraudulent practice**” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

#### 44) Force Majeure

The Successful bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if and 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. For purposes of this clause, “Force Majeure” means an event beyond reasonable control of the Successful bidder and not involving the Successful bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes. Delay by sub suppliers of vendor to Vendor will not be considered as cause of force Majeure.

If a Force Majeure situation arises, the Successful bidder shall promptly notify the Bank in writing of such condition and the cause thereof but in any case, not later than 10 (Ten) days from the moment of their beginning. Unless otherwise directed by the Bank in writing, the Successful bidder shall continue to perform its 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.

If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received or complete transition / handover to the in-coming Vendor / Service Provider.

#### 45) Confidentiality

The supplier will be exposed to internal business information of the Bank, affiliates, and / or business partners by virtue of the contracted activities. The Bidder / their employees shall treat all data & information collected from the Bank during the project in strict confidence. The Bank is expected to do the same in respect of Bidder provided data / information. **After termination of the contract also the successful bidder / supplier shall not divulge any data/ information collected from the Bank during the project.**

The supplier will have to enter into a non-Disclosure agreement (Annexure-VII) with the Bank to safeguard the confidentiality of the Bank's business information, legacy applications and data.

The successful bidder 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.

The successful Bidder and its employees shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the successful Bidder under this contract or existing at any Bank location. The successful Bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank data and sensitive application software. The successful Bidder shall also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the successful Bidder under this contract or existing at any Bank location.

#### 46) Negligence

In connection with the work or contravenes the provisions of other Terms, if the successful bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the successful bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the successful bidder liable for the damages that the Bank may sustain in this behalf, which can go upto the maximum the value of contract. Thereafter, the Bank may make good the failure at the risk and cost of the successful bidder. However, the cap on liability shall not be applicable in case of Gross negligence.

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#### 47) Amalgamation

If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the obligations of the Service Provider under this RFP. In such case, decision of the new entity will be binding on the successful bidder.

#### 48) Inspections and Tests

The Purchaser or its representative(s), RBI or any Statutory bodies, shall have the right to visit and /or inspect any of the Bidder's premises to ensure that software / code provided to the Bank is secured. The Purchaser will notify the Supplier in writing, in a timely manner, of the identity (if practically possible) of any representatives retained for these purposes.

Any charges payable to the Purchaser's representative designated for inspection will be borne by the Purchaser.

Should any inspected or tested Goods/software fail to conform to the Specifications, the Purchaser may reject the Goods/software, and the Supplier shall make alterations necessary to meet specification requirements at no additional cost to the Purchaser.

The Purchaser's right to inspect, test and, where necessary, reject the Goods or software after the delivery shall in no way be limited or waived by reason of the software having previously been inspected, tested and passed by the Purchaser; provided such inspection, test or rejection is made within the Acceptance Period, and Supplier fails to provide any remedy.

The supplier shall provide unrestricted access to its premises and records being maintained with regard to the job being performed as per its contract with the Bank, to the authorized personnel of the Bank/ its auditors (internal and external)/ any statutory/ regulatory authority/ authorized personnel from RBI to carry out any kind of process of audit including that of its operations and records related to services provided to the Bank, in the presence of representatives of the supplier, at any point of time giving advance notice. RBI or persons authorized by it shall access the records of Bank and the supplier related to this agreement and cause inspection.

#### 49) Use of Contract Documents and Information

The successful bidder shall not, without the Purchaser's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Purchaser in connection therewith, to any person other than a person employed/authorized by the successful bidder in the performance of the Contract. Disclosure to any such employed/authorized person shall be



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made in confidence and shall extend only so far as may be necessary for purposes of such performance.

The successful bidder shall not, without the Purchaser's prior written consent, make use of any document or information pertaining to this contract except for purposes of performing the Contract.

## 50) Pre-Contract Integrity Pact

Bidders shall submit Pre-Contract Integrity Pact (IP) along with the technical bid as per Annexure-VI of the RFP. Pre-Contract Integrity Pact is an agreement between the prospective bidders and the buyer committing the persons/officials of both the parties not to exercise any corrupt influence on any aspect of the contract. Any violation of the terms of Pre-Contract Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings.

The Pre-Contract Integrity Pact begins when both parties have legally signed it. Pre-Contract Integrity Pact with the successful bidder(s) will be valid till 12 months after the last payment made under the contract. Pre-Contract Integrity Pact with the unsuccessful bidders will be valid 6 months after the contract is awarded to the successful bidder.

### Adoption of Pre-Contract Integrity Pact

- The Pact essentially envisages an agreement between the prospective bidders and the Bank, committing the persons /officials of both sides, not to resort to any corrupt practices in any aspect/ stage of the contract.
- Only those bidders, who commit themselves to the above pact with the Bank, shall be considered eligible for participate in the bidding process.
- The Bidders shall submit signed Pre-Contract integrity pact as per the Annexure-VI. Those Bids which are not containing the above are liable for rejection.
- Foreign Bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principles or associates.
- Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.
- Pre-Contract Integrity Pact in respect this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

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- The Pre-Contract Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form the part of the Contract Agreement till the conclusion of the contract i.e. the final payment or the duration of the Warranty /Guarantee/AMC if contracted whichever is later.
- Integrity Pact, in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- Pre-Contract Integrity Pact shall be signed by the person who is authorized to sign the Bid.
- The Name and Contact details of the Independent External Monitors (IEM) nominated by the Bank are as under:

1. Shri. Brahm Dutt, IAS (Retd.) <i>Email: dutt.brahm@gmail.com</i>	Shri. Girraj Prasad Gupta, <i>Email: gpgupta1804@gmail.com</i>
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- Change of law / policy / circular relating to Pre-Contract Integrity Pact vitiate this agreement accordingly with immediate effect on written intimation.
- Any violation of Pre-Contract Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings, as per the existing provisions of GFR, 2017, Prevention of Corruption Act (PC Act), 1988 or other Financial Rules as may be applicable to the organization concerned.

## 51) Other Terms and Conditions

- The relationship between the Bank and Successful Bidder/s is on principal-to-principal basis. Nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship or principal and agent or master and servant or employer and employee between the Bank and Successful Bidder/s hereto or any affiliates or subsidiaries thereof or to provide any party with the right, power or authority, whether express or implied to create any such duty or obligation on behalf of the other party.
- Successful bidder/Service Provider shall be the principal employer of the employees, agents, contractors, subcontractors etc., engaged by the successful bidder/Service Provider and shall be vicariously liable for all the acts, deeds, matters or things, of such persons whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by the successful bidder/Service Provider, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, contractors,

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subcontractors etc., of the successful bidder/Service Provider shall be paid by the successful bidder/Service Provider alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the successful bidder's/Service Provider's employees, agents, contractors, subcontractors etc. The Successful Bidder shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions, or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of Successful Bidder/ Service Provider's employees, agents, contractors, subcontractors etc.

- The cost of preparing the proposal including visit / visits to the Bank by the bidder is not reimbursable.
- All pages of the Bid Document, Clarifications/Amendments if any should be signed by the Authorized Signatory (Power of Attorney (POA) proof to be submitted). A certificate of authorization should also be attached along with the bid.
- The Bank is not bound to accept any of the proposals submitted and the Bank has the right to reject any/all proposal/s or cancel the tender without assigning any reason therefore.
- Any additional or different terms and conditions proposed by the bidder would be rejected unless expressly assented to in writing by the bank.
- Bank reserves the absolute right to reject the bid if it is not in accordance with its requirements and no further correspondence, whatsoever, will be entertained by the Bank in the matter.
- Each bid should specify only a single solution which should meet the tender specifications and should not include/suggest any alternatives
- The Successful Bidder shall also indemnify Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the goods, software(s), hardware(s) or any part thereof in India and abroad. Such indemnity shall be governed by the provisions of Clauses 36 and 38 of the RFP
- To assist in the scrutiny, evaluation and comparison of offers Bank may, at its discretion, seek clarification from the bidder (SI/OEM). The request for clarification and the response shall be in writing/through e-mail and no change in the price or substance of the bid shall be sought, offered or permitted.
- In the event of any claim asserted by the third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof, the bidder shall act expeditiously to extinguish such claims. If the bidder fails to comply and Bank is required to pay compensation to a third party resulting from such infringement, the bidder shall be responsible for the compensation including all

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expenses, court costs and lawyer fees. Bank will give notice to the bidder of such claims, if it is made, without delay by fax/e-mail/registered post

- The bidder shall submit a non-disclosure agreement on behalf of the bidder and individual capacity of all the persons contracted.
- The Digital Lending Platform planned for deployment in the project should be having a minimum of 5 years of support from the OEM from the date of contract execution.

## 52) GENERAL TERMS AND CONDITIONS

### 52.1 Rejection of Bids

The Bank reserves the right to reject the Bid if,

- i. Bidder does not meet any of the pre-bid eligibility criteria mentioned above.
- ii. The bid is incomplete as per the RFP requirements.
- iii. Any condition stated by the bidder is not acceptable to the Bank.
- iv. If the RFP and any of the terms and conditions stipulated in the document are not accepted by the authorized representatives of the bidder.
- v. Required information not submitted as per the format given.
- vi. Any information submitted by the bidder is found to be untrue/fake/false.
- vii. The bidder does not provide, within the time specified by the bank, the supplemental information / clarification sought by the bank for evaluation of bid.

The Bank shall be under no obligation to accept any offer received in response to this RFP and shall be entitled to reject any or all offers without assigning any reason whatsoever. The Bank may abort entire process at any stage without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for Bank's action.

In order to promote consistency among the Proposals and to minimize potential misunderstandings regarding how Proposals will be interpreted by the Bank, the format in which Bidders will specify the fundamental aspects of their Proposals has been broadly outlined in this RFP.

Any clarifications to the RFP should be sought by email as per the dates mentioned in “[A] Important Dates”. Responses to the queries will be uploaded on Bank’s website. Bank will hold a pre-bid meeting, to answer all the questions / queries received by email which would also be uploaded on bank’s website.

Proposals received by the Bank after the specified time on the last date shall not be eligible for consideration and shall be summarily rejected.

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In case of any change in time line, the same shall be updated on the Bank's website and shall be applicable uniformly to all bidders.

## 52.2 Representation and Warranties

The Bidder represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:

- i. That the representations made by the Bidder in its Bid are and shall continue to remain true and fulfil all the requirements as are necessary for executing the duties, obligations and responsibilities as laid down in the RFP and unless the Bank specifies to the contrary, the Bidder shall be bound by all the terms of the RFP.
- ii. That all the representations and warranties as have been made by the Bidder with respect to its Bid and Contract, are true and correct, and shall continue to remain true and correct through the term of this Contract.
- iii. That the execution of the Services herein is and shall be in accordance and in compliance with all applicable laws.
- iv. That there are –
  - (a) no legal proceedings pending or threatened against Bidder or any sub-Bidder/ third party or its team which adversely affect/ may affect performance under this Contract; and
  - (b) no inquiries or investigations have been threatened, commenced, or pending against Bidder or any sub-Bidder / third party or its team members by any statutory or regulatory or investigative agencies, which adversely affect/ may affect performance under this Contract.
- v. That the Bidder has the corporate power to execute, deliver and perform the terms and provisions of this Contract and has taken all necessary corporate action to authorize the execution, delivery and performance by it of the Contract.
- vi. That all conditions precedent under the Contract has been complied.
- vii. That neither the execution and delivery by the Bidder of the Contract nor the Bidder's compliance with or performance of the terms and provisions of the Contract:
  - a) will contravene any provision of any applicable law or any order, writ, injunction or decree of any court or government authority binding on the Bidder,

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- b) will conflict or be inconsistent with or result in any breach of any or the terms, covenants, conditions or provisions of, or constitute a default under any agreement, contract or instrument to which the Bidder is a Party or by which it or any of its property or assets is bound or to which it may be subject or
- c) Will violate any provision of the Memorandum and Articles of Association of the Bidder.
- viii. That the Bidder certifies that all registrations, recordings, filings and notarizations of the Contract and all payments of any tax or duty, including without limitation stamp duty, registration charges or similar amounts which are required to be effected or made by the Bidder which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract have been made.
- ix. That the Bidder confirms that there has not and shall not occur any execution, amendment or modification of any agreement/contract without the prior written consent of the Bank, which may directly or indirectly have a bearing on the Contract or the project.
- x. That the Bidder owns or has good, legal or beneficial title, or other interest in, to the property, assets and revenues of the Bidder on which it grants or purports to grant or create any interest pursuant to the Contract, in each case free and clear of any encumbrance and further confirms that such interests created or expressed to be created are valid and enforceable.
- xi. That the Bidder owns, has license to use or otherwise has the right to use, free of any pending or threatened liens or other security or other interests all Intellectual Property Rights, which are required or desirable for the project and the Bidder does not, in carrying on its business and operations, infringe any Intellectual Property Rights of any person. None of the Intellectual Property or Intellectual Property Rights owned or enjoyed by the Bidder or which the Bidder is licensed to use, which are material in the context of the Bidder's business and operations are being infringed nor, so far as the Bidder is aware, is there any infringement or threatened infringement of those Intellectual Property or Intellectual Property Rights licensed or provided to the Bidder by any person. All Intellectual Property Rights (owned by the Bidder or which the Bidder is licensed to use) are valid and subsisting. All actions (including registration, payment of all registration and renewal fees) required to maintain the same in full force and effect have been taken thereon and shall keep the Bank indemnified in relation thereto.
- xii. Any intellectual property arising during the course of the execution under this contract related to tools/ systems/ product/ process, developed with the consultation of the bidder will be intellectual property of the Bank.



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## 52.7 Solicitation of Employees

Either party, during the term of the contract shall not without the express written consent of the other party, directly or indirectly: a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the other party in rendering services in relation to the contract; or b) induce any person who shall have been an employee or associate of the other party at any time to terminate his/ her relationship with the other party. This restriction shall not apply to employees of either Party responding to advertisements in job fairs or news media circulated to the general public.

## 52.8 Notices and Other Communication

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 sent personally or by certified or registered post with acknowledgement due or overnight courier or email duly transmitted, addressed to the other party at the addresses, email given in the contract.

Notices shall be deemed given upon receipt, except those notices sent by registered post in a correctly addressed envelope shall be deemed to be delivered within 5 working days (excluding Sundays and public holidays) after the date of mailing dispatch and in case the communication is made by email, on business date immediately after the date of successful email. (That is, the sender has a hard copy of the page evidencing that the email sent to correct email address).

Any Party may change the address, email address and fax number to which notices are to be sent to it, by providing written notice to the other Party in one of the manners provided in this section.

## 52.9 Substitution of Team Members

The BID should also contain resource planning proposed to be deployed for the project which includes inter-alia, the number of personnel, skill profile of each personnel, duration of employment etc.

During the assignment, the substitution of key staff identified for the assignment shall not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the Bidder can do so only with the concurrence of the Bank by providing alternate staff of same level of qualifications and expertise; provided that concurrence shall not be required for substitution due to:

- (i) resignation;
- (ii) move for career aspirations;
- (iii) termination for cause;



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- (iv) death or disability;
- (v) prolonged absences due to medical reasons; or
- (vi) loss of work authorisation/ right to work.

If the Bank is not satisfied with the substitution due to the reason that the substitution is not of the same level of qualifications and expertise and the bidder is unable to provide suitable remedy, the Bank reserves the right to terminate the contract and recovering an amount equal to 10% of the contract value as liquidated damages. The Bank reserves the right to insist the Bidder to replace any team member with another (with the qualifications and expertise as required by the Bank) during the course of assignment. The Bidder will have to undertake that no such substitution would delay the project timelines.

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## SECTION - IV

### INSTRUCTIONS TO BIDDERS FOR E-TENDERING

#### 1. GENERAL

These Instructions for e-Tendering supplement other terms and conditions of this tender.

#### 2. INSTRUCTIONS

##### 2.1. RULES FOR WEB PORTAL ACCESS

1. Bidder should be in possession of Digital Certificate in the name of company/bidder with capability of signing and encryption for participating in the e-tender. Bidders may use Digital Certificates issued in the name of individuals upon submission of authorization certificate from the company for the same to the e-tendering service provider and prior approval from Bank officials. 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.
2. e-tendering will be conducted on a specific web portal website - <https://www.tenderwizard.com/indianbank> meant for this purpose with the help of the Service Provider identified by the Bank as detailed above.
3. Bidders will participate 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.
4. In the event of failure of their internet connectivity (due to any reason whatsoever it may be) either the service provider or Bank is not responsible.
5. 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 process successfully.
6. However, the Bidders are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.
7. Failure of power at the premises of bidders during the e-Tendering cannot be the cause for not participating in the e-Tendering.
8. On account of this, the time for the e-tendering cannot be extended and Bank is not responsible for such eventualities.

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9. 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.
10. 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/strike for the bank, e-tendering website will receive the bids up to the appointed time as mentioned in the RFP document, however physical documents, to be submitted offline, can be submitted on the next working day up to 04.00 PM on next working day. Extension/ advancement of submission date and time will be at the sole discretion of the Bank.
11. However, during the submission of bid, if any bidder faces technical issues and was unable to submit the bid, in such case the Bank reserves its right to grant extension for bid submission by verifying the merits of the case and after checking necessary details from Service Provider.

## 2.2. REGISTRATION

To use the Bank's e-tendering Portal (<https://www.tenderwizard.com/indianbank>), bidder needs to register on the e-tendering portal. The bidder should visit the home-page of the portal and to the Portal Enrolment for new bidder link.

The following steps are to be followed during the registration process

- a) Fill all the relevant and requisite details to complete the Enrolment form provided in the Bank's e- tendering portal
- b) Upload the scan copy of the PAN Card and GST Registration certificate
- c) Acknowledgement copy will be generated with user id & password & the same will be sent to their registered email id.
- d) After verification by department/service provider, the id will be activated.
- e) At the first login, DSC details will be automatically captured by the system.
- f) Clarification/ Amendments and Extension of last date of bid submission (if any) will be uploaded in the e-tendering portal under Corrigendum/ Amendment.

Support to the Bidder for participating in the bids through e-tendering Website will be provided by the service provider M/s. Antares Systems Limited.

**Note:** Please contact M/s. Antares Systems Limited's support desk (as given below), to get your registration accepted/activated and for further clarifications.

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**Support Desk Contact Details :**

M/s. Antares Systems Limited  
#24, Sudha Complex, 3<sup>rd</sup> Stage, 4<sup>th</sup> Block  
Basaveshwaranagar, Bangalore – 560 079.  
Support Contact No. 080-40482100, 99432 77499, 89519 44383  
Support Email: [gunaseelan.m@antaressystems.com](mailto:gunaseelan.m@antaressystems.com)

**2.3. SUBMISSION OF BIDS THROUGH E-TENDERING PORTAL**

The Bid documents, to be uploaded as part of online bid submission, are as follows:

- a. Eligibility Criteria, along with all supporting documents required.
- b. All Annexures as per this tender on Bidder's letter head with authorizing person's signature and Bidder seal on all pages.
- c. All supporting documents and product literature in support of Technical specifications.
- d. Relevant brochures
- f. Compliance to Technical Specifications as per Technical Bid.
- g. Any other information sought by the Bank with relevant to this tender.

*(\*Please refer checklist under Annexure of this tender for more details)*

Bidder should upload all the copies of relevant documents without fail in support of their bid and as per the instructions given in tender documents. If the files to be uploaded are in PDF format, ensure to upload it in "Searchable" PDF Format. After filling data in predefined forms bidders need to click on final submission link to submit their encrypted bid.

Please take care to scan documents so that total size of documents to be uploaded remains minimum. **All documentation evidence provided to the Bank shall be in PDF Format. The Scanned Documents shall be OCR enabled for facilitating "search" on the scanned document.** Utmost care may be taken to name the files/documents to be uploaded on e-tendering portal.

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## 2.4. BID RELATED INFORMATION

Bidders must ensure that all documents uploaded on e-tendering portal as files or zipped folders, contain valid files and are not corrupt or damaged due to any processing at bidder PC system like zipping etc. It shall be the responsibility of bidder themselves for proper extractability of uploaded zipped files.

Any error/virus creeping into files/folder from client end PC system cannot be monitored by e-tender software/server and will be bidder's responsibility only.

## 2.5. OFFLINE SUBMISSIONS

In addition to uploading the documents in our e-Tendering portal, Bidders should also submit the following in a sealed envelope, super scribing with the tender Reference number, due date, Name of the Bidder, etc.

- a) DD towards Cost of bid document (Bidders may also remit the amount in the account number mentioned under point no. 8 of Schedule)
- b) Bid Security (EMD) in the form of Fund transfer/ Bank Guarantee (issued by a nationalised / scheduled commercial Bank (other than Indian Bank) in favour of "Indian Bank" payable at Chennai.
- c) Pre-Contract Integrity Pact

**Note:** Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for Cost of Bid document.

The bidder is requested to submit the original documents (as mentioned under point no. 4 of Schedule [A]) in a Sealed Envelope on or before **12/07/2022, 03.00 PM** to the address mentioned under point no. 4 of [A] (Important Dates and Information on RFP Submission) of schedule of this tender. The envelope shall be super scribed as "**REQUEST FOR PROPOSAL FOR SELECTION OF SOLUTION AND SERVICE PROVIDER FOR THE DEVELOPMENT, IMPLEMENTATION, MANAGEMENT & MAINTENANCE OF DIGITAL LENDING PLATFORM**" and the words 'DO NOT OPEN BEFORE (12/07/2022, 04.30 PM).

## 2.6. OTHER INSTRUCTIONS

For further instructions like system requirements and manuals, the bidder should visit the e-tendering portal (<https://www.tenderwizard.com/indianbank>), click on System Requirement Manual/ User Manual.

**The following 'Four Key Instructions' for bidders must be assiduously adhered to**

- a. Obtain individual Digital Signing Certificate (DSC or DC) well in advance before tender submission deadline on e-tendering portal.



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- b. Register your organization on e-tendering portal well in advance before tender submission deadline on e-tendering portal
  - c. Get your organization's concerned executives trained on e-tendering portal well in advance before tender submission deadline on e-tendering portal
  - d. Submit your bids well in advance of tender submission deadline on e-tendering portal (Bank will not be responsible any problem arising out of internet connectivity issues).

**Note:** While the first three instructions mentioned above are especially relevant to first-time users of the e-tendering portal, the fourth instruction is relevant at all times.

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**SECTION-V**

**PART I - Technical and Functional Requirements**

Date:

Sanjeev Kumar Sethi

Asst. General Manager  
Indian Bank, Head Office Building,  
Digitization Cell, 6th Floor,  
Transformation Management Office Department,  
66, Rajaji Salai, Chennai – 600 001.

Dear Sirs,

**Sub: REQUEST FOR PROPOSAL FOR SELECTION OF SOLUTION AND SERVICE PROVIDER FOR THE DEVELOPMENT, IMPLEMENTATION, MANAGEMENT & MAINTENANCE OF DIGITAL LENDING PLATFORM.**

**Ref: Your RFP No. CO/TMO/DLP/02/2022-23 dated 13/06/2022**

\*\*\*\*\*

Referring to your above RFP, we submit the compliance details of the specifications given below:

The features required are classified/ listed against each of the features, the maximum mark has been provided. The response to the product feature will be evaluated as per the matrix detailed in the RFP document.

(i) TECHNICAL SPECIFICATIONS – 80 marks (3 marks each for Mandatory items and 1 mark each for Desirable items)

The detailed functional requirement with marking scheme for each of the feature is as follows:

SNo.	Particulars	Mandatory (M) / Desirable (D)*	Bidder's Compliance mention "YES"/ "NO"	Bidder Remarks, if any
1	Platform must configure and expose customer journeys / customer assisted journeys or specific stages in the journey as a web portal/mobile app. Also, the platform has to integrate with the mobile app/	M		

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	<p>website/ internet banking/ chatbot/ kiosk/ ATM &amp; other devices/appliances of the bank via web view / SDK / URL redirect or through any other mode of integration required by Bank.</p> <p>Web Application should work in all major browsers like Google Chrome, Microsoft Edge, Apple Safari, Mozilla Firefox etc.</p>			
2	The platform shall provide an Omni-channel experience to customers / users with consistent, convenient and excellent User Interface (UI) and User Experience (UX).	M		
3	The platform should use web-based technology with multi-tier (minimum 3-tier) architecture using cloud-native architecture including web & touch enabled user interface.	M		
4	The system should follow modular application architecture with hyper-scalability, separating the functionality of applications as independent services.	M		
5	Platform should have horizontal and vertical scalability with high availability to support future increase in transaction volumes and increase in number of concurrent users.	M		
6	The platform should trigger automated alerts and notifications to customers and relevant Bank users as per use cases hyper-personalized across preferred channels & timings. It should also be capable of using bank's existing SMS and Email gateway	M		
7	The platform should leverage bank's data to personalize the experience for consumers in real time / near Real-time depending on individual use-cases.	D		
8	The platform should provide for building various User Interface (UI) having Low Code/ No Code builder capabilities.	D		
9	The platform should have capability configuration of multi-lingual, device	M		



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	agnostic web portal, mobile apps for customer, bank employee or partners.			
10	The platform should provide interface with Bank's Middleware System and with various internal/ external systems on web services messaging formats like REST API / SOAP, with standardized data formats JSON, XML, ISO 8583 etc.	M		
11	The platform should be able to Extract, Transform and Load data from the source systems and consume Big Data	D		
12	The platform should allow customer / branch/ Bank users / agents to resume the journey from the point of drop-off across all channels. The customer / users should be able to complete any journey/ use cases in minimum number of clicks as per EASE guidelines/ industry standards / best practices.  Application should be capable of working in offline mode in case of poor or no network connection, and sync with the database once network is available. Once the data collected during offline mode is synced with the database, the offline data should be purged from the mobile client device	M		
13	The platform should provide facility for seamless integration to various Fintechs and the platform should be able to consume APIs as well as provide well defined and well documented Open APIs to be exposed to 3 <sup>rd</sup> party's/ Fintech's. The platform should be able to handle both Synchronous and Asynchronous calls	M		
14	The platform should support strong authentication features including two factor authentications for customer / assisted journeys. Platform should support Oauth, OpenID, SAML and other standard authentication tokens. Platform should be capable of authenticating users using their	M		

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	social media credentials or bank's CIAM solutions			
15	The platform should provide configurable on-demand, real time reports, reconciliation data files, dashboards, etc. as per the needs and specifications of the Bank with drill down/ slice and dice / multi-dimensional views/reports.	D		
16	The platform should provide robust integration layer for integrating into a Bank's analytics systems, CRM systems and any other internal systems for easy data exchange for various use-cases.	D		
17	The platform should use Micro-services-based architecture that enables decoupling with flexibility in deploying new feature/ capabilities.	M		
18	The platform should be cloud native (ready for lift and shift from on-prem to cloud) and support runtime Containerization to facilitate on demand / automated and seamless scalability, based on request / volume or infra resource utilization or ability to increase concurrent instances based on utilization threshold limits.	M		
19	The architecture should have ability increase the number of concurrent instances to keep the application and database server parameters below 70% utilization (CPU, Memory and other infra).	M		
20	The platform should provide logging and monitoring capabilities and provide feed to SIEM & any other monitoring / security solution in the Bank. Platform should ensure that the logs generated are secure and tamper free	M		
21	The platform should integrate with the Bank's existing Ticketing tool and Application Performance Monitoring Tool.	M		

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22	The platform should be capable of logging successful and unsuccessful authentication attempts/ events.	M		
23	The platform should be capable of Active Directory (AD) / LDAP SSO/IDAM Solutions integration for single sign-on authentication for designated users.	M		
24	The platform should have security and control features within the application as per OWASP, PADSS standards.	M		
25	The platform should provide High Availability with a minimum uptime time of 99.50% and response time and TPS as per SLA requirements.	M		
26	The platform should handle all web application security threats like Cross-site scripting, SQL injection flaws, Malicious file execution, Information leakage, Improper error handling, Broken authentication and session management, Insecure Cryptographic storage, Failure to restrict URL access etc.	M		
27	The platform must support load balancing with H.A. across multiple servers/ clusters with seamless failover, complete disaster recovery and optimal service delivery, Single application failure etc. with No Single Point of Failure	M		
28	The solution must comply/adhere to Data localization norms and privacy protection norms as per our Statutory / Regulatory requirements and our Bank's policies	M		
29	The Solution should be platform agnostic and not dependent on any proprietary infrastructure. The solution should be deployed on High Availability (HA) architecture and should be capable to balance the load between multiple active instances.	M		

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30	The platform to have strong authorization controls with necessary controls for prevention against unauthorized application / data access and distribution. All Personal Information (PI) data including Customer account details, transaction data or any sensitive information should be encrypted during transit. The platform should ensure Data Integrity using internationally accepted hashing algorithms such as MD5/ SHA-2 or higher etc. and support standard algorithms like AES, TLS..	M		
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*\* Desirable (D) – In case these functionalities are not available currently as part of the platform supplied, they are expected to be delivered by the successful bidder during the contract period, when required by the Bank, without any additional cost to the Bank. **All the Mandatory features have to be present, else bidder will be disqualified.***

**(ii) FUNCTIONAL SPECIFICATIONS – 320 marks**

**Functional specifications comprise of 14 main types of requirements which are listed below:**

SNo.	Evaluation parameter
1	User interface and experience (UI/UX)
2	Product configuration and management
3	User management
4	Workflow management
5	Products / Journeys to be designed
6	Fintech capabilities envisaged
7	Document management module
8	Business rule engine
9	Communication
10	Integrations required
11	Dashboard and reporting requirements
12	Audit trails
13	Collateral and asset management
14	Collection / Repayment Management

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**Bidder has to score at least 50% in each of the 14 categories listed above to qualify, else will be treated as technically disqualified and will not be considered for further evaluation process.**

**For each parameter listed below, bidder will score full marks if Fully Complied (FC), half marks of the parameter for Partially complied (PC) and nil marks for Not Available (NA).**

*In case these functionalities are currently partially complied (PC) / Not Available (NA) as part of the platform supplied, these functionalities are to be delivered by the bidder during the contract period, when required by the Bank, without any additional cost to the Bank.*

The detailed functional specifications of the modules to be delivered as part of Digital Lending Platform are described below:

S. No.	Functional Requirements	Max marks for parameter	Bidder's Compliance	Bidder Remarks, if any
			FC/PC/NA	
<b>1</b>	<b><u>User interface and experience (UI/UX)</u></b>			
1.1	The UI/UX should deliver responsive solutions that are platform and device agnostic with Omni-channel experience, interactive, seamless, intuitive, and flexible	1		
1.2	Depict customer information, product offering, loan decision etc. in impactful manner for ensuring engaging experience during entire customer journey	1		
1.3	The UI/UX of the platform should be integrated with various digital channels like Omnichannel, IB, MB, kiosks, ATMs, contact centre, etc.	1		
1.4	Create wireframes of the UI/UX	1		
1.5	Create customer facing forms, which should be customizable, with validation capability on responses received, pre-filled capability and various layout options.	1		
1.6	Generation of document such as letters, forms, loan legal documentation etc basis pre-defined template automatically. These generated forms to be modifiable.	1		
1.7	UI/UX customized for branches, customers, field officials, controlling offices, DSAs, BCs, Agents, etc with favourites widgets basis of personalized	1		

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	usage patterns and role based propensity. Also, role based reports/ dashboards.			
<b>2</b>	<b><u>Product configuration and Management</u></b>			
2.1	Availability of off-the-shelf solutions with predefined modules, workflows, integrations etc. for standardized products like Personal loan, Home loan, Agri. loan, working capital loan, vehicle loan, supply chain finance etc.	1		
2.2	define new portfolios, products, schemes based on offerings of the Bank.	1		
2.3	define pricing (fixed, dynamic/floating) linked to various benchmarks like MCLR, EBLR, Government schemes, subvention, etc. with different frequencies like yearly, monthly etc. along with rules for rules for risk based pricing	1		
2.4	define different calculation methods, repayments methods/variations like step up, step down, bullet payment, pre-payment, part-payment etc.	1		
2.5	restrict the availability of the product location wise, segment wise, etc.	1		
2.6	define schedule for service charges, penalties, applicable taxes, other charges etc.	1		
2.7	design multiple swim lanes for a product, handle drop-off scenarios.	1		
2.8	create co-lending journeys by integrating with other partners	1		
<b>3</b>	<b><u>User management</u></b>			
3.1	User module should have option to define different user groups e.g. Admin, Sales officer, Credit officer, Field agents, Legal scrutiny, Valuation agency, technical agency, customers, channel partners, branch users, processing centres / back offices, administrative and controlling offices, contact centres, etc.	2		
3.2	Create different access rights and permission sets for different users. Roles to be defined and mapped, rules to be available for handling conflicting roles	1		
3.3	Users can be internal or external (customers, partners etc.)	1		
3.4	It should allow the correct level of user to add new users and remove users	1		
3.5	It should allow the correct level of user to modify the access a user requires	1		

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3.6	Facility to add users to designated business unit/ processes/ roles (with limited/defined access)	1		
3.7	definition/modification of the approval limits, and organization structure which could be centralized or decentralized	1		
3.8	System should be configurable to have more user types/levels to accommodate process changes/audit or any other functional/reporting requirement	1		
3.9	There should be a functionality to map relationship between users e.g., hierarchy between users, regional groups etc.	1		
3.10	System should have multiple user functionality and define appropriate maker-checker with exception handling, relaxations, concessions, escalation matrix	1		
3.11	Multiple users being able to download the documents for any particular trail	1		
3.12	Multiple users to raise comments which are to be recorded with date and time	1		
3.13	Comments could be marked to a user/User group or be left open for all users	1		
3.14	System should have tablet/mobile solutions for field functionality, client visits, including data, document and pictures uploads etc.	1		
3.15	There should be summarized lists / dashboards for different users	1		
3.16	User must be able to see all application he/she has to work on in a single view or segregate / sort as required	1		
3.17	User should be able to prioritize his work by being able to filter cases based on certain parameters like application id, first name, last name, product, date, TAT, alerts for TAT, breach followed by escalation, holiday marking for users, etc	1		
3.18	User should also be able to view cases in a pool and claim the case to start working on same	1		
3.19	Supervisor user should be able to view records of his subordinates and be able to take actions on the same	1		
3.20	System to have the capability to show a snapshot view of the entire appraisal	1		
3.21	System to be able to classify applications stored according to their status e.g. approved, declined, cancelled, under	1		

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	review, closed (definable frequency for reports)			
<b>4</b>	<b><u>Workflow Management</u></b>			
4.1	Flexibility to define workflows with low-code / no-code to configure/ parameterize depending on channel, product, customer type, loan amount, etc.	2		
4.2	Should support STP process for customer on boarding based on integration call received from other systems like CRM, chatbot, Internet banking, Mobile Banking, external partners etc	2		
4.3	The system should have the capability to allocate particular application to specific approvers	1		
4.4	Approver level can be defined as single approver or multiple approvers, along with committee approach	2		
4.5	There should be a queuing system that has the capability to allocate based on pre-defined logic such as customer type, product type, skill-based routing, existing pendency/allocation, etc.	2		
4.6	Should support Advanced Deviation & Exception Approval Matrix . Define deviations based on rules for pricing, demographics and other parameters	2		
4.7	Process of approval may have defined sequential and parallel movement. It should be possible to have both in workflow simultaneously. Solution should provide a feature whereby a single user (duly designated) be able to process an application from start to finish or may have limited access to a specific task	2		
4.8	Ability to reallocate or reassign cases from one user to another user, multiple to & fro movement of work items	2		
4.9	The queuing feature should include the ability for escalation to higher supervising authority in case the application has remained pending without any activity for a specified threshold period	2		
4.10	Should support capability to re-route the case to appropriate officers and approval committee in case of amendments and deviation or rule based	2		



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4.11	Turn Around Time (TAT) rules for each activity in the workflow to be tracked	2		
4.12	Interact dynamically between the rules engine and the queuing process to move cases across queues based on results of credit processing – Example: risk-based scoring process resulting in instant approval or based on potential credit limit assignments sent to credit officers who can cover such limits.	2		
4.13	System should have provision of maker checker facility across multiple levels of approvals for different activities including deviation, deferral and exception approval data entry, documents, approval based on risk segment. However, this may be defined by administrator	2		
4.14	allocate automatically to each user based on role and also to a pool/ team so that the available users can select case to work on if needed	2		
4.15	Allocate cases manually basis user access rights	2		
4.16	Platform shall store every version of workflow change. Option to choose whether to run existing processes on an older version or force them to run a newly configured iteration	2		
<b>5</b>	<b>Products / Modules /Journeys to be designed for NTB and ETB on assisted mode and STP for all lending products of Bank including but not limited to:</b>			
<b>5.1</b>	<b>Retail</b>			
	(a) Personal Loan Module with indicative journeys like Pre-approved personal loan, Personal loan / Pension loan, Self-employed loans, High ticket personal loans, Balance transfer loans, Top-ups (Term Loans and OD with option for running accounts) and renewals	2		
	(b) Home Loan Module with indicative journeys, pre-approved projects, Home Loan, Plot loan, Takeover, Affordable home loans / PMAY with required integrations, Top-ups and renewals	2		
	(c) <b>Loan against property Module</b> with indicative journeys like Mortgage Loan, Reverse Mortgage Loan, Lease Rent discounting – IB Rent Encash	2		
	(d) <b>Loan against securities</b> (like Term Deposits, Shares, etc) Module with	2		

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	indicative journeys like Working Capital, Term Loan			
	<b>(e) Vehicle Loan Module</b> with indicative journeys like Two-Wheeler loan, Four-Wheeler Loan (New vehicle), Four-Wheeler Loan (Old vehicle)	2		
	<b>(f) Jewel loan Module</b> with indicative journeys Term Loan Jewel loan with options for bullet payment and EMI, OD against Jewel loan, Loan Against Sovereign Gold Bond, Renewals	2		
	<b>(g) Education loan Module</b> with indicative journeys like Revised IBA model, IB Prime, IB Skill	2		
	<b>(h) Consumer Durable loan Module</b> with indicative journeys like BNPL, Loan against card, Combo Loan	2		
<b>5.2</b>	<b>MSME with Restructuring, Resolution Framework, GECLS, inter-operability, etc. -</b>			
	<b>(a) PMMY Module</b> with indicative journeys: Loans (Mudra – Manufacturing / Service / Trade) & Mudra – Agri Allied activities	2		
	<b>(b) Working Capital Module</b> with indicative journeys based on Cash flow / MPBF / MPBF 2nd method, turnover, etc. (Fresh, Enhancement & Renewal)	2		
	<b>(c) Term Loan Module</b> with indicative journeys equivalent to our schemes like IB SME Secure, IB Contractors, IB Doctor Plus, IB Tradewell, Ind SME Mortgage, IB My Shop, Ind Surya Shakti, InDhan Vaahan, IND-SME e-Vaahan, IB Pure Jaldhara, Commercial vehicle loan, etc. (Fresh, Enhancement & Renewal)	2		
	<b>(d) Bills Purchase &amp; Discounting Module</b>	2		
	<b>(e) Module for Renewals and top up for existing loans</b>	2		
	<b>(f) Jewel Loan Traders &amp; Non-Agri (Priority): TL &amp; OD Module</b>	2		
	<b>(g) Module for Government scheme loans with journeys like PMEGP, PM Svanidhi, National Portal, PSB59minutes.com, Standup India, Startup India, and other</b>	2		

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	Government schemes with facilitates to handle subsidies, subventions, waivers, etc.			
	(h) Module for Non-Fund based limits – BG, LC, etc.	2		
	(i) Composite Loans, Lease Rent discounting (IB Rental), Standby facilities, Cluster Financing, Co-Lending, Supply Chain Financing	2		
<b>5.3</b>	<b>Agri Module with indicative journeys</b>			
	(a) Gold Loan Agri Module	2		
	(b) Crop Loan/ KCC Module	2		
	(c) Agriculture Term Loan module with journeys like Tractor loan, Equipment Loan etc-Financing vehicle /Farm Machinery	2		
	(d) Agriculture & Allied Activity WC/TL loan module with journeys like -Financing Dairy/Poultry , Agro Processing module etc.	2		
	(e) Agri-Infra investment loans (cold storages etc.), Warehouse Receipts credit module	2		
	(f) SHG / JLG module	2		
<b>6</b>	<b>Fintech capabilities envisaged</b>			
<b>6.1</b>	<b>e-KYC capability:</b>			
	o The system should facilitate Biometric device integration for e-KYC	2		
	o System shall also have facility for OTP based e-KYC	2		
	o Integration with C-KYC module for 2-way communication	2		
	o Integration with existing Video KYC setup in Bank	1		
	o Video KYC with Video PD, liveness check and geo-tagging	2		
	o Aadhaar verification facility	2		
	o PAN card verification facility for both an individual and incorporation	2		
<b>6.2</b>	<b>OCR: Following documents for OCR facility:</b>			
	o PAN Card	2		
	o LEI	1		
	o Aadhaar Card	2		

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	○ Passport	1		
	○ Driving License	1		
	○ Bank Statements	1		
	○ Financial statements	1		
	○ ITR documents	2		
	○ Ration Card, Employee-ID card	1		
	○ NMNREGA, NPR, etc.	1		
<b>6.3</b>	<b>Utility bills</b>			
	○ Telecom - Authenticate identity of the applicant, and fetch available data (including name, address, last 12-month payment history etc.) with telecom databases, for a single loan applicant, including name and address match capability with the prepopulated data.	2		
	○ Utility bills - Electricity: Authenticate identity of the applicant, and fetch available data (including name, address, last 12-month payment history etc.) with utility databases, for a single loan.	2		
6.4	UAN Authentication: API to authenticate Udyam Registration Certificate, date of issue of certificate, date of incorporation, investment in plant & machinery, classification etc. In case of new entrepreneur a link can be made available for generation of URC.	2		
6.5	Mobile Authentication: API to authenticate current status of a Mobile Number and the connection type [Prepaid / Postpaid]	1		
6.6	E-Mail: API to authenticate email ID provided by the customers as part of the registration process	1		
6.7	IFSC: API to Authenticate IFSC code	1		
6.8	Bank Account: API to verify bank account holder name basis IFSC and account number	1		
6.9	Company GSTIN: API to authenticate 15 Digit GSTIN issued by the Goods and Service Tax Network in India	2		
6.10	GST Filing Status: API to fetch GST filing data for last 24 months	2		

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6.11	ITR-V Authentication: API to authenticate Income Tax Return	1		
6.12	The platform should integrate with systems to provide checks like fraud check, AML, RBI red flag, negative list and defaulter/blacklist check, De-duplication, related party transaction, cross comparison of data, internal database checks and other as required	2		
6.13	ICWAI Certification: Use ICWAI member number to verify the details against the database	1		
6.14	Company Secretary: Use the CS Membership number to validate the details of the company secretary	1		
6.15	MCA for DIN, MCI for medical professionals, Bar Council for Lawyers, IEEE for Engineers, IRDAI for insurance agents, ICAI for Cas, and other professional bodies	2		
	UDIN number for verification / authenticity of documents	1		
6.16	Legal (Court Cases): Based on customer details, extract details of court cases filed against them and current status	2		
	Details of Tax Disputes from Tax authorities (GST/I.T./Direct/Indirect), P.F. disputes/ labour related/ IR, property disputes, etc.	1		
6.17	Suit Filed Cases: Get the list of suit filed cases for a company, using PAN number	1		
6.18	e-Sign	2		
6.19	e-Stamping	2		
6.20	Penny drop account verification	1		
6.21	e-NACH for Standing Instruction, E-mandate, NACH OCR	2		
6.22	Multi bureau integration	2		
6.23	Google maps and Geo-tagging	1		
6.24	EPFO integration to verify employment details	2		
6.25	Vahan API integration	2		
6.26	Land records / revenue records to verify ownership of the land	1		
6.27	Ability to verify crop basis Satellite images	1		
6.28	Photo liveness check	1		
6.29	Bank statement upload and Net-banking fetch	1		
6.30	Financial Data Analysis	2		

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6.31	Account Statement Analysis	2		
6.32	SMS crawl	2		
6.33	Email crawl	2		
6.34	Social Media Crawl	2		
6.35	Income estimation model	1		
6.36	Salary slip OCR	1		
6.37	Name match capability	1		
6.38	Capability for identifying location / lat-long	1		
6.39	Credit card statement analyzer	1		
6.40	Aadhaar mandate (OTP & Biometric)	1		
6.41	FSSAI Registration verification	1		
6.42	Shop Establishment verification	1		
6.43	Importer Exporter Code verification	1		
6.44	CIN, TIN, DIN etc. verification	1		
6.45	Communication module	1		
6.46	UAN Authentication: API to authenticate Udyog Aadhar Number	1		
6.47	Customer notification (System should have capability for auto SMS/Emails to customer and ability to define templates for SMS, Email, letters for notifications based on existing templates of the Bank)	1		
6.48	Communication to sales officer, credit officer, superiors etc.	1		
6.49	Link to upload documents	1		
6.50	Generation of pre-populated documents, forms and letters etc.:	1		
	o The system should have feature for generating pre-populated documents in desired format like but not limited to:	1		
	o Appraisal cum Sanction Memo	1		
	o Loan Sanction Letter	1		
	o Loan Rejection Letter	1		
	o Recommendation Letter	1		
	o E-Note	1		
	o Loan Agreements & Undertaking	1		
	o Ability to process images in input form so as to reflect them in output format	1		
	o Output format to be generated in MS Word, MS Excel format, PDF & HTML format etc.	1		
	o Output has to be a printable format with full alignment of text, images & tables	1		
<b>7</b>	<b>Document management module</b>			
7.1	Provision to upload scanned images of documents at multiple stages, with digital	2		

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	dockets. Platform should ensure that document/files are scanned through anti-virus before loading it on to the Server			
7.2	Generation of pre-populated documents, forms and letters etc.	2		
7.3	Ability to mask and encrypt documents, & data at rest and in transit	2		
7.4	Documents should be accessible to users based on permission sets / access rights	2		
7.5	Platform should categorize of documents based on customer type, account type, journey, products and roles. Facility for categorization of documents with a library for classification and access rights	2		
7.6	Platform shall have the functionality of instantaneous document search by text content, metadata or any other file attributes such as name, extension, etc	2		
7.7	Platform shall support smart archival of documents of multiple and varying formats	2		
7.8	Platform should support definition of a configurable document checklist and mandatory/non-mandatory validations basis product, applicant type etc.	2		
7.9	Platform should be able to update, inquire and archive documents in the bank's document management system	2		
<b>8</b>	<b>Business Rule Engine</b>			
8.1	The platform shall provide functionality to configure rules, risk scorecards, credit limit assessment models and credit policies as per the guidelines of the Bank with low-code/no-code/parameterization/drag and drop facility.	2		
8.2	The Business Rule Engine (BRE)/ Credit Decisioning Engine (CDE) shall be customizable as per Bank's business and regulatory requirements with functionality to enable and disable selected rules as per the need.	2		
8.3	Facility to define multiple rules and detours based on different parameters. Rules could be related to de-dupe, scoring, eligibility, data analytics from different sources or other rules like risk-based pricing, with a facility to map a journey from the flowchart / workflow diagram.	2		
8.4	The platform should be capable of configuring and deploying multiple credit scoring and Limit assessment models and	2		

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	risk scorecards for same or different products as per the needs of the Bank.			
8.5	Platform shall provide functionality to assess aggregated data (internal, external, structured, and unstructured) and reports to create Credit Risk Assessment models and Scorecards for enabling automated and assisted credit decisioning.	2		
8.6	DLP shall facilitate users/reviewers in understanding assessments through detailed credit appraisal memo generated by the system providing explanations and reasoning to the users/reviewers for each data point presented, analyzed and decisioning made through this platform.	2		
8.7	The platform should be able to process application in both STP and Assisted mode on a case-to-case basis. Applications can be rejected by attributing proper reasoning or sanctioned on compliance to Bank's STP guidelines in real-time and automatic manner without any manual intervention by the system.	2		
8.8	Applications requiring Assisted journey as per Bank's guidelines shall be recommended and/or in-principle approved and forwarded by the system to the selected/specified branch/back-office/official/agent/ partner etc. for onward processing and sanction.	2		
8.9	The platform should provide exception and deviation management related to credit policies across hierarchy and approval chain.	2		
8.10	The platform shall have easy configuration and change of credit assessment models within the credit rules engine.	2		
8.11	The platform shall have functionality to simulate new credit assessment models.	2		
8.12	The platform should classify applications stored according to their status e.g. approved, declined, cancelled, under review, closed and generate definable frequency for reports and provide real-time insights. Online MIS and inquiries should include but not limited to productivity MIS per user type, per loan type, limits type, operational MIS, Demographic MIS, credit scoring MIS, path traversed by an application – workflow activities done with date, time, main comments and user	2		



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	details etc. with drill down up to account or customer level			
8.13	Ability to view the application data in a summarized form to take credit decision	1		
8.14	Ability to review rejected applications for reopening in special cases. The system should also facilitate archival of rejected applications for de-dupe purposes.	1		
8.15	The system should have a mechanism that highlights/escalates an application if it is breaching threshold timelines after follow-up for missing documents/ information.	1		
8.16	After highlighting/escalating, system should auto cancel application after a specified period, with facility for drop-off handling through email, SMS, contact centre, etc.	1		
<b>9</b>	<b>Communication</b>			
9.1	Customer notification (System should have capability for auto SMS/Emails to customer / customer-category and ability to define templates for SMS, Email, letters for individual / bulk notifications based on existing templates of the Bank)	1		
9.2	Communication to sales officer, credit officer, superiors, customers etc.	1		
9.3	System should trigger real time alert/notification to applicants regarding various stages of their journey e.g. Application reference no, submission confirmation, document pendency, approvals/rejection, disbursement, EMI due dates, payment confirmation etc. through various communication modes including SMS, Email etc.	1		
9.4	The notification and alerts module shall send real time alerts/notifications on each stage to various channel partners/Fintech companies/Agencies/POS/DBs/CPU etc. to ensure that each stakeholder is in sync with the process and can initiate necessary action as per defined workflow.	1		

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9.5	The notification and alerts module shall send real time alerts/notifications on each stage to Central Processing Unit (CPU) for updating status of cases and to initiate necessary action as per defined workflow through various communication mode including Dashboard, SMS, Email etc.	1		
9.6	Platform shall have the functionality to alert/notify the branch/back-office/agent/partners about the customer loan journey depending on the actionable/events defined by the Bank. E.g. if KYC fails, Documents are not submitted etc.	1		
<b>10</b>	<b>Integrations required</b>			
10.1	The system shall have capability of integration with Bank's Core Banking Solution (CBS) with both push and pull functionality for automatic disbursement and management in CBS without repeat data entry	2		
10.2	The system should be capable of integrating with Omni channel and supporting various channels viz. Dealer showroom/ Digital partners, Fintech companies, Corporate Website, Mobile platform, POS, Net-banking, chatbot, contact centre, kiosk, etc.	2		
10.3	System should have flexibility to enrol third party/Fintech companies / service providers for lead generation/ marketing/ data analytics/ any other purpose and have ability to interface with their systems on a plug and play mode	1		
10.4	Integration with Contact Centre or any other internal integration needed for the platform in due course	1		
10.5	To integrate with Bank's Document Management System for maintaining various documents at different stages	1		
10.6	Integration with Bank's SMS, Email service, Mobile banking, internet banking, UPI and Payment gateway	1		
10.7	Integration with Bank's loan collection and recovery module etc.in addition to the	1		

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	module provided by successful bidder as per scope of this RFP			
10.8	Hunter list	1		
10.9	Grey list	1		
10.10	De-dupe engine	1		
10.11	Controlled interface with external web links/data sources/ reference sources for data verification/ data & information feeding/ checking information.	1		
10.12	Due diligence checks through interface	1		
10.13	Ability to allocate relevant cases to service providers and give controlled access to work and give them facility to upload their reports	1		
10.14	integrate with various functionality providers like Chatbot, cloud support, offers engine etc.	1		
10.15	Provide Software Development Kit (SDK) to be integrated with application like CRM/Omni-channel/Internet Banking/ Mobile Banking/ Chatbot/ third party apps etc.	1		
10.16	Should support Integration with Govt. initiated portals like vidyalakshmi portal, PSBloansin59minutes.com, pmswanidhi, standup India, PMEGP, National Common Portal for Credit Linked Government Schemes, NeSL's DDE etc.	1		
10.17	online integrations through various formats (APIs, SDKs etc) with various internet protocols such as SOP, TCP/IP	1		
<b>11</b>	<b>Dashboard and reporting requirements</b>			
11.1	Ability to define operational dashboard parameters, presentation style, levels, products etc.	2		
11.2	Provide access to multiple dashboards with flexibility of adding filters to slice the data as per requirement.	1		
11.3	Reports related to system performance metrics like response times, up times for platform as well as Fintech services additionally required by Bank also should be available.	1		

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11.4	Platform shall have flexibility of defining new reports which can be generated periodically. Reports to be made downloadable across different formats as well as support the sharing of reports through various distribution methods (email/ notification/ web hook etc.)	1		
11.5	Platform shall provide the functionality to extract standard reports in PDF and exportable to Word or Excel or other data analysis formats.	1		
11.6	Reports related to various business parameters like product-wise total sanctions, pending, rejected loans, reason of rejections etc. across journey stages, geography, and hierarchy.	1		
11.7	The platform shall provide Reports like SLA reports, Stage wise pending reports, Scorecard parameter and overall score Report, User Access Rights Report, Executive Summary Report, Audit Reports, Reports related to TAT at various stages across geography and hierarchy etc.	1		
11.8	The wireframes for the Dashboard shall be prepared and shared by the bidder.	1		
<b>12</b>	<b>Audit Trails</b>			
12.1	The platform shall have the functionality to provide audit trail report on all activities performed on the system including data modification.	2		
12.2	The platform shall provide history of each of parameters change.	1		
12.3	Where any deficiency has been observed during audit of Solution Provider or in the certification submitted by the Auditors, Solution Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof including RCA and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by Solution Provider shall require to be certified by the Auditors covering the	2		

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	respective risk parameters against which such deficiencies have been observed. Responsibility of vendor to resolve the audit observations and close the reports satisfactorily			
12.4	The platform shall have the functionality to provide error codes and error log management.	1		
<b>13</b>	<b>Collateral and asset management</b>			
13.1	Platform should have asset management / collateral management module which should also interface with different users – field/staff/DSA/BC/jewel appraisers, valuer, technical, legal agents, etc.	2		
13.2	Platform should support attaching multiple collaterals for a single loan application and should be able to capture collateral data basis the collateral type. System should map collaterals, customers and accounts in an n-n multiple relationship	2		
13.3	Support capture of additional customer data such as FATCA	2		
13.4	Platform to provide agent/partner web interface/mobile app to send trigger for conducting field investigation based on its rule engine decision	2		
<b>14</b>	<b>Collection / Repayment Management</b>			
14.1	Collections Manager	2		
14.2	Collections Rule			
	Digital Receipt	2		
	Third Party tie ups for collection centres, collection payment channels, Third party reconciliation of Payments	2		

List of deviations from the required specifications:

1)

2)

(If left blank, it is treated that there are no deviations in the compliance of specifications)

We comply with all requirements, specifications, terms and conditions mentioned in the Bid Document except for the deviations mentioned above.

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We agree for the time frame for completion of activities as per your above bid.

We agree to the terms of payment mentioned in your bid.

We submit that we shall abide by your terms and conditions governing the quotation.  
We submit that the details given above are true to the best of our knowledge.

For

Office Seal

Place:

Date:

(Authorised Signatory)

Name:

Designation:

Mobile No:

Business Address:

Telephone No:

E-mail ID:



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**PART – II**

**Commercial Bid**

Price bid to be submitted along with Technical Bid online as a separate document

Date:

To

Sanjeev Kumar Sethi  
Assistant General Manager,  
Indian Bank, Head Office Building,  
Digitization Cell, 6th Floor,  
Transformation Management Office Department,  
66, Rajaji Salai, Chennai – 600 001.

Dear Sirs,

**Sub: REQUEST FOR PROPOSAL FOR SELECTION OF SOLUTION AND SERVICE PROVIDER FOR THE DEVELOPMENT, IMPLEMENTATION, MANAGEMENT & MAINTENANCE OF DIGITAL LENDING PLATFORM**

**Ref: Your RFP No. CO/TMO/DLP/02/2022-23 dated 13/06/2022**

We submit hereunder the price bid:

Price Schedule

**A. License & ATS Cost:**

<b>A1. License Cost:</b>		
<b>S. No.</b>	<b>Particulars</b>	<b>Rs. (excluding tax)</b>
1	Cost of License [A1]	
<b>A2. Cost of ATS on License:</b>		
2.1	___% ATS on license cost/fee for one year [A2.1]	
2.2	Total ATS cost for 5 years [A2 = A2.1 * 5]	
<b>TOTAL [A] = A1+A2</b>		

\* The Licenses delivered to be **Enterprise-wide perpetual license for all the modules / platform** offered for the Bank's operations.

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**B. Cost for Implementation of base platform:**

S. No.	Particulars	Total (Rs.) (Taxes Extra)
1	Cost of Implementation – of base platform	
	<b>Total Implementation Fee [B]</b>	

**C. Cost of Implementation, Customization & Integration for loan module**

	List of modules for Digital Lending Platform*	Cost for Implementation (in Rs., excluding taxes)
Retail	(a) Personal Loan Module	
	(b) Home Loan Module	
	(c) Loan against property Module	
	(d) Loan against securities (like Term Deposits, Shares, etc) Module	
	(e) Vehicle Loan Module	
	(f) Jewel loan Module	
	(g) Education loan Module	
	(h) Consumer Durable loan Module	
MSME	(a) PMMY Module	
	(b) Working Capital Module	
	(c) Term Loan Module	
	(d) Bills Purchase & Discounting Module	
	(e) Module for Renewals and top up for existing loans	
	(f) Jewel Loan Traders & Non-Agri (Priority): TL & OD Module	
	(g) Module for Government scheme loans	
	(h) Module for Non-Fund based limits – BG, LC, etc.	
	(i) Composite Loans, Lease Rent discounting (IB Rental), Standby facilities, Cluster Financing, Co-Lending, Supply Chain Financing	
Agriculture	(a) Gold Loan Agri Module	
	(b) Crop Loan/ KCC Module	
	(c) Agriculture Term Loan module	
	(d) Agriculture & Allied Activity WC/TL loan module	
	(e) Agri-Infra investment loans (cold storages etc.), Warehouse Receipts credit module	
	(f) SHG / JLG module	
	<b>Total Implementation Fee [C]</b>	



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Cost of Implementation, Customization & Integration for loan modules – Including Design, Installation, Development, Customization, Testing and Go Live of loan modules.

The total cost towards Implementation quoted here module-wise shall be divided journey-wise and paid on completion of each journey

**D. Onsite FMS Support Charges incl. dedicated L3/L2 onsite engineer:**

Sr. No.	Particulars	Charges for one resource per month (a)	No. of months (b)	No. of resources (c)	TOTAL COST FOR 5 YEARS (d)=(a)*(b)*(c)
1	Cost of L1 onsite resource		60	3	
2	Cost of one L2 development engineer onsite services		60	1	
3	Cost of one L3 development engineer onsite services		60	1	
<b>Total Services Fee [D]</b>					

**\*\* Onsite Support** - The bidder to provide minimum 3 L1 onsite resources per shift (at 3 shifts per day) for handling the operations on 24x7x365 basis from go-live of first journey. The bidder to deploy required number of resources to maintain the defined SLA and ensure that the minimum count of personnel per shift per day is maintained. The service fee will be paid on monthly basis in arrears from the date of GOLIVE of journey-1, till the end of the contract period for the period from which the support engineers are available on Bank's site. L2 and L3 engineers to be available on all Bank working days from the start of the project and holidays where activities like DR drill/ patches deployment/ version upgrades or any other maintenance / troubleshooting are scheduled.

**E. Cost of additional work on man-days basis for Change Requests (in case of fresh CRs other than through L3/L2 onsite development engineer):**

Sr. No.	Particulars	Per Man-day cost (in Rs.)	Bucket Size	Total Cost (in Rs.)
1	Per Man-day Cost *		250 (person days)	

Bank may avail bucket size of 250 person-days each, as per the actual requirements of the Bank

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Cost for 4 Bucket of 1,000 person-days (i.e. 250 x 4) [E]	Rs.....
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For TCO calculations, 4 buckets are being considered. However, payments will be based on actual consumption only.

**F. Fintech / Service Hosting Charges:**

S. No	Service	Per Transaction Definition	Fintech Service Provider		# of Banks/NBFCs where services are utilized.		No . of API Hits for TCO calculation (A) [in lakhs]	Cost/ API Hit (B)	Total Service Cost (A*B)
			Primary Provider	Secondary Provider	Primary Provider	Secondary Provider			
1	Aadhaar	Instantly verify the identity of the Aadhaar holder and pre-populate demographic data including address as captured in the UIDAI database, for a single applicant.	<name of provider >	<name of provider >	<no.>	<no.>	20		
2	PAN	Make an online verification of PAN and pre-populate associated PAN data by accessing the NSDL database	<name of provider >	<name of provider >	<no.>	<no.>	20		

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		securely, for a single applicant.							
	Other OVDs	POI and POA verification on the basis of other OVDs	<name of provider >	<name of provider >	<no.>	<no.>	10		
3	Utility Bills – Telecom	Authenticate identity of the applicant, and fetch available data (including name, address, last 12-month payment history etc.) with telecom databases, for a single loan applicant, including name and address match.	<name of provider >	<name of provider >	<no.>	<no.>	3		
4	Utility Bills – Electricity	Authenticate identity of the applicant, and fetch available data (including name, address, last 12-month payment	<name of provider >	<name of provider >	<no.>	<no.>	3		

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		history etc.) with utility databases, for a single loan applicant, including name and address match.							
	Utility Bills – Others	Authenticate identity of the applicant, and fetch available data (including name, address, last 12-month payment history etc.) with respective databases, for a single loan applicant, including name and address match.	<name of provider >	<name of provider >	<no.>	<no.>	3		
5	EPFO	Authenticate identify of the applicant and prepopulate available information available in EPFO database for a single loan	<name of provider >	<name of provider >	<no.>	<no.>	3		

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		applicant or Business Loan Applicant.							
6	Vahan	Authenticate identify of the applicant and prepopulate available asset information available in VAAHAN database , for a single applicant.	<name of provider >	<name of provider >	<no.>	<no.>	10		
7	CERSAI	Instant property verification and authentication of applicant / property data, for a single applicant.	<name of provider >	<name of provider >	<no.>	<no.>	3		
8	OCR & Document Compression	Extract, store and display data from standard documents including PAN, Aadhaar, Driving License, Voter ID, Passport, Cheque for a single applicant.	<name of provider >	<name of provider >	<no.>	<no.>	25		

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9	Account statement analysis	Bank statement analysis for single/multiple Bank accounts for at least one year including combining multiple statements [for example monthly/quarterly statements] for a single applicant through upload or net Banking login, would be considered as a single transaction, including name and address match.	<name of provider >	<name of provider >	<no.>	<no.>	5		
10	Account Statement Analysis and Automated CAM	Generation of automatic Financial report with different ratios (income Statement ratio, Profitability ratio, Liquidity ratios etc.) charts,	<name of provider >	<name of provider >	<no.>	<no.>	1		

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	<p>graphs, predictive patterns and comments explaining the ratios, data and its movement over two sets of dates along with cross analysis of data from different sources like MCA, ITR, GST, credit bureau etc. and presenting this information in Bank's approved credit Appraisal/ processing formats. Analysis &amp; sources to be chooses as per segment of loan viz. Retail, MSME etc.</p>							
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11	Spend Analyze r & Portfolio Builder	Customer Banking Preferences , Analysis of transaction Data. Wallet Identifier, Payment Account Reference, customer preferences and categorizati on in various income & Expense categories. Identify patterns & trends to forecast future behavior, Data of Customers Sourcing insurance. Mutual Funds, and Personal Finance. Identify recurring payments and provide alerts. Identify Financial Assets & Liabilities. Calculate Net worth	<name of provider >	<name of provider >	<no.>	<no.>	1	
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12	Fraud Check	To identify Behavioral & document/data triggers like Font style tampered document, irregular salary credit, Face Match, Name Match etc.	<name of provider >	<name of provider >	<no.>	<no.>	1		
13	Anti Money Laundering (AML)		<name of provider >	<name of provider >	<no.>	<no.>	1		
14	Digital Footprint & Social Media Data	Digital footprint of the users to be captured and analyzed to identify fraud risk and customer sentiment.	<name of provider >	<name of provider >	<no.>	<no.>	1		
15	Document Digitization & Extraction	Extraction of data from Digitized documents and populating in relevant Fields or making it available for further analysis (e.g. of documents: PAN,	<name of provider >	<name of provider >	<no.>	<no.>	1		

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		Aadhaar, Voter Card, Passport Driving Licenses							
16	ITR and Form 26 AS	Data fetch, store, process and analyze 3 years of ITR data for a single applicant, would be considered as a single transaction.	<name of provider >	<name of provider >	<no.>	<no.>	5		
17	GST	GST verification data fetch, store, process and analyze 1-year GST data for a single applicant, would be considered as a single transaction.	<name of provider >	<name of provider >	<no.>	<no.>	3		
18	MCA	Data fetch, store, process and analyze 3 years of financial data and other details available in the MCA database for a single	<name of provider >	<name of provider >	<no.>	<no.>	1		

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		applicant, would be considered as a single transaction.							
19	eSign	Paperless authentication of loan documents for a single applicant.	<name of provider >	<name of provider >	<no.>	<no.>	5		
20	eStamp	Digital stamping and delivery of loan documents, compliant with the state wise regulation of digital mode of stamp duty payment and delivery, for a single applicant.	<name of provider >	<name of provider >	<no.>	<no.>	5		
21	eMandate	Enable setup of recurring payments through net Banking / UPI / debit card for a single applicant.	<name of provider >	<name of provider >	<no.>	<no.>	5		

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22	Mobile Metadata / SMS Scraping	Fetch, process and analyze borrower's mobile and sms data and provide output parameters including but not limited # of Bank accounts # of credit cards, average monthly balance , most recent transaction most frequent transaction , utility bill payments, etc- for a single loan applicant .	<name of provider >	<name of provider >	<no.>	<no.>	8		
23	Multi-Bureau	Bureau scores and reports as required will be fetched and analyzed for a single loan applicant. Analysis along with integration with Bank's vendor is in scope.	<name of provider >	<name of provider >	<no.>	<no.>	5		

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24	Video KYC	Enable remote digital onboarding, capture and authenticate Aadhaar and PAN details, capture photo and geo-location of a single loan applicant, including face / photo match	<name of provider >	<name of provider >	<no.>	<no.>	13		
25	Geo tagging	Tracking the applicant's location for customer profiling.	<name of provider >	<name of provider >	<no.>	<no.>	2		
26	Defaulter Lists	MCA Defaulter List, Wilful Defaulters, SEBI Debarred list.	<name of provider >	<name of provider >	<no.>	<no.>	2		
27	Legal Data Analysis	Fetching of Legal Background records for individual/corporate customers from Supreme Court, High Court, E-Court, Consumer	<name of provider >	<name of provider >	<no.>	<no.>	3		

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		Court, All tribunals etc.							
28	Registration Details	Registration validation like Udyam Registration, FSSAI, FDA, Shop & Establishment, BIS, ISO Certifications, EPFO, UDIN etc.	<name of provider >	<name of provider >	<no.>	<no.>	5		
<b>Total Fintech Services Fee [F]</b>									

\*As a part of bid submission, Bidder will submit list of all the API's and services. Bidder is required to provide the cost of each service above separately. The indicative list of services includes, but not limited to the above. Bidder will also be required to provide all the additional services that will be required to enable the digital lending journey apart from those mentioned above. For TCO calculation, the cost per hit\*estimated hits listed above will be used. However, the payments will be on actual consumption basis only. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.

The Bidder shall provide per transaction rates for the definitions given along with the total cost (excluding GST) for the estimated quantum provided against each service above.

Bank's existing credentials will be used and the platform shall integrate (without any additional cost to Bank for such integration) with bank's existing solution where ever pre-integrations exist or Bank directly engages with any of the fintech service providers.

The Bank will pay the Bidder on per transaction basis actual service utilization.

The Bidder shall additionally be asked to provide service costs for all services offered currently on the platform (For e.g. Face match, name match, etc.)

The Bank provides no minimum guarantee for actual service utilization numbers. The Bidder should be able to produce proof of actual service utilization through the platform.

The Bank will have the flexibility to forge bi-lateral agreements with direct data source providers at any point during the period of the contract.



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For all services (mandatory and optional) provided by/through the platform, the Bidder shall provide the integration

**G. Training Cost**

Sr. No.	Particulars	Cost (in Rs.) (Taxes Extra)
1	Cost for training [excluding annual trainings which are part of regular deliverables]	

**H. Total Cost of Ownership (TCO) of the Project:**

<b>Total Cost of Ownership (TCO) = Table[A]+Table[B] + Table[C] + Table[D] + Table(E) + Table [F] + Table [G]</b>	<b>Rs.</b>
<b>In words: Rupees</b> ..... .....	

Bank reserves the right to re-negotiate the price for any of the line items furnished above, in case the rates offered are arbitrary and not as per market prices.

Also, Bank reserves the right to procure any of the required products/services as part of the solution directly from the market and the successful bidder is responsible for integrating the solution with the same.

Total Cost of Ownership (TCO) for Integrated Digital Lending Platform is for the entire contract period (inclusive of all duties, levies, freight, insurance, warranty/ AMC/ ATS, etc. and exclusive of all applicable taxes, is Rs. .... (in figures)

Rupees ..... (in words). Octroi/ Entry Tax if any, will be reimbursed on submission of original receipts.) is Rs. .... (in figures) Rupees

..... (in words).

We submit that we shall abide by the details given above and the conditions given in your above tender.

For

Office Seal

(Authorised Signatory)

Place:

Name:

Mobile No:

Telephone No:

Date:

Designation:

Business Address:

E-mail ID:



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(LIST OF ANNEXURES)

**ANNEXURE-I**

**Bid Form**

*(Bidders are required to furnish the Bid Form on its letter head)*

Date: \_\_\_\_\_

To

Sanjeev Kumar Sethi  
Assistant General Manager,  
Indian Bank, Head Office Building,  
Digitization Cell, 6th Floor,  
Transformation Management Office Department,  
66, Rajaji Salai, Chennai – 600 001.

**Sub: REQUEST FOR PROPOSAL FOR SELECTION OF SOLUTION AND SERVICE PROVIDER FOR THE DEVELOPMENT, IMPLEMENTATION, MANAGEMENT & MAINTENANCE OF DIGITAL LENDING PLATFORM**

**Ref: RFP No. CO/TMO/DLP/02/2022-23 dated 13/06/2022**

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to..... (Description of Goods and Services), in conformity with the said Bidding Documents.

We undertake, if our bid is accepted, to deliver the goods & services in accordance with the delivery schedule specified in the Schedule of Requirements.

If our bid is accepted, we will obtain the Guarantee of a Bank in a sum equivalent to 3% per cent of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by this for the bid validity period specified and it shall remain binding upon us and may be accepted at any time before the expiration of that period. We agree to extend the Bid Validity Period, if required.

Until a formal contract is prepared and executed, this bid, together with your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.





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We understand that you are not bound to accept the lowest or any bid you may receive.

We confirm that we comply with the qualification criteria of the bidding documents and are submitting proof of the same along with bid.

Dated this .....day of ..... 2022

Signature .....

.....  
(In the Capacity of)

Duly authorised to sign bid for and on behalf of

(Name & Address of Bidder)

.....  
.....  
.....

Mobile:

Email



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**ANNEXURE-II**

**Self-Declaration – Blacklisting**

Sanjeev Kumar Sethi  
Assistant General Manager,  
Indian Bank, Head Office Building,  
Digitization Cell, 6th Floor,  
Transformation Management Office Department,  
66, Rajaji Salai, Chennai – 600 001.

Dear Sir,

**Sub: REQUEST FOR PROPOSAL FOR SELECTION OF SOLUTION AND SERVICE PROVIDER FOR THE DEVELOPMENT, IMPLEMENTATION, MANAGEMENT & MAINTENANCE OF DIGITAL LENDING PLATFORM.**

**Ref: RFP No. CO/TMO/DLP/02/2022-23 dated 13/06/2022**

We hereby certify that; we have not been blacklisted by any Government Dept. / PSUs / Banks/ PSBs / Financial Institutions currently.

**Signature of Authorized Official**

**Name and Designation with Office Seal**

**Place:**

**Date:**



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**ANNEXURE-III**

**Contract Form**

**(To be submitted on Non - Judicial Stamp Paper)**

**THIS AGREEMENT** made the .....day of.....2022 Between Indian Bank, having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai 600 014 (hereinafter “the Purchaser”) of the one part and ..... (Name of Supplier) having its Registered Office at ..... (City and Country of Supplier) (hereinafter called “the Supplier”) of the other part:

**WHEREAS** the Purchaser invited bids vide RFP No. .... for certain Goods and ancillary services viz., ..... (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the provision of those goods and services in the sum for ..... (Contract Price in Words and Figures) (hereinafter called “the Contract Price”).

**NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:**

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
  - (a) the Bid Form and the Price Schedule submitted by the Bidder;
  - (b) the Schedule of Requirements;
  - (c) the Functional & Technical Specifications;
  - (d) the Conditions of Contract;
  - (e) the Purchaser’s Notification of Award/Purchase Order.
  - (f) the RFP including Addendum/s & corrigendum/s.
3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.



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Brief particulars of the goods and services which shall be supplied/provided by the Supplier are as under:

SI. No.	Brief description of goods & services	Quantity to be supplied	Unit price	Total price

**TOTAL VALUE:**

**DELIVERY SCHEDULE:**

**IN WITNESS** whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the

said ..... (For Indian Bank)

in the presence of: .....

Signed, Sealed and Delivered by the

said ..... (For the supplier)

in the presence of:.....



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**ANNEXURE-IV**  
**Performance Security Format**

Bank Guarantee No.

Date:

To: INDIAN BANK,  
Chennai,  
INDIA:

**WHEREAS** ..... (Name of Supplier) hereinafter called “the Supplier”) has undertaken, in pursuance of Contract No..... dated ..... to.....(Description of Goods and Services) (hereinafter called “the Contract”).

**AND WHEREAS** it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Supplier’s performance obligations in accordance with the Contract including Maintenance and Repairs of the entire system including cost of spares during warranty period.

**AND WHEREAS** we have agreed to give the Supplier a Guarantee:

**THEREFORE, WE** hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of ..... (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limit of ..... (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the .....day of.....20\_\_

Signature of Authorized Official with Seal

.....

Date.....2022

Address: .....

**NOTE:**

1. Supplier should ensure that 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 and shall be on a Non-Judicial Stamp Paper of requisite value.



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**ANNEXURE-V**

**Manufacturers' Authorization Form (MAF)**

No.

Date :

To

Sanjeev Kumar Sethi  
Assistant General Manager,  
Indian Bank, Head Office Building,  
Digitization Cell, 6th Floor,  
Transformation Management Office Department,  
66, Rajaji Salai, Chennai – 600 001..

**MAF for your RFP No. CO/TMO/DLP/02/2022-23 dated 13/06/2022**

Dear Sir,

We who are established and reputable manufacturers/ developer of .....(name of product offered) do hereby authorize M/s.....(name and address of Agent) to submit a Quote, and sign the contract with you for the solution offered by us against the above RFP (Request for Proposal).

We hereby extend our full warranty/support as per Conditions of Contract for the goods and services offered for supply by the above firm against this RFP (Request for Proposal). We duly authorize the said firm to act on our behalf in fulfilling all installation, technical support and Annual maintenance obligations required by the Contract.

Yours faithfully,

(Name)

(Name of OEM)

Note: This letter of authority should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the OEM. It should be included by the Bidder in its bid.



**ANNEXURE-VI**

**Pre-Contract Integrity Pact**

(To be submitted on Non - Judicial Stamp Paper)

**PRE-CONTRACT INTEGRITY PACT**

**Between**

**Indian Bank hereinafter referred to as “The Bank”**

**and**

**..... hereinafter referred to as “The Bidder/Contractor”**

**Preamble**

The Bank intends to award, under laid down organizational procedures, contract/s for Development, Implementation, Management & Maintenance of Digital Lending Platform.

The Bank 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 Bidders(s) and / or Contractor(s).

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

**Section 1 – Commitments of the Bank**

1. The Bank commits itself to take all measures necessary to prevent corruption and to observe the following principles:

- a) No employee of the Bank, 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 Bank will, during the tender process treat all Bidder(s) with equity and reason. The Bank will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c) The Bank will exclude from the process all known prejudiced persons.

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2. If the Bank 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 Bank will inform the Chief Vigilance Officer(CVO) and in addition can initiate disciplinary actions.

## Section 2 – Commitment of the Bidder(s)/ Contractor(s)

1. The Bidder(s) / Contractor(s) commit themselves to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his 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 Bank'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 cartelization 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 purpose of competition or personal gain, or pass on to others, any information or documents provided by the Bank as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d. The Bidder (s) / Contractor (s) of foreign origin shall disclose the name and address of the Agents/Representatives in India, if any. Similarly, the Bidder(s)/Contractor (s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further, 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. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed at Annexure.
- e. The Bidder (s) / Contractor (s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

2. The Bidder (s) / Contractor (s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.



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### **Section 3– Disqualification from tender process and exclusion from future contracts**

If the Bidder(s) / Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or any other form such as to put his reliability or creditability in question, the Bank is entitled to disqualify the Bidder(s) / Contractor(s) from the tender process.

### **Section 4 – Compensation for Damages**

1. If the Bank has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Bank is entitled to demand and recover the damages equivalent to Bid Security and this bid security will be forfeited.
2. If the Bank has terminated the contract according to Section 3, or if the Bank is entitled to terminate the contract according to Section 3, the Bank shall be entitled to demand and recover from the Contractor the liquidated damages equivalent to the amount of the contract value.

### **Section 5 – Previous Transgression**

1. The Bidders 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 other Public Sector Enterprises in India that could justify his exclusion from the tender process.
2. The Bidder agrees that if he makes incorrect statement on this subject, bidder is liable to be disqualified from the tender process or the contract, if already awarded, is liable to be terminated for such reason.
3. The imposition and duration of the execution of the bidder will be determined by the bidder based on the severity of transgression.
4. The Bidder/Contractor acknowledges and undertakes to respect and uphold the Bank absolute right to resort to and impose such exclusion.
5. Apart from the above, the Bank may take action for banning of business dealings/holiday listing of the Bidder/ Contractor as deemed fit by the Bank.
6. If the Bidder/Contractor can prove that he has resorted/recouped the damage caused by him and has implemented a suitable corruption prevention system, the Bank may, at its own discretion, as per laid down organizational procedures, revoke the exclusion prematurely.

### **Section 6 – Equal treatment of all Bidders/ Contractors/ Sub-Contractors**

1. The Bidder(s)/Contractor(s) undertake(s) to demand from all sub-contractors a commitment in conformity with this Pre-Contract Integrity Pact, and to submit it to the Bank before contract signing. The Bidder(s)/Contractor(s) shall be

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responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub-contractors/Sub-vendors.

2. The Bank will enter into agreement with identical conditions as this one with all Bidders/Contractors.
3. The Bank 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) /Sub contractor(s)**

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

### **Section 8 – Independent External Monitor / Monitors**

1. The Bank appoints competent and credible Independent External Monitor for this Pact. 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 functions neutrally and independently. It will be obligatory for him to treat the information and documents of the Bidders/Contractors as confidential. He reports to the Authority designated by the Bank.
3. The Bidder(s)/Contractor(s) accept that the Monitor has the right to access without restriction to all Project documentations of the Bank including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidders)/Contractors(s)/Subcontractors(s) with confidentiality.
4. The Bank 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 Bank and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
5. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Bank 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.

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6. The Monitor will submit a written report to the Authority designated by the Bank, within 8 to 10 weeks from the date of reference or intimation to him by the Bank and, should the occasion arise submit proposals for correcting problematic situations.
7. If the Monitor has reported to Authority designated by the Bank, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Authority designated by the Bank 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 Central Vigilance Commissioner.
8. 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 6 months after the contract has been awarded on whomsoever it may be.

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 is discharged/determined by the Bank.

### Section 10 – Examination of Books of Accounts

In case of any allegation of, violation of any provisions of this Pre-Contract Integrity Pact or payment of commission, the Bank or its agencies shall be entitled to examine the Books of Accounts of the Bidder and the Bidder shall provide necessary information of the relevant financial documents in English and shall extend all possible help for the purpose of such examination.

### Section 11 – Other provisions

1. This agreement is subject to Indian Law, Place of performance and jurisdiction is the Corporate Office of the Bank, i.e. Chennai.
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. In case of a Company, the Pact must be signed by a representative duly authorized by Board resolution.
4. Should one or several provisions of this agreement turn out to be invalid, the reminder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. In the event of any contradiction between the Pre-Contract Integrity Pact and its Annexure, the Clause in the Pre-Contract Integrity Pact will prevail.

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6. Any dispute or difference arising between the parties with regard to the terms of this Agreement/Pact, any action taken by the Bank in accordance with this Agreement/Pact or interpretation thereof shall not be subject to arbitration.

The parties hereby sign this Pre-Contract Integrity Pact at .....on  
 .....

\_\_\_\_\_  
 (For & On behalf of the Bank)

\_\_\_\_\_  
 (For & On behalf of Bidder/Contractor)

(Office Seal)

(Office Seal)

Place \_\_\_\_\_

Place \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_

Witness 1:

Witness 1:

(Name & Address) \_\_\_\_\_

(Name & Address) \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Witness 2:

Witness 2:

(Name & Address) \_\_\_\_\_ (Name & Address) \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



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Date: 13/06/2022

**ANNEXURE-VII**

**Non-Disclosure Agreement**

**THIS AGREEMENT** made and entered into at .....on this the .....day of.....2022 between **INDIAN BANK**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at No.254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600 014, hereinafter called the “**BANK**” which term shall wherever the context so require includes its successors and assigns

**AND**

M/s..... Limited a company registered under the Companies Act having its registered office at..... hereinafter called the “Supplier” which term shall wherever the context so require includes its successors and assigns,  
**WITNESSETH:**

**WHEREAS**

The Bank is inter-alia engaged in the business of banking and intends to procure Integrated Digital Lending Solution.

M/s..... Limited has been engaged in the business of providing the services for Digital Lending Platform

The parties have entered into agreement dated \_\_\_\_\_ for providing the services for Digital Lending Platform (herein after referred to as “purpose”) and have established business relationship between themselves. In course of the said purpose, it is anticipated that each party may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information. The parties have agreed that disclosure and use of such confidential information shall be made and on the terms and conditions of this agreement.

**NOW THEREFORE THIS AGREEMENT WITNESSETH and it is hereby agreed by and between the parties hereto as follows:**

**1. Confidential information**

Confidential Information means all information disclosed/ furnished by either party to another party in connection with the Purpose. Confidential Information shall include customer data, any copy, abstract, extract, sample, note or module thereof and all electronic material or records, tenders and other written, printed or tangible thereof and include all information or material that has or could have commercial value or other utility in the business in which disclosing party is engaged.

Receiving party may use the information solely for and in connection with the Purpose.

**2. Use of Confidential Information**

Each party agrees not to use the other’s confidential information for any purpose other than for the specific purpose. Any other use of such confidential information by any party

Ref: CO/TMO/DLP/02/2022-23

Date: 13/06/2022

shall be made only upon the prior written consent from the authorized representative of the other party or pursuant to subsequent agreement between the Parties hereto.

The receiving party shall not commercially use or disclose for commercial purpose any confidential information or any materials derived there from, to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to access to and knowledge of the confidential information solely for the purpose authorized above. The Receiving Party may disclose confidential information to consultants only if the consultant has executed non-disclosure agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these and such consultant should also be liable to the original disclosing party for any unauthorized use or disclosure. The Receiving party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing party's confidential information in violation of the terms of this Agreement.

Neither party shall make news release, public announcements, give interviews, issue or publish advertisements or Agreement, the contents/provisions thereof, other information relating to this agreement, the purpose, the Confidential information or other matter of this agreement, without the prior written approval of the other party.

Upon written request by the Bank, the Supplier shall:

- (i) cease using the Confidential information,
- (ii) return the Confidential Information and all copies, notes or extracts thereof to the Bank within seven (7) business days of receipt of request and
- (iii) confirm in writing that the Receiving Party has complied with the obligations set forth in this paragraph.”

### 3. Exemptions

The obligations imposed upon either party herein shall not apply to confidential information, technical data or know how whether or not designated as confidential, that:

Is already known to the Receiving party at the time of the disclosure without an obligation of confidentiality

Is or becomes publicly known through no unauthorized act of the Receiving party

Is rightfully received from a third party without restriction and without breach of this agreement

Is independently developed by the Receiving party without use of the other party's confidential information and is so documented.

Is disclosed without similar restrictions to a third party by the Party owning the confidential information

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Is approved for release by written authorization of the disclosing party; or

Is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however that the Receiving party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the confidential information and / or documents so disclosed used only for the purposes for which the order was issued.

#### 4. Term

This agreement shall be effective from the date of the execution of this agreement and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the parties. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or all disclosures or uses of confidential information and at the request of the disclosing party, the receiving party shall promptly return or destroy all written, graphic or other tangible forms of the confidential information and all copies, abstracts, extracts, samples, note or modules thereof.

Notwithstanding the above, the obligations of the receiving party respecting disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain.

#### 5. Title and Proprietary rights

Notwithstanding the disclosure of any confidential information by the disclosing party to the receiving party, the disclosing party shall retain title and all intellectual property and proprietary rights in the confidential information. No License under any trademark, patent or copyright or application for same which are or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.

#### 6. Return of confidential information

Upon written demand of the disclosing party, the receiving party shall (i) cease using the confidential information (ii) return the confidential information and all copies, abstracts, extracts, samples, note or modules thereof to the disclosing party within seven (7) days after receipt of notice and (iii) upon request of the disclosing party, certify in writing that the receiving party has complied with the obligations set forth in this paragraph.

#### 7. Remedies

The receiving party acknowledges that if the receiving party fails to comply with any of its obligations hereunder, the disclosing party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The receiving party agrees that, in addition to all other remedies provided at law or in equity, the disclosing party shall be entitled to injunctive relief hereunder.

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## 8. Entire agreement

This agreement constitutes the entire agreement between the parties relating to the matter discussed herein and supersedes any and all prior oral discussion and/or written correspondence or agreements between the parties. This agreement may be amended or modified only with the mutual written consent of the parties. Neither this agreement nor any rights, benefits and obligations granted hereunder shall be assignable or otherwise transferable.

## 9. Severability

If any provision herein becomes invalid, illegal or unenforceable under any law, the validity, legality and enforceability of the remaining provisions and this agreement shall not be affected or impaired.

## 10. Dispute resolution mechanism

In the event of any controversy or dispute regarding the interpretation of any part of this agreement or any matter connected with, arising out of, or incidental to the arrangement incorporated in this agreement, the matter shall be referred to arbitration and the award passed in such arbitration shall be binding on the parties. The arbitral proceeding shall be governed by the provisions of Arbitration and Reconciliation Act 1996 and the place of arbitration shall be Chennai.

Submitting to arbitration may be considered as an additional remedy and it does not preclude the parties to seek redressal/ other legal recourse.

## 11. Jurisdiction

Any dispute arising out of this order will be under the jurisdiction of Courts of Law in Chennai.

## 12. Indemnity clause

“The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants.”

## 13. Governing laws

The provisions of this agreement shall be governed by the laws of India.

In witness whereof, the parties hereto have set their hands through their authorised signatories

BANK .....

M/s .....



Ref: CO/TMO/DLP/02/2022-23

Date: 13/06/2022

**ANNEXURE-VIII**

**Declaration for MSME Benefits**

*(To be submitted on the letter head of the bidder signed by Director/Company Secretary)*

To,

Sanjeev Kumar Sethi  
Assistant General Manager,  
Indian Bank, Head Office Building,  
Digitization Cell, 6th Floor,  
Transformation Management Office Department,  
66, Rajaji Salai, Chennai – 600 001.

**Sub: REQUEST FOR PROPOSAL FOR SELECTION OF SOLUTION AND SERVICE PROVIDER FOR THE DEVELOPMENT, IMPLEMENTATION, MANAGEMENT & MAINTENANCE OF DIGITAL LENDING PLATFORM.**

**Ref: RFP No. CO/TMO/DLP/02/2022-23 dated 13/06/2022**

Dear Sir,

This has reference to our bid submitted in response to your Request for Proposal (RFP) Ref. No. **CO/TMO/DLP/02/2022-23 dated 13/06/2022**, floated for Development, Implementation, Management & Maintenance of Digital Lending Platform

We have carefully gone through the contents of the above referred RFP and hereby undertake and confirm that, as per the Govt. Of India guidelines, we are eligible to avail the following MSME benefits in response to your RFP floated, as referred above.

- a) Issue of Tender Documents to MSEs free of Cost

In case, at any later stage, it is found or established that, the above undertaking is not true then Bank may take any suitable actions against us viz. Legal action, Cancellation of Notification of Award/contract (if issued any), Blacklisting & debarment from future tender/s etc.

Yours Sincerely

For M/s \_\_\_\_\_

Signature

Name:

Designation: Director/Company Secretary

Place:

Date:

Seal & Stamp



Ref: CO/TMO/DLP/02/2022-23

Date: 13/06/2022

**ANNEXURE-IX**

**Declaration On Procurement from a Bidder of a Country which shares  
a land border with India**

**(THE BIDDER SHOULD GIVE THE FOLLOWING UNDERTAKING / CERTIFICATE ON ITS  
LETTERHEAD)**

To,

Date

Sanjeev Kumar Sethi  
Assistant General Manager,  
Indian Bank, Head Office Building,  
Digitization Cell, 6th Floor,  
Transformation Management Office Department,  
66, Rajaji Salai, Chennai – 600 001.

Dear Sir,

**Sub: REQUEST FOR PROPOSAL FOR SELECTION OF SOLUTION AND SERVICE  
PROVIDER FOR THE DEVELOPMENT, IMPLEMENTATION, MANAGEMENT &  
MAINTENANCE OF DIGITAL LENDING PLATFORM.**

**Ref: RFP No. CO/TMO/DLP/02/2022-23 dated 13/06/2022**

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India; I certify that << name of the firm >> is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Evidence of valid registration by the Competent Authority shall be attached.]

**Signature of Authorized Official**

**Name and Designation with Office Seal**

**Place:**

**Date:**



Ref: CO/TMO/DLP/02/2022-23

Date: 13/06/2022

**ANNEXURE-X**

**Proforma of Installation Certificate for issue by the Bank after completion of Implementation of each Phase of the Project**

Date:

**Sub: Certificate of COMPLETION OF IMPLEMENTATION OF THE DIGITAL LENDING PLATFORM**

Ref: Purchase Order No.

1. This is to certify that the MVP - \_\_\_ as detailed below has/have been implemented successfully covering delivery of all the deliverables for the phase (subject to remarks in Para No. 2). The same has been installed and commissioned.

- (a) Contract No. \_\_\_\_\_ dated \_\_\_\_\_
- (b) Description of the MVP \_\_\_\_\_
- (c) Deliverables in the MVP \_\_\_\_\_
- (d) Date of Initiation of MVP \_\_\_\_\_
- (e) Date of completion of UAT \_\_\_\_\_

2. Details of deliverables not yet supplied and recoveries to be made on that account:

<u>S.No.</u>	<u>Description</u>	<u>Amount to be recovered</u>
--------------	--------------------	-------------------------------

3. The proving test has been done to our entire satisfaction and operators have been trained as per contract terms.

4. The supplier has fulfilled its contractual obligations satisfactorily for MVP phase \_\_\_\_\_ of the project\*

(or)

The supplier has failed to fulfil its contractual obligations with regard to the following:

- (a)
- (b)

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation with date and stamp \_\_\_\_\_



Ref: CO/TMO/DLP/02/2022-23

Date: 13/06/2022

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**\*Explanatory notes for filling up the certificates:**

- (b) The Service Provider has adhered to the time schedule specified for the phase in the contract in despatching the documents pursuant to Technical Specifications.
- (b) The Service Provider has supervised the commissioning of the deliverables in time i.e. within the period specified in the contract from the date of initiation of phase in respect of the installation and completion of respective phase.
- (c) In the event of documents having not been supplied or installation and commissioning of the phase have been delayed on account of the supplier, the extent of delay should always be mentioned.

Ref: CO/TMO/DLP/02/2022-23

Date: 13/06/2022

**ANNEXURE-XI**

**Certificate of Local Content as per Make in India Guidelines**

To,

Date

Sanjeev Kumar Sethi  
Assistant General Manager,  
Indian Bank, Head Office Building,  
Digitization Cell, 6th Floor,  
Transformation Management Office Department,  
66, Rajaji Salai, Chennai – 600 001.

Dear Sir,

**Sub: REQUEST FOR PROPOSAL FOR SELECTION OF SOLUTION AND SERVICE PROVIDER FOR THE DEVELOPMENT, IMPLEMENTATION, MANAGEMENT & MAINTENANCE OF DIGITAL LENDING PLATFORM**

**Ref: RFP No. CO/TMO/DLP/02/2022-23 dated 13/06/2022**

This is to certify that proposed \_\_\_\_\_ **<product details>** is having the local content of \_\_\_\_\_ % as defined in the above mentioned RFP.

The details of location(s) at which the local value addition is made are as under

S.No.	Make and Model	Name of Place

This certificate is submitted in reference to the Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion order number P-45021/ 2/2017-B.E.-II dated 15th June 2017 for the Public Procurement (Preference to Make in India), Order 2017, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 28th May 2018, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 29th May 2019 and subsequent revision order no DPIIT Order No. P-45021/2/2017-PP(BE-II) dated June 04, 2020 and subsequent revision order no. P-45021/2/2017-PP (B.E.-II) dated 16th Sept 2020 & its amendment (if any) referred to hereinabove.

For Bidder

For OEM

Signature of authorised signatory

Signature of authorised signatory

Name and Designation:

Name and Designation:

Seal:

Seal:

Date:

Date:



Ref: CO/TMO/DLP/02/2022-23

Date: 13/06/2022

**ANNEXURE-XII**

**Declaration of Source Code Audit**

To,

Date

Sanjeev Kumar Sethi  
Assistant General Manager,  
Indian Bank, Head Office Building,  
Digitization Cell, 6th Floor,  
Transformation Management Office Department,  
66, Rajaji Salai, Chennai – 600 001.

Dear Sir,

**Sub: REQUEST FOR PROPOSAL FOR SELECTION OF SOLUTION AND SERVICE PROVIDER FOR THE DEVELOPMENT, IMPLEMENTATION, MANAGEMENT & MAINTENANCE OF DIGITAL LENDING PLATFORM**

**Ref: RFP No. CO/TMO/DLP/02/2022-23 dated 13/06/2022**

We declare that, source code of our application has been audited by professionally competent personnel/ Information Security (IS) Auditors.

We further declare that if we become successful bidder, we will submit the proof of Source Code Audit to the Bank.

**Signature of Authorized Official**

**Name and Designation with Office Seal**

**Place:**

**Date:**



**ANNEXURE-XIII**

**CHECKLIST FOR THE RFP**

S.No.	Eligibility Criteria	Supporting Documents
1	The bidder must be a registered Company (Public / Private) / PSU / PSE / Partnership Firm / LLP in India and been in operation in India for at least <b>3 years</b> as on the date of bid submission.	Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along with copies of Memorandum and Articles of Association/ Partnership Deed to be submitted along with GST registration certificate.
2	The <b>average annual turnover</b> for the three financial years 2019-20, 2020-21, 2021-22 of the bidder should be <b>Rs. 25.00 crores or above</b> .  If March 2022 audited results are not published as on date of bid submission, the financials of 2018-19, 2019-20 & 2020-21 to be submitted for eligibility valuation.	Self-attested Copies of audited financial statements, duly certified by auditor along with the auditor's report to be enclosed.
3	The Bidder should have registered positive Net Worth of at least Rupees 100 crores as per the latest audited financial statement. The bidder should have earned net profit in at least one out of three preceding Financial Years 2019-20, 2020-21, 2021-22 from business in India.  If March 2022 audited results are not published as on date of bid submission, the financials of 2018-19, 2019-20 & 2020-21 to be submitted for eligibility valuation.	Self-attested Copies of audited financial statements duly certified by auditor along with the auditor's report to be enclosed.

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4	<p>The proposed End-to-End Digital lending platform Solution [comprising of at least one of Retail, MSME or Agriculture modules] should have been implemented [not necessarily by the bidder**] and in production with at least THREE CLIENTS, in the last 3 years, out of which at least ONE implementation should be for a Scheduled Commercial Bank in India with 500+ branches. Implemented solution should have gone live on or before the date of release of this RFP.</p> <p>** - These implementations of the solution need not necessarily be implemented by the Bidder participating as SI in this bid.</p>	<p>The bidder to submit certificates from the Banks / Organisations along with the copy of Purchase Order to the effect that the solution is implemented and working satisfactorily.</p>
5	<p>The bidder shall be the OEM of the proposed Digital Lending Platform (DLP) solution or authorised dealer/system integrator. The bidder will be responsible for supply of Licenses and solution implementation and maintenance support under warranty/ AMC of the proposed solution during the contract period.</p> <p>OEM should have its development &amp; support center in India. This should be full fledged establishment and not created for the submission of this Bid.</p>	<p>If the applicant is a OEM, an Undertaking Letter has to submitted to this effect.</p> <p>If the bidder is an authorised dealer/system integrator, an Authorization letter from their OEM to deal/market their product in India and it should be valid for a minimum period of six years from the date of RFP.</p> <p>The OEM authorization letter to confirm their willingness to enter Tri-Partite Agreement as per terms of the bank, which will be shared to successful bidder</p> <p>Self-declaration with the necessary proof to be submitted for OEM development and support centres in India,</p>
6	<p>The bidder should have ability to provide on-site resources in Chennai and Mumbai (in case of DR), at the</p>	<p>Undertaking from the bidder on bidder's letter head signed by the authorized signatory of the bidder.</p>



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	Bank's desired location for implementation and support as per need of the Bank with adequate number of engineers having expertise & experience in understanding & implementing the technical, operational Banking, business, functional, report level requirements of the Bank and regulatory requirements for each module of proposed digital lending solution.	
7	The Bidder should have at least 200 technical resources (In India) on its roles across areas such as Technical Architecture, Engineering/ Development/ Testing in (Web/ Mobile), Design Engineering (UI/UX Designers), Business Analyst / Subject Matter Expert (in Banking Domain etc.) – (excluding the resources in support and Maintenance Activities) as on the date of RFP.	Undertaking from the bidder on bidder's letter head signed by the authorized signatory of the bidder.
8	The Bidder is not from such a country which shares a land border with India, in terms of the said amendments to GFR, 2017.  (or)  The Bidder is from such a country and has been registered with the Competent Authority i.e. the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade, as stated under Annexure to the said Office Memorandum / Order and we submit the proof of registration herewith.	Undertaking as per Annexure-IX to be submitted.
9	The Bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/ management or partnership firms/	Self-certified letter signed by authorized official of the bidder to be submitted.

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	LLPs having common partners has not participated in the bid process.	
10	The Bidder should not have been blacklisted/ debarred by the Central Government/ State Governments/ Semi-Government departments / Regulatory Authorities / Financial Institutions/ banks/ Public Sector Undertakings in India and overseas.	A Self-Declaration to be furnished by the Bidder on the Company's letter head for the same as per Annexure-II.
11	The Bidder should have neither failed to perform on any agreement during the last three years, as, evidenced by imposition of a penalty by an arbitral or judicial pronouncement or awarded against the Bidder or its Affiliates/ Group Companies/ member firms, nor from any project or agreement nor had any agreement terminated for breach by such Bidder or of its Affiliates/ Group Companies/ member firms	Self-Declaration on Bidder's Letterhead signed by the authorized signatory.
12	Bidder should not be insolvent, in receivership, Bankrupt, or being wound up.	Self-Declaration on Bidder's Letterhead signed by the authorized signatory.
12	The Bill of Material must be attached in Technical Bid as well as Commercial Bid. The format will be identical for both Technical Bid and Commercial Bid.	Technical bid without Bill of Materials will be liable for rejection.
13	The Bidder to submit the complete architecture, hardware requirement for end-to-end functioning of the Platform as part of Technical bid submitted to the Bank.	Complete details of the hardware (at Data Center, DR Site, NDR, UAT & for Training Set-up), Operating System / Database required and network architecture of the Platform offered to be submitted by the bidder by means of diagrammatic/ pictorial representations along with details of other required infrastructure expected from the Bank.
14	The bidder should submit the detailed bill of material covering all the software	Detailed bill of material covering all the software components being

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	components being supplied as part of the platform solution with details of the required infrastructure from the Bank.	supplied as part of the platform solution to be furnished along with the technical bid.
15	The bidder to submit their compliance on the Technical and Functional Requirements format provided in Section-V - Part-I (i) & (ii).	Compliance on the Technical and Functional Requirements to be submitted and no column should be left blank. Technical documentation as proof of technical compliance also to be submitted along with the technical bid wherever possible.
16	The Bidder / OEM should submit a certificate to the effect that the latest version of the platform/ product is proposed to be delivered to the Bank as part of this RFP.	The Bidder / OEM should submit a certificate to the effect that the latest version of the platform/ product is proposed to be delivered to the Bank as part of this RFP. The Bidder/ OEM to also confirm that any incremental versions/ patches/ bug fixes released as part of the current version will be delivered to the Bank within the scope of the ATS
17	The Bidder's Firm should not be owned or controlled by any Director or Employee (or Relatives) of the Bank	Self-Declaration on Bidder's Letterhead signed by the authorized signatory.

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**ANNEXURE-XIV**

**Pre-Bid Query Format**

(to be provided in MS-Excel format)

Ref: RFP No. CO/TMO/DLP/02/2022-23 dated 13/06/2022

Bidder's Name:

S.No	Page No	Para No.	Description	Query details

Signature of Authorized Signatory

Name:

Designation:

Seal:

Date:



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Date: 13/06/2022

**ANNEXURE-XV**

**Experience Details**

Ref: RFP No. CO/TMO/DLP/02/2022-23 dated 13/06/2022

(Submit photocopies of Purchase Orders as supporting documents for each item as per eligibility & evaluation criteria separately)

S.No.	Name of Organization for whom services rendered	Nature of Work	Team size	Project Details		
				Period (No. of Months)	Start Date	Date of Completion/ expected completion

Signature of Authorized Signatory

Name:

Designation:

Seal:

Date:

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Date: 13/06/2022

**ANNEXURE-XVI**

**Turnover, Net Worth and P&L Details**

*(Bidders have to submit photocopies of Audited Balance Sheet / P&L)*

Ref: RFP No. CO/TMO/DLP/02/2022-23 dated 13/06/2022

(Amount in Rs.)

<b>F Y</b>	<b>Turnover</b>	<b>Net Profit / Loss</b>	<b>Net worth</b>
<b>2018-19</b>			
<b>2019-20</b>			
<b>2020-21</b>			
<b>2021-22</b>			

*\*Last 3 audited financial details to be provided here from financial years 2019-20, 2020-21, 2021-22. If March 2022 audited results are not published as on date of bid submission, the financials of 2018-19, 2019-20 & 2020-21 to be submitted for eligibility valuation.*

Signature of Authorized Signatory

Name:

Designation:

Seal:

Date:



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Date: 13/06/2022

**ANNEXURE-XVII**

**Annexure for Submission of Technical Evaluation S No. 1: Experience in digital lending journey of OEM Solution implementation**

**[To be supported with necessary documents from respective Banks/NBFCs]**

Ref: RFP No. CO/TMO/DLP/02/2022-23 dated 13/06/2022

SNo.	Name of Bank/NBFC with list of segments, modules and journeys	Address, Email-id, Phone no. of contact person	Bidder Remarks, if any

Signature of Authorized Signatory

Name:

Designation:

Seal:

Date:



Ref: CO/TMO/DLP/02/2022-23

Date: 13/06/2022

**ANNEXURE-XVIII**

**Annexure for Submission of Technical Evaluation S No. 2: Experience in digital lending journey of OEM Solution implementation across segments**

**[To be supported with necessary documents from respective Banks/NBFCs]**

Ref: RFP No. CO/TMO/DLP/02/2022-23 dated 13/06/2022

SNo.	Name of Bank/NBFC with list of segments, modules and journeys	Address, Email-id, Phone no. of contact person	Bidder Remarks, if any

Signature of Authorized Signatory

Name:

Designation:

Seal:

Date:





Ref: CO/TMO/DLP/02/2022-23

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**ANNEXURE- XIX**

Annexure for Submission of Technical Evaluation S No. 3: Experience of SI in digital lending journey implementation [To be supported with necessary documents from respective Banks/NBFCs]

Ref: RFP No. CO/TMO/DLP/02/2022-23 dated 13/06/2022

Annexure for Submission of Technical Evaluation S No. 3 : Experience of SI in digital lending journey implementation [To be supported with necessary documents from respective Banks/NBFCs]				
SNo.	Name of Bank/NBFC with list of modules and journeys	Address, Email-id, Phone no. of contact person	Category A/B (refer Technical Evaluation -> Technical Parameters for Category classification]	Bidder Remarks, if any

Signature of Authorized Signatory

Name:

Designation:

Seal:

Date:



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**ANNEXURE- XX**

**Annexure for Submission of Technical Evaluation S No. 4 : Experience of SI in digital lending journey implementation across segments**

**[To be supported with necessary documents from respective Banks/NBFCs]**

Ref: RFP No. CO/TMO/DLP/02/2022-23 dated 13/06/2022

SNo.	Name of Bank/NBFC with list of segments, modules and journeys	Address, Email-id, Phone no. of contact person	Bidder Remarks, if any

Signature of Authorized Signatory

Name:

Designation:

Seal:

Date:



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**ANNEXURE- XXI**

Annexure for Submission of Technical Evaluation S No. 9 : Customer References:  
 Experience in digital lending journey of OEM Solution and/or SI may be submitted and both  
 are eligible for the score [To be supported with necessary documents from respective  
 Banks/NBFCs]

\*If Both SI & OEM have done same implementation, both will be eligible for the marks

\*\*If OEM & SI is the same business entity, then also such a bidder is eligible for marks from  
 both categories, viz. as OEM and as SI

Ref: RFP No. CO/TMO/DLP/02/2022-23 dated 13/06/2022

SNo.	Name of Bank/NBFC with list of modules and journeys	Address of the Bank/NBFC	Category A/B (refer Technical Evaluation -> Technical Parameters for Category classification]	Name & Designation of contact Person	Mob no.	email-id

\*\*\* Bank reserves the right to meet in-person or contact the references over a voice call, video call, email, etc. for obtaining independent feedback regarding the DLP implementation at their organization. Bidders will provide all support for facilitating such interaction with the references. (For in-person meetings, the bidder has to facilitate the appointment with references and Bank will make own travel arrangements for its officials / representatives)

Signature of Authorized Signatory

Name:

Designation:

Seal:

Date:



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**ANNEXURE- XXII**

Annexure for Submission of Technical Evaluation S No. 10: Team Strength for DLP: Experience in digital lending journey of OEM and/or SI team members may be submitted and both are eligible for the score [To be supported with necessary self-declaration documents from concerned team members duly counter-signed by the authorized signatory]

\*If Both SI & OEM have done same implementation, both team members part of the DLP project will be eligible for the marks

\*\*If OEM & SI is the same business entity, then team members of such a bidder are eligible for marks from both categories, viz. as OEM and as SI

Ref: RFP No. CO/TMO/DLP/02/2022-23 dated 13/06/2022

SNo.	Name of Bank/NBFC with list of modules and journeys	Name & Designation of key team members	Qualification	Mob no.	email-id	Details of experience in DLP & role in project

**\*\*\* Bank reserves the right to validate the credentials given above**

Signature of Authorized Signatory

Name:

Designation:

Seal:

Date:



Ref: CO/TMO/DLP/02/2022-23

Date: 13/06/2022

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### **ANNEXURE- XXIII**

#### **Masked Commercial Bid**

#### **Masked Price bid to be submitted along with Technical Bid online as a separate document**

The bidder is expected to provide the commercial bid (after masking the figures) as per format given in this Annexure below:

The bidder is expected to quote the costs for all items required for fully complying with the requirements of the RFP and the addendums in the respective sections of the price bid. The prices for the respective sections would be deemed to include all components required to successfully utilize the solution.

#### **Note:**

This is a competitive bid. All bidders are expected to provide rationalised costs for licensing, implementation, fintech, support and customisation, in line with market rates. Any bidder found to have quoted costs skewed towards any specific component in the commercial bid, will be rejected outrightly by the bank without assigning any reason whatsoever.

#### **We abide by following terms and conditions**

- a. Bidder is required to provide the cost for every line item where the vendor has considered the cost in BOM.
- b. The Bidder 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 Bidder would need to provide the same without any charge. Bidder should make no changes to the quantity.
- c. 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.
- d. All Deliverables to be supplied as per RFP requirements provided in the tender.
- e. The Service Charges need to include all services and other requirement as mentioned in the RFP
- f. The Bidder 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 Bidder should be inclusive of all taxes, duties, levies etc. except GST which will be paid extra at actuals. The Bidder 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

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- i. 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.
- j. All deliverables to be supplied as per tender requirements provided in the tender.
- k. All prices should be in Indian Rupee (INR) only. Bank will deduct applicable TDS, if any, as per the law of the land.
- l. 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.

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

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name

Seal of Bidder



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**Masked Price bid to be submitted along with Technical Bid online as a separate document**

Date:

To  
Sanjeev Kumar Sethi  
Assistant General Manager,  
Indian Bank, Head Office Building,  
Digitization Cell, 6th Floor,  
Transformation Management Office Department,  
66, Rajaji Salai, Chennai – 600 001.

Dear Sirs,

Sub: REQUEST FOR PROPOSAL FOR SELECTION OF SOLUTION AND SERVICE PROVIDER FOR THE DEVELOPMENT, IMPLEMENTATION, MANAGEMENT & MAINTENANCE OF DIGITAL LENDING PLATFORM

Ref: Your RFP No. CO/TMO/DLP/02/2022-23 dated 13/06/2022

We submit hereunder the masked price bid:

**Price Schedule**

**A. License & ATS Cost:**

<b>A1. License Cost:</b>		
<b>S. No.</b>	<b>Particulars</b>	<b>Rs. (excluding tax)</b>
	Cost of License [A1]	xxx
<b>A2. Cost of ATS on License:</b>		
2.1	___% ATS on license cost/fee for one year [A2.1]	xxx
2.2	Total ATS cost for 5 years [A2 = A2.1 * 5]	xxx
<b>TOTAL [A] = A1+A2</b>		<b>xxx</b>

The Licenses delivered to be Enterprise-wide perpetual license for all the modules / platform offered for the Bank's operations.

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**B. Cost for Implementation of base platform:**

S. No.	Particulars	Total (Rs.) (Taxes Extra)
	Cost of Implementation – of base platform	xxx
	Total Implementation Fee [B]	xxx

**C. Cost of Implementation, Customization & Integration for loan module**

	List of modules for Digital Lending Platform*	Cost for Implementation (in Rs., excluding taxes)
Retail	(a) Personal Loan Module	xxx
	(b) Home Loan Module	xxx
	(c) Loan against property Module	xxx
	(d) Loan against securities (like Term Deposits, Shares, etc) Module	xxx
	(e) Vehicle Loan Module	xxx
	(f) Jewel loan Module	xxx
	(g) Education loan Module	xxx
	(h) Consumer Durable loan Module	xxx
MSME	(a) PMMY Module	xxx
	(b) Working Capital Module	xxx
	(c) Term Loan Module	xxx
	(d) Bills Purchase & Discounting Module	xxx
	(e) Module for Renewals and top up for existing loans	xxx
	(f) Jewel Loan Traders & Non-Agri (Priority): TL & OD Module	xxx
	(g) Module for Government scheme loans	xxx
	(h) Module for Non-Fund based limits – BG, LC, etc.	xxx
	(i) Composite Loans, Lease Rent discounting (IB Rental), Standby facilities, Cluster Financing, Co-Lending, Supply Chain Financing	xxx
Agriculture	(a) Gold Loan Agri Module	xxx
	(b) Crop Loan/ KCC Module	xxx
	(c) Agriculture Term Loan module	xxx
	(d) Agriculture & Allied Activity WC/TL loan module	xxx



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	(e) Agri-Infra investment loans (cold storages etc.), Warehouse Receipts credit module	xxx
	(f) SHG / JLG module	xxx
	<b>Total Implementation Fee [C]</b>	<b>xxx</b>

Cost of Implementation, Customization & Integration for loan modules – Including Design, Installation, Development, Customization, Testing and Go Live of loan modules.

The total cost towards Implementation quoted here module-wise shall be divided journey-wise and paid on completion of each journey

**D. Onsite FMS Support Charges incl. dedicated L3/L2 onsite engineer:**

Sr. No.	Particulars	Charges for one resource per month (a)	No. of months (b)	No. of resources (c)	TOTAL COST FOR 5 YEARS (d)=(a)*(b)*(c)
1	Cost of L1 onsite resource		60	3	xxx
2	Cost of one L2 development engineer onsite services		60	1	xxx
3	Cost of one L3 development engineer onsite services		60	1	xxx
	<b>Total Services Fee [D]</b>				<b>xxx</b>

\*\* Onsite Support - The bidder to provide minimum 3 L1 onsite resources per shift (at 3 shifts per day) for handling the operations on 24x7x365 basis from go-live of first journey. The bidder to deploy required number of resources to maintain the defined SLA and ensure that the minimum count of personnel per shift per day is maintained. The service fee will be paid on monthly basis in arrears from the date of GOLIVE of journey-1, till the end of the contract period for the period from which the support engineers are available on Bank's site. L2 and L3 engineers to be available on all Bank working days from the start of the project and holidays where activities like DR drill/ patches deployment/ version upgrades or any other maintenance/ troubleshooting are scheduled.

**E. Cost of additional work on man-days basis for Change Requests (in case of fresh CRs other than through L3/L2 onsite development engineer):**

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Sr. No.	Particulars	Per Man-day cost (in Rs.)	Bucket Size	Total Cost (in Rs.) (Taxes Extra)
1	Per Man-day Cost *		250 (person days)	xxx

Bank may avail bucket size of 250 person-days each, as per the actual requirements of the Bank

Cost for 4 Bucket of 1,000 person-days (i.e. 250 x 4) [E]	Rs...xxx
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For TCO calculations, 4 buckets are being considered. However, payments will be based on actual consumption only.

**F. Fintech / Service Hosting Charges:**

S. No	Service	Per Transaction Definition	Fintech Service Provider		# of Banks/NBFCs where services are utilized.		No . of API Hits for TCO calculation (A) [in lakhs]	Cost/ API Hit (B)	Total Service Cost (A*B)
			Primary Provider	Secondary Provider	Primary Provider	Secondary Provider			
1	Aadhaar	Instantly verify the identity of the Aadhaar holder and pre-populate demographic data including address as captured in the UIDAI database, for a single applicant.	<name of provider >	<name of provider >	<no.>	<no.>	20	xxx	xxx
2	PAN	Make an online verification of PAN and pre-	<name of provider >	<name of provider >	<no.>	<no.>	20	xxx	xxx

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		populate associated PAN data by accessing the NSDL database securely, for a single applicant.							
	Other OVDs	POI and POA verification on the basis of other OVDs	<name of provider >	<name of provider >	<no.>	<no.>	10	xxx	xxx
3	Utility Bills – Telecom	Authenticate identity of the applicant, and fetch available data (including name, address, last 12-month payment history etc.) with telecom databases, for a single loan applicant, including name and address match.	<name of provider >	<name of provider >	<no.>	<no.>	3	xxx	xxx
4	Utility Bills – Electricity	Authenticate identity of the applicant, and fetch available data	<name of provider >	<name of provider >	<no.>	<no.>	3	xxx	xxx

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		(including name, address, last 12-month payment history etc.) with utility databases, for a single loan applicant, including name and address match.							
	Utility Bills – Others	Authenticate identity of the applicant, and fetch available data (including name, address, last 12-month payment history etc.) with respective databases, for a single loan applicant, including name and address match.	<name of provider >	<name of provider >	<no.>	<no.>	3	xxx	xxx
5	EPFO	Authenticate identify of the applicant and prepopulate available	<name of provider >	<name of provider >	<no.>	<no.>	3	xxx	xxx

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		information available in EPFO database for a single loan applicant or Business Loan Applicant.							
6	Vahan	Authenticate identify of the applicant and prepopulate available asset information available in VAAHAN database , for a single applicant.	<name of provider >	<name of provider >	<no.>	<no.>	10	xxx	xxx
7	CERSAI	Instant property verification and authentication of applicant / property data, for a single applicant.	<name of provider >	<name of provider >	<no.>	<no.>	3	xxx	xxx
8	OCR & Document Compression	Extract, store and display data from standard documents including PAN, Aadhaar, Driving License,	<name of provider >	<name of provider >	<no.>	<no.>	25	xxx	xxx

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		Voter ID, Passport, Cheque for a single applicant.							
9	Account statement analysis	Bank statement analysis for single/multiple Bank accounts for at least one year including combining multiple statements [for example monthly/quarterly statements] for a single applicant through upload or net Banking login, would be considered as a single transaction, including name and address match.	<name of provider >	<name of provider >	<no.>	<no.>	5	xxx	xxx

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10	Account Statement Analysis and Automated CAM	Generation of automatic Financial report with different ratios (income Statement ratio, Profitability ratio, Liquidity ratios etc.) charts, graphs, predictive patterns and comments explaining the ratios, data and its movement over two sets of dates along with cross analysis of data from different sources like MCA, ITR, GST, credit bureau etc. and presenting this information in Bank's approved credit Appraisal/ processing formats.	<name of provider >	<name of provider >	<no.>	<no.>	1	xxx	xxx
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		sources to be chooses as per segment of loan viz. Retail, MSME etc.							
11	Spend Analyze r & Portfolio Builder	Customer Banking Preferences , Analysis of transaction Data. Wallet Identifier, Payment Account Reference, customer preferences and categorizati on in various income & Expense categories. Identify patterns & trends to forecast future behavior, Data of Customers Sourcing insurance. Mutual Funds, and Personal Finance.	<name of provider >	<name of provide r >					
					<no.>	<no.>	1	xxx	xxx





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		Identify recurring payments and provide alerts. Identify Financial Assets & Liabilities. Calculate Net worth							
12	Fraud Check	To identify Behavioral & document/d ata triggers like Font style tampered document, irregular salary credit, Face Match, Name Match etc.	<name of provider >	<name of provider >	<no.>	<no.>	1	xxx	xxx
13	Anti Money Laundering (AML)		<name of provider >	<name of provider >	<no.>	<no.>	1	xxx	xxx
14	Digital Footprint & Social Media Data	Digital footprint of the users to be captured and analyzed to identify fraud risk and customer sentiment.	<name of provider >	<name of provider >	<no.>	<no.>	1	xxx	xxx

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15	Document Digitization & Extraction	Extraction of data from Digitized documents and populating in relevant Fields or making it available for further analysis (e.g. of documents: PAN, Aadhaar, Voter Card, Passport Driving Licenses	<name of provider >	<name of provider >	<no.>	<no.>	1	xxx	xxx
16	ITR and Form 26 AS	Data fetch, store, process and analyze 3 years of ITR data for a single applicant, would be considered as a single transaction.	<name of provider >	<name of provider >	<no.>	<no.>	5	xxx	xxx
17	GST	GST verification data fetch, store, process and analyze 1-year GST data for a single applicant, would be considered	<name of provider >	<name of provider >	<no.>	<no.>	3	xxx	xxx

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		as a single transaction.							
18	MCA	Data fetch, store, process and analyze 3 years of financial data and other details available in the MCA database for a single applicant, would be considered as a single transaction.	<name of provider >	<name of provider >	<no.>	<no.>	1	xxx	xxx
19	eSign	Paperless authentication of loan documents for a single applicant.	<name of provider >	<name of provider >	<no.>	<no.>	5	xxx	xxx
20	eStamp	Digital stamping and delivery of loan documents, compliant with the state wise regulation of digital mode of stamp duty payment and delivery, for	<name of provider >	<name of provider >	<no.>	<no.>	5	xxx	xxx

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		a single applicant.							
21	eMandate	Enable setup of recurring payments through net Banking / UPI / debit card for a single applicant.	<name of provider >	<name of provider >	<no.>	<no.>	5	xxx	xxx
22	Mobile Metadata / SMS Scraping	Fetch, process and analyze borrower's mobile and sms data and provide output parameters including but not limited # of Bank accounts # of credit cards, average monthly balance , most recent transaction most frequent transaction , utility bill payments, etc- for a single loan applicant .	<name of provider >	<name of provider >	<no.>	<no.>	8	xxx	xxx

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23	Multi-Bureau	Bureau scores and reports as required will be fetched and analyzed for a single loan applicant. Analysis along with integration with Bank's vendor is in scope.	<name of provider >	<name of provider >	<no.>	<no.>	5	xxx	xxx
24	Video KYC	Enable remote digital onboarding, capture and authenticate Aadhaar and PAN details, capture photo and geo-location of a single loan applicant, including face / photo match	<name of provider >	<name of provider >	<no.>	<no.>	13	xxx	xxx
25	Geo tagging	Tracking the applicant's location for customer profiling.	<name of provider >	<name of provider >	<no.>	<no.>	2	xxx	xxx
26	Defaulter Lists	MCA Defaulter List, Wilful Defaulters, SEBI	<name of provider >	<name of provider >	<no.>	<no.>	2	xxx	xxx

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		Debarred list.							
27	Legal Data Analysis	Fetching of Legal Background records for individual/corporate customers from Supreme Court, High Court, E-Court, Consumer Court, All tribunals etc.	<name of provider >	<name of provider >	<no.>	<no.>	3	xxx	xxx
28	Registration Details	Registration validation like Udyam Registration, FSSAI, FDA, Shop & Establishment, BIS, ISO Certifications, EPFO, UDIN etc.	<name of provider >	<name of provider >	<no.>	<no.>	5	xxx	xxx
<b>Total Fintech Services Fee [F]</b>									<b>xxx</b>

\*As a part of bid submission, Bidder will submit list of all the API's and services. Bidder is required to provide the cost of each service above separately. The indicative list of services includes, but not limited to the above. Bidder will also be required to provide all the additional services that will be required to enable the digital lending journey apart from those mentioned above. For TCO calculation, the cost per hit\*estimated hits listed above will be used. However, the payments will be on actual consumption basis only. Bank reserves the right to directly engage any of the fintech service providers and the successful bidder has to facilitate straight through integration with such service providers without any additional cost to the Bank.

The Bidder shall provide per transaction rates for the definitions given along with the total cost (excluding GST) for the estimated quantum provided against each service above.

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Bank's existing credentials will be used and the platform shall integrate (without any additional cost to Bank for such integration) with bank's existing solution where ever pre-integrations exist or Bank directly engages with any of the fintech service providers.

The Bank will pay the Bidder on per transaction basis actual service utilization.

The Bidder shall additionally be asked to provide service costs for all services offered currently on the platform (For e.g. Face match, name match, etc.)

The Bank provides no minimum guarantee for actual service utilization numbers. The Bidder should be able to produce proof of actual service utilization through the platform.

The Bank will have the flexibility to forge bi-lateral agreements with direct data source providers at any point during the period of the contract.

For all services (mandatory and optional) provided by/through the platform, the Bidder shall provide the integration

**G. Training Cost**

Sr. No.	Particulars	Cost (in Rs.) (Taxes Extra)
1	Cost for training [excluding annual trainings which are part of regular deliverables]	xxx

**H. Total Cost of Ownership (TCO) of the Project:**

Total Cost of Ownership (TCO) = Table[A]+Table[B] + Table[C] + Table[D] + Table(E) + Table [F] + Table [G]	Rs. xxx.
In words: Rupees xxxxx	

Bank reserves the right to re-negotiate the price for any of the line items furnished above, in case the rates offered are arbitrary and not as per market prices.

Also, Bank reserves the right to procure any of the required products/services as part of the solution directly from the market and the successful bidder is responsible for integrating the solution with the same.

Total Cost of Ownership (TCO) for Integrated Digital Lending Platform is for the entire contract period (inclusive of all duties, levies, freight, insurance, warranty/ AMC/ ATS, etc. and exclusive of all applicable taxes, is Rs. xxx (in figures) .Octroi/ Entry Tax if any, will be reimbursed on submission of original receipts.)



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We submit that we shall abide by the details given above and the conditions given in your above tender.

For

Office Seal

(Authorised Signatory)

Place:

Name:

Mobile No:

Telephone No:

Date:

Designation:

Business Address:

E-mail ID:

