RFI

SaaS MODE RFI – SaaS MODEL FOR
THE URBAN CO-OPERATIVE BANK LTD NO 1758
PERINTHALMANNA

WITH ALL FACILITIES IN ONE PACKAGE

General Manager

Contents

Session 1: General Instructions to Bidders

Bid Information

S. No.	Description	Details
1	Name of Project	Supply, Management and Maintenance of Core Banking Software, with DC/DR AND NDR and Allied Applications and all delivery channels through SaaS model, data migration and delivery of network infrastructure and connectivity.
2	Tender Reference Number	**UCBP/RFI/24-25/1**
3	Date of release of this RFI	17-12-2024
4	Pre bid meeting	**06-01-2025**
5	**Last date and time for Bid Submission**	**03-01-2025**
7	Technical evaluation	06-01-2025
8	Date and Time of solution demo	Will be informed to the short listed bidders by the Bank.
9	Date and Time of Commercial Bid Opening	Will be informed to the vendor who are qualified in the demo and Recommended by technical committee .
10	Address for Place of Bid Submission	General Manager, The Urban Co-operative Bank Ltd No 1758 Perinthalmanna , PB No 10,Urban Bank Building, Pattambi Road,Perinthalmanna, Malappuram District, Kerala, India Tel: +91 4933 227976,227973 Mail id: info@ucbpmna.com Mob no: 9188920336 **Eligibility Bid and Technical Bid are to be submitted in sealed cover along with a USB drive to be placed in the technical bid envelope.**
11	Name and Address for communication	General Manager, The Urban Co-operative Bank Ltd No 1758 Perinthalmanna , PB No 10,Urban Bank Building, Pattambi Road,Perinthalmanna, Malappuram District, Kerala, India Tel: +91 4933 227976,227973 Mail id: info@ucbpmna.com Mob no: 9188920336
12	Bid cost	NIL
13	Earnest Money Deposit	INR **100000.00**

Note:

- ❖ In the case of eligibility, technical and commercial bid, the representative of vendor shall attend the bid opening. In his absence bank shall open the bid without the bidder representative and consider the quoted details as final including the price.
- ❖ Not more than one bid shall be submitted by the bidder.
- ❖ The bid submitted by the bidder is not transferable
- ❖ The RFI document for the bid shall be prepared in English in PDF Format.in the case of sheets showing data, Excel format is prescribed
- ❖ The RFI document, its connected documents/ deliverables submitted by the bidder shall be the property of the Bank.
- ❖ The bidder shall raise no claim as to the ownership or possession of the same
- ❖ The Bank is free to cancel the tender process at any point prior to awarding of contract. In that case, the bank shall not be responsible for any damages to the bidder.
- ❖ The bank is at liberty to withdraw the tender without any liability to the bidder at any point of time. In such case no reason for withdrawal shall be attributed by the bank.
- ❖ Bidder should fill all the fields in the tender forms.
- ❖ All tender related communication should be at email address (**info@ucbpmna.com**)

Session 2: Introduction

About The Urban Co-operative Bank Ltd No 1758 Perinthalmanna

The Urban Co-operative Bank Ltd No 1758 Perinthalmanna is working in Perinthalmanna Taluk and Malappuram Municipality in Malappuram District, Kerala state. Its Head office is situated at Perinthalmanna and has 24 branches at the following places which are given below. It is having 11 ATMs and also offers mobile banking facility to the customers. Presently the Bank is having a Core Banking solution and a switching solution which the bank is interested in changing. The bank is a direct participant in CTS clearing and providing NEFT, RTGS, IMPS, UPI services to its customers. Bank delivering Rupay Debit Cards to the customers.

The Bank is interested in going for a new Core Banking and switching solution replacing the existing solutions. Including the DC/DR /SOC etc. The bank seeks a strong, scalable, secure   and the latest cloud-based CBS application software to meet its current as well as future requirements.

Details of Branches & Head office

BRANCH CODE	BRANCH NAME
1	PERINTHALMANNA MAIN BRANCH
2	KARINKALLATHANI
3	MALAPPURAM
4	PANANGANGARA
5	CHATTIPPARAMBA
6	MELATTUR
7	PULAMANTHOLE
8	MAKKARAPPARAMBA
9	KOLATHUR
10	PERINTHALMANNA EVENING
11	PATTIKKAD
12	THOOTHA
13	ANGADIPPURAM
14	MANKADA
15	MALAPPURAM EVENING
16	MUTHUKURISSI
17	KOOTTILANGADI
18	MOORKKANAD
19	THACHINGANADAM
20	VETTATHUR
21	PANG-CHENDI
22	EDAPPATTA
23	ALATHURPADI
24	PERINTHALMANNA BYEPASS

Existing Application and Infrastructure Details

The Bank has implemented Core Banking Solution in all Branches and Head Office which is provided by M/s Mindmill Software Ltd. The software works in ASP Model

Existing Third-Party Applications:

The below mentioned third party applications are operational in the IT Infrastructure of the Bank

SL	Application Name	Application Function	Vendor Name
1	ATM Switch	ATM Transaction Under NPCI/NFS Rupay, ECOM, IMPS, UPI	Sarvatra Technologies
2	NACH-Destination Bank	NACH DBTL, ABPS,MMS,NEFT / RTGS,AV CBDT,GSTD	Nettech Service India Pvt Ltd.
3	RTGS/NEFT	RTGS/NEFT inward and outward	Direct Membership in CPS
4.	Rio Collect	Daily collection	Pravasis IT Solutions Ltd.

Bank's financial position

Details	As on 30.06.2024
Branches + Head office	24 + 1
Deposits Accounts	109269.31 Lakhs
Loans & Advances	69879.48 Lakhs
Investments	26730.32 Lakhs
Membership	66898
Number of customers	147637
Number of deposit accounts	130111
Number of loan accounts	21805
Share Capital	3635.71
Total number of users in CBS	160

❖ The bank is expecting a growth of 500 % in over next 3 years in value and volume.

Project Details

Project Overview

With the objective of achieving Bank's business objectives and long-term goals, including reaching higher levels of operational efficiency, growth in business and improved profitability, the Bank intends to implement a new CBS solution along with all allied applications and delivery channels that would support all the current and future needs of the Bank and its customers. Bank is targeting to offer a

complete digital experience with new products and services to its customers.

Project Objective:

The Bank is planning to replace the existing Core Banking Solution including delivery channels and plan to implement a comprehensive new web-based Core Banking Solution and other ancillary applications integrated with the CBS on a SaaS\ASP Mode. Data migration from the existing CBS platform and Storage of data in DC/DR AND NDR are also envisaged.

The Bank has strategic plans to enhance the various existing banking delivery channels, and integrate them in a way so as to deliver seamless and superior digital experience to the customers and stakeholders.

The major objectives of implementing Core Banking Solution in the Bank are given below:

➢ Easy roll-out of innovative and customer centric products such as Digital Banking, Debit Card, Mobile Banking, UPI, IMPS, QR, BBPS etc. and add-on Channels, along with all other emerging delivery channels.

➢ Efficient and state of the art MIS functionality including ALM, Risk Management, credit management and monitoring, liability management with dash boards and all other statutory and non- statutory statements/reports and Offsite Surveillance management prescribed by RBI.

➢ Robust Fraud Risk Management solution that could be integrated with the CBS, payment related delivery channels and provide a risk control mechanism to minimize transactional and other cyber frauds and also be the support base for the AML solutions

➢ Uniformity of Application, parameters and version all across the branches and Head Office departments

➢ Rationalization & elimination of repetitive and manual drudgery of work at branches and Head Office departments, which should result in optimization of manpower at all levels.

➢ Upgrade existing branch connectivity to SDWAN

➢ Image building and brand equity of the Bank.

The Bank for this purpose, invites proposals from CBS Product Vendors (hereinafter referred to as Vendor / Vendors) for Providing CBS on Application Service Provider (ASP) or SaaS Model with required DC, DR, Hardware, System Software or co location basis at DC, DR and Near DR (if required) and also for providing connectivity.

High Level Scope of Work

- To supply Implement and customisation of CBS Solutions including Allied Applications and Delivery Channels on ASP model for five years from the date of sign off. Further period will be decided /discussed with the vendor, after the initial term.

- Supply, installation, configuration, and managed services for Redundant Connectivity including ISP of HO, Branches, DC & DR using SDWAN.

- All the required SD WAN devices. The license should be procured by the vendor in the name of the Bank.

- Proposed SDWAN Solution having 4 Mbps ILL as primary and Minimum 10 Mbps broadband as secondary with different service provider.

- Currently 24 branches and 1 head office are to be incorporated in the SDWAN.

- All branches and Head office should have direct access to the DC and DR.

- The RPO (Recovery Point Objective) during disaster recovery shall be <=2 Hours and RTO (Recovery Time Objective) shall be <=30 Minutes.

- Regular Backups and Restore Full back up every week in to the Banks UAT environment as per banks requirements.

- Vendor will also provide functional and technical support during contract period and training to Banks designated personnel.

- Migration data from Existing CBS to new CBS.

- Migrating existing Allied Applications from new allied application.

- Migrating existing digital delivery channels to new digital delivery service channels.

- Introduce new delivery channels and allied services.

Terms and Conditions

General

- These terms and conditions are applicable to the whole RFI document and are required to be complied by all prospective vendors. The non-compliance of any of the RFI terms should be highlighted clearly while responding to this RFI with proper justification.

- The Vendor will be the single point of contact for the Bank with regard to this RFI and the Vendor will be responsible for End-to-End implementation and support. The Vendor will deal with its authorized partners / System Integrator (SI) for any additional support. Bank shall correspond with the vendor only.

- The bank can consult any other 3rd party vendor for any work related to this RFI without any intimation or consultation with selected vendor

/vendors as and when required during this project. Moreover, Bank may at its own discretion appoint consultant for implementation, monitoring and successful rollout of the solution.

- If there are any changes to this RFI document the Bank will communicate in writing with the shortlisted vendors, without which the Vendor responses should not incorporate any changes based on any assumptions.
- The bank is not bound / compelled to place single order with the single selected vendor for this work of contract. and may choose multiple vendors, in which case the primary vendor offering Core Banking Solution should coordinate for the required integration processes with the other allied vendors.

- The RFI will be the governing document for any arrangement between the Bank and the Vendors till any other specific agreement is signed between the bank and the Vendor.

- All responses (commercial and technical) would be deemed to be irrevocable offers/proposals from the vendors and may, if accepted by the Bank, form part of the final contract between the Bank and the selected Vendor. Vendors are requested to attach a letter from an authorized signatory attesting the veracity of information provided in the responses. Unsigned responses would be treated as incomplete and are liable to be rejected.

- Any technical or commercial offer, submitted cannot be withdrawn / modified after the last date for submission of the response unless specifically permitted by the Bank. In case of unavoidable circumstances, the Bank does not award the contract within 180 days from the last date of the submission of the response, and there is a possibility to award the same within a short duration, the Vendor would have the choice to retain the Bank Guarantee / security with the Bank or to withdraw the offer and obtain back the Bank Guarantee / security default provided.

- The Vendor may modify or withdraw its offer after submission, provided the Bank, and prior to the closing date and time receives a written notice of the modification or withdrawal prescribed for submission of offers. No offer can be modified or withdrawn by the Vendor subsequent to the closing date and time for submission of the offers.

- The Vendors are required to quote for all the components mentioned in the Annexures & Technical Bid of this document.

- It is mandatory to submit all the information in the formats given in Annexure /Appendices, along with this document duly filled in, along with the offer.

- Based on the Bank's requirement as listed in this document, the Vendor should identify all the best suited latest version solutions available with the vendor that would meet the requirement and quote for the same.

- The Bank is not responsible for any assumptions or judgments made by the vendors for arriving at any type of sizing or costing.

- The Bank at all times will benchmark the performance of the Vendor to the RFI documents circulated to the vendors and the expected service levels as mentioned in these documents.

- The vendor should not furnish any alternative price for a single solution.

- The vendor should include All out-of-pocket expenses, travelling, boarding and lodging expenses for the entire life of the contract and it should be a part of the financial quote submitted by the Vendor to the Bank.

- No extra costs on account of any items or services or by way of any out-of-pocket expenses, including travel, boarding and lodging etc. will be payable by the Bank. The Vendor will not take the plea of omitting any charges or costs and later lodge a claim on the Bank for the same.

- The Vendor at no point of time can excuse themselves from any claims made by the Bank whatsoever for their deviations in confirming to the terms and conditions, payments schedules, time frame for implementation etc. as mentioned in the RFI documents circulated by the Bank. Vendor shall be fully responsible for deviations to the terms & conditions, project schedule etc. as proposed in the RFI.

- The Bank intends that the contract, which is contemplated herein with the Vendor, shall be for a period of 5 years post completion of go live which shall be extended further on mutual agreement.

- Bank or any of its authorized agent shall have the right to inspect, audit, examine and make excerpts or transcripts of all relevant Vendor records, infrastructure including DC and DR with respect to any matters covered by this RFI during agreed business hours as may be decided between the Bank and the Vendor.

- However, the scope of such inspection shall be limited to service offerings under this RFI. It is also agreed that right of the Reserve Bank or any other statutory / legal body to carry out an inspection of a Vendor is recognized and Vendor shall allow the Reserve Bank of India/ Statutory Legal Body or persons authorized by it to access the bank's documents, records of transactions, logs and other necessary information given to, stored or processed by the service provider within a reasonable time.

- The Bank also reserves the right to audit by themselves or through any Bank appointed agency, the infrastructure, networks, security setup, applications and databases provided by the Vendor directly or through external agencies and observations made in IS and VAPT Audit shall be resolved by the Vendor within 72 Hours from the intimation thereof by the Bank.

- It would be the Vendor's responsibility to include and comply to the

recommendations (if any) of the audit agency in their solution at no extra cost.

- Any Statutory requirements or amendments as directed by the Government, RBI, NPCI and any other regulatory body at the time of the signing of the agreement or in future during the tenure of the agreement must be incorporated (or developed afresh as the case may be) and implemented, in all the software provided by the Vendor. The additional cost, if any, on mutually agreed terms. at no extra cost to the Bank.

- The Bank has rights to accept /reject/ modify the customization and same should be acceptable to the vendor. All customization before effecting should be accepted by the Bank in writing at the time of UAT (User Acceptance Testing) Stage

- The Vendor shall take up all such functionality as required by the Bank on a priority basis even though the Vendor is supposed to provide for the same at a later date as per its response and till such time the functionality is not provided for the Vendor will suggest a suitable workaround for the same.

The Bank will accept any extra cost for development depending on the complexity and efforts required, which will be on mutually acceptable basis. not pay the Vendor any additional charges for such customization requests. The workaround provided by the vendor may be acceptable to the Bank as a temporary solution but the Bank may still insist on a particular functionality to be made available as a regular feature of the software in which case the Bank shall decide the priority.

Responsibilities of Vendor.

- Prepare a project plan
- Establish and maintain a centralized Data Centre, Disaster Recovery Centre, NDR if required.
- Undertake requirement study as per scope mentioned & document the findings.
- Customization of the products and System Testing.
- Implementation support at all the Branches and Post Implementation Support.
- Data error/gaps reports
- Implementation and operationalization of Core banking software at the branches/HO.
- Implementation of Allied services and delivery channels.
- Implementation of SDWAN across the branches and Head office
- Project Documentation
- Training of the core team/Trainers/ branch staff

Implementation Period

The Vendor shall ensure that the CBS System and the ancillary applications that have been procured by the Bank is made operational and Go-Live within mutually agreed time period and any delay will attract penalty @ 1% per month of the total purchase value 3 months from the date of Purchase Order or such extended time mutually agreed as per the agreeable terms and conditions mentioned in the SLA signed by the Vendor(s) and the Bank at the time of issuance of the order.

RFI Document Cost, EMD (Earnest Money Deposit) & Security deposit

RFI Document Cost

Complete set of RFI document can be **downloaded from the website of Bank** The tender documents with all connected documents to be **submitted to the bank on or before 03-01-2025 free of cost**

Bank reserves the right to accept or reject in part or full any or all offers without assigning any reason thereof and without any cost or compensation therefor. Any decision of Board of Directors of The Urban Co-operative Bank Ltd No 1758 Perinthalmanna in this regard shall be final, conclusive and binding upon the bidders. The Bank reserves the right to accept or reject any Bid in part or in full, and to cancel the Bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Bank 's action. During the evaluation process at any stage, if it is found that the bidder does not meet the eligibility criteria or has submitted false / incorrect information the bid will be rejected summarily by The Bank.

EMD (Earnest Money Deposit) :

Vendor shall furnish, as a part of the proposal, Earnest Money Deposit of **Rs. 100,000/-** (Rupees One lakh only) by way of NEFT in favor of The The Urban Co-operative Bank Ltd No 1758 Perinthalmanna., **A/c. No. 9999007000000001** IFSC Code **URBN0000001** held at HEAD OFFICE towards the EMD. This need to be paid at the time of submission of Financial Bid. Failure to comply with this condition shall result in rejection of the bid offer. No vendor shall be exempted from the requirement of the EMD.

The EMD amount of the unsuccessful vendor(s) shall be returned after the completion of the tender process or within 3 months from the date of opening of the commercial bid and for the successful vendor it will be returned after signing of the contract.

The EMD amount shall be forfeited if the Vendor –

- Withdraws its Bid during the period of the Bid validity; or
- Having been notified of the acceptance of the bid by the Bank and the Vendor during the period of bid validity:
- Fails or refuses to execute the Contract formalities; or
- Fails or refuses to perform, in accordance with the Terms and Conditions of the RFI or Contract; or

- Fails or refuses to furnish the required formalities in accordance with the terms and conditions of the RFI.
- No interest will be paid on the EMD amount.
- The Bank's decision in the above case will be final.

Security Deposit

- EMD amount of the successful vendor will be refunded after submission of the Performance Guarantee equal to 10% of the project value within 15 days from the acceptance of the purchase order or equal to six months' contract value (in case of ASP) payable by Bank within 90 days from the acceptance of the purchase order.

- If the Vendor fails to remedy the defects raised by the Bank within reasonable period or does not provide support as per the terms of RFI, Bank may invoke the performance guarantee and/ or proceed to take reasonable remedial actions as may be necessary giving prior notice to the Vendor

Period of Validity

- ➢ Bids shall remain valid for a period 6 months from the date of bid opening prescribed by the Bank.
- ➢ A bid valid for shorter period shall be rejected by the purchaser as non-responsive.

Bid Currency

The Prices in the bid document shall be expressed in Indian Rupees only.

Bidding Process (Two Stages)

The vendor has to prepare & submit the proposal(s) for Implementation of Core Banking Solution with all the infrastructure, modules & Applications as mentioned in the RFI –on Application Service Provider (ASP)/SaaS Model with the required DC, DR, Hardware, System Software's and colocation of Network Devices of the bank at DC & DR for connectivity etc.

The response to the present RFI will be submitted in three part:

- Eligibility bid

- Technical bid

- Commercial bid

The Vendor will have to submit the Eligibility bid and Technical bid together in separate sealed covers in the first stage itself The Commercial bid shall be submitted separately when called for by the bank in sealed env elope and it should be duly super scribed by "For Core Banking Solution & Implementation" and "ELIGIBILITY BID" / "TECHNICAL BID" / "COMMERCIAL BID" as the case may be.

Eligibility Bid Technical Bid

- Technical committee will scrutinize the eligibility parameters of the vendor based on the information provided in the format which is forwarded in separate cover superscripted with eligibility bid. If vendor is not satisfied with the eligibility criteria, then the proposal would be summarily rejected. The technical committee will proceed with examination of technical bid based on the parameters provided.

- Technical Bid will contain the Vendor's information/product information in the format given in the bid document. TECHNICAL BID will not contain any pricing or commercial information at all.

- The bid shall be typed and shall be signed by the Vendor or a person duly authorized to bind the Vendor to the contract. The authorization shall be indicated by a written Letter of Authorization of accompanying the Bid.

- All pages of the Bid except un-amended printed literature shall be initialed by the person(s) signing the Bid.

- The Bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Vendor, in which case corrections shall be initialed by the person(s) signing the Bid.

- Soft copies of the TECHNICAL BID should be given on the USB Drive in Technical Bid Envelope.

- The TECHNICAL matters should be in word format and data related matters should be excel format.

Solution Presentation and Demo

Bank with the help of technical committee short list the eligible vendors and as part of technical evaluation have to demonstrate their solution on online mode and selection will be based on the eligibility and suitability. The date time and duration of demonstration would be decided by the bank and intimate the short-listed vendor in advance. Bank reserve its right to extend / shorten the duration of demonstration where it's needed. Bidder who has failed in the demonstration will automatically stand disqualified technically.

Commercial Bid

The Commercial /Financial bid need be submitted by the bidder in the separate sealed cover, after Technical vetting and selection by the technical committee appointed by the bank. Bank will provide bid format after first stage of selection.

- **The Vendor should quote the price in the prescribed format provided by the bank along with EMD in separate cover**.

Submission of Bids

The Vendors shall duly sign and seal each envelope which should be addressed to the **General Manager in the sealed cover on or it should reach bank before 03-01-2025 5p.m**. No late submission would be accepted or considered.

General Manager,
The Urban Co-operative Bank Ltd No 1758 Perinthalmanna ,
PB No 10,Urban Bank Building,
Pattambi Road,Perinthalmanna,
Malappuram District, Kerala, India
Tel: +91 4933 227976,227973
Mail id: info@ucbpmna.com
Mob no: 9188920336

- Vendor is required to submit soft copy of the Technical Bid along with the hard copy as above.
- The vendor response to the RFI and its subsequent evaluation is not a contract. The provisions of the contract shall become binding to both the parties only when the Bank enters into an exclusive contract separately with the final selected Vendor.
- Any additional information (e.g.: brochures, client testimonials etc.) should be referenced in the Request for information – Response, such that they can be easily identified.
- Responses received becomes the property of the Bank and cannot be returned. Information provided by each Vendor will be held in confidence, and will be used for the sole purpose of evaluating a potential business relationship with the Vendor.
- The list of annexures is given below:
- Forwarding Letter as per Annexure-I
- Eligibility Criteria as per Annexure-II (attach details as required)
- Details of the Vendor as per Annexure-III
- Undertaking as per Annexure-IV
- Technical and functional specifications –V
- Technical deviations format- VI
- CA certificate –VII
- Self-declaration- Blacklist /Bankruptcy declaration -VIII

Deadline for Submission of Bids

- Bids must be received by the Bank at the address specified in the Bid Document not later than the specified date and time mentioned in the Bid Document. If the specified date of submission of the bids being declared a holiday for the Bank, the bids will be received up to the specified time in the next working day.
- Bank may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Bank and Vendors, previously subject to the deadline, will thereafter be subject to the deadline extended
- Last date for submission of Both **Eligibility/Technical Bid 03-01-2025, 5 pm**.

Late Bids

Any bid received by the Bank **after the deadline for submission of bids will be rejected** and/or returned unopened to the Vendor, if so desired.

Modifications and/or Withdrawal of Bids

- Bids once submitted will be treated, as final and no modification will be permitted. No correspondence in this regard will be entertained.
- Bank shall be keeping safe custody of the submitted bids and shall be opened in presence of the bidders present during the bid opening scheduled announced in advance to all bidders. In the absence of an authorized person representing a bidder, bank will open the document and the details given would be treated as final.
- No Vendor shall be allowed to withdraw the bid after the deadline for submission of bids.
- In case of the successful Vendor, who is selected after commercial bid, he will not be allowed to withdraw/back out from the bid commitments. The bid earnest money in such eventuality shall be forfeited and all interests/claims of such Vendor shall be deemed as foreclosed.

Documents to be submitted

Envelope A: Eligibility Bid

The following documents as per the sequence listed shall be inserted inside Envelope A:

- Forwarding Letter as per Annexure-I
- Eligibility Criteria as per Annexure-II (attach details as required)
- Details of the Vendor as per Annexure-III
- Undertaking as per Annexure-IV
- CA certificate format –VII
- Self declaration Black list/Bankruptcy format- VIII
- All other necessary supporting documents as per RFI
- List of locations of vendor supports center in Kerala

Envelope B - Technical Bid

The following documents shall be inserted inside Envelope B:

1. Technical and functional specifications –V
2. Technical deviations format- VI
3. Client Details as per RFI
4. Security Audit Report of the Application provided by the bidder
5. Detailed list -Bill of Material
6. Detailed Technical Solution including delivery timeline document.
7. Brief Suggested process for migrations to new solution

Technical Bid envelope shall not include any financial information. If the Technical

Bid contains any financial information the entire bid will be rejected.

Note: Bank reserves the right to ask for more details/supporting documents if necessary from the bidders during evaluation.

Commercial Bid/selection of L-1 vendor

Those qualified in Eligibility criteria and Technical qualifications shall be termed as Substantially Responsive. **The commercial bid format will be given, only to those selected vendors as per the above process with a time limit for submission of the commercial bids in a sealed envelope**. Bids submitted after the said period will not be considered. The Commercial bid format should not be changed for whatever reason. No addition/deflection etc. is permitted The decision of the Bank in this regard shall be final. A detailed Bill of Material also to be enclosed along with the commercial bid. The Commercial Bids will be opened and compared for the selection of the final L-1 bidder.

Bid Opening and Evaluation

In the first stage, only Eligibility Bids will be opened and evaluated.

First stage: All received RFI responses will be evaluated as per the eligibility criteria. Then the selected vendors would be scrutinized On the basis of the technical bids, other materials submitted, the vendors will be further evaluated on the basis of functionality features, Solution Architecture Suggested, Implementation Plan, Company Credentials & Experience, and accepting the terms and conditions of this document shall be short- listed. Bank reserves the right to accept or reject any technology proposed by the Vendor without assigning any reason thereof. Decision of the Bank in this regard shall be final and binding on the Vendors.

The Bank will ask the short-listed vendors to make a comprehensive Product walkthrough in an on line mode. Based on product Evaluation and Technical Eligibility Bank will intimate short listed vendors for final evaluation.

Second stage: The Commercial Bids of only those Vendors, whose technical bids are short-listed, will be called for and opened. The commercial bid format will be given to those qualified in Technical bids only.

The Bank will follow stage wise evaluation and selection process comprising of Eligibility/Functional, Technical and Support and Commercial evaluation. The Bank's Board will have the ultimate right to make the final decision. The decision of the Bank would be final and the Bank may accept or reject an offer without assigning any reason what so ever.

Clarifications of Bids

To assist in the examination, evaluation and comparison of bids the Bank may, at its discretion, ask the Vendor for clarification if necessary.

Preliminary Examination

Bank will examine the commercial bids to determine whether they are complete; whether any computational errors have been made; whether required information has been provided as underlined in the bid document; whether the documents have been properly signed, and whether bids are generally in order. Bids from agents without proper authorization from the manufacturer as per the authorization form, shall be treated as non-responsive and will be out rightly rejected.

Arithmetic errors will be rectified on the following basis. If there is a discrepancy between unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is discrepancy between words and figures, the amount in the words will prevail. The bid that is determined as not substantially responsive will be rejected by the Bank.

Signing of Contract

The successful Vendor shall be required to enter into an **SLA & NDA** with the Bank, at the time of issue of the Purchase Order. SLA shall be read with the Tender document; the letter of acceptance and such other terms and conditions as may be determined by the Bank.

Order Cancellation

The Bank reserve its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the Bank alone:

Delay in delivery beyond the specified period;

- Delay in customization / implementation / installation beyond the specified period that is agreed in the contract that will be signed with the successful Vendor;
- Serious discrepancy in the quality of service / software expected during the implementation, rollout and subsequent maintenance process.

• In case of cancellation of order, any payments made by the Bank to the Vendor would necessarily have to be returned to the Bank with interest @ 12% per annum

Confidentiality Agreement

"Confidential Information" means any and all information that is or has been received by the Vendor ("Receiving Party") from the Bank

("Disclosing Party") and that:

- Relates to the Disclosing Party; is designated by the Disclosing Party as being confidential or is disclosed in circumstances where the Receiving Party would reasonably understand that the disclosed information would be confidential or

- Is prepared or performed by or on behalf of the Disclosing Party by its employees, officers, directors, agents, representatives or consultants.

- Without limiting the generality of the foregoing, Confidential Information shall mean and include any information, data, analysis, compilations, notes, extracts, materials, reports, drawings, designs, specifications, graphs, layouts, plans, charts, studies, memoranda or other documents, or materials relating to the licensed software, the modules, the program documentation, the source codes, the object codes and all enhancements and updates, services, systems processes, ideas, concepts, formulas, methods, know how, trade secrets, designs, research, inventions, techniques, processes, algorithms, schematics, testing procedures, software design and architecture, computer code, internal documentation, design and function specifications, product requirements, problem reports, analysis and performance information, business affairs, projects, technology, finances (including revenue projections, cost summaries, pricing formula), clientele, markets, marketing and sales programs, client and customer data, appraisal mechanisms, planning processes etc. or any existing or future plans, forecasts or strategies in respect thereof.

- "Confidential Materials" shall mean all tangible materials containing Confidential Information, including, without limitation, written or printed documents and computer disks or tapes, whether machine or user readable.

- Information disclosed pursuant to this clause will be subject to confidentiality for the term of contract plus two years.

- Nothing contained in this clause shall limit vendor from providing similar services to any third parties or reusing the skills, know- how and experience gained by the employees in providing the services contemplated under this clause, provided further that the vendor shall at no point use the Bank confidential information or Intellectual property.

- The Receiving Party shall, at all times regard, preserve, maintain and keep as secret and confidential all Confidential Information and Confidential Materials of the Disclosing Party howsoever obtained

- In maintaining confidentiality here under the Receiving Party on receiving the confidential information and materials agrees and warrants that it shall: Take at least the same degree of care in safeguarding such Confidential Information and materials as it takes for its own confidential information of like importance and such degree of care shall be at least, that which is reasonably calculated to prevent such inadvertent disclosure;

- Limit access to such Confidential Information and materials to those of its directors, partners, advisers, agents or employees, subcontractors and contractors who are directly involved in the consideration/evaluation of the Confidential Information and bind each of its directors, partners, advisers, agents or employees, sub-contractors and contractors so involved to protect the Confidential Information and materials in the manner prescribed in this document; and

- Upon discovery of any unauthorized disclosure or suspected unauthorized disclosure of Confidential Information, promptly inform the Disclosing Party of such disclosure in writing and immediately return to the Disclosing Party all such Information and materials, in whatsoever form, including any and all copies thereof.

- Immediately return all written Confidential Information, Confidential materials and all copies thereof provided to, or produced by it or its advisers, as the case may be, which is in Receiving Party's possession or under its custody and control;

- To the extent practicable, immediately destroy all analyses, compilations, notes, studies, memoranda or other documents prepared by it or its advisers to the extent that the same contain, reflect or derive from Confidential Information relating to the Disclosing Party;

- Any disclosure required by law or by any court of competent jurisdiction, the rules and regulations of any recognized stock exchange or any enquiry or investigation by any governmental, statutory or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosure, the Receiving Party shall promptly notify the Disclosing Party of such requirement with a view to providing the Disclosing Party an opportunity to obtain a protective order or to contest the disclosure or otherwise agree to the timing and content of such disclosure.

- The confidentiality obligations shall survive the expiry or termination of the agreement between the Vendor and the Bank.

- This RFI contains information proprietary to The Urban Co-operative Bank Ltd No 1758 Perinthalmanna Each recipient is entrusted to maintain its confidentiality. It should be disclosed only to those employees involved in preparing the requested responses. The information contained in the RFI may not be reproduced in whole or in part without the express permission of The Urban Co-operative Bank Ltd No 1758 Perinthalmanna. Disclosure of any such sensitive information to the parties not involved in the supply of contracted services will be treated as breach of trust and could invite legal action. This will also mean termination of the contract and disqualification of the said vendor.

Indemnity

Vendor shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from

- An act or omission of the Vendor, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract,
- Breach of any of the terms of this RFI or breach of any representation or warranty by the Vendor,
- Use of the deliverables and or services provided by the Vendor,
- Infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project. Vendor shall further indemnify the Bank against any loss or damage to the Bank premises or property, loss of life, etc., due to the acts of the Vendor's employees or representatives.
- The Vendor shall further indemnify the Bank against any loss or damage arising out of claims of infringement of third-party copyright, patents, or other intellectual property, and third party claims on the Bank for malfunctioning of the software or deliverables at all points of time, provided however,
- The Bank shall notify the vendor in writing immediately on becoming aware of such claim,
- The Vendor has sole control of defense and all related settlement negotiations,
- The Bank provides the Vendor with the assistance, information and authority reasonably necessary to perform the above, and
- The Bank does not make any statement or comments or representations about the claim without prior written consent of the Vendor, except under due process of law or order of the court. It is clarified that the vendor shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the Bank (and/or its customers, users and service providers) rights, interest and reputation.
- Vendor shall be responsible for any loss of life, etc., due to acts of Vendor's representatives, and not just arising out of gross negligence or misconduct, etc., as such liabilities pose significant risk.
- Vendor should take full responsibility for its and its employee's actions.

The vendors should indemnify the Bank (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:

- Non-compliance of the vendor with Laws / Governmental Requirements
- IP infringement
- Negligence and misconduct of the Vendor, its employees, and agents
- Breach of any terms of RFI, Representation or Warranty
- Act or omission in performance of service.

- Indemnity would be limited to court; tribunal or arbitrator awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.
- Vendor warrants, represents and confirms that it has full right, to use the software for the purpose enumerated in this RFI and has accordingly granted Bank right to access and use the software and further Indemnifies the Bank for any claim of infringement of intellectual property rights by third party due to use of the said software by Bank.
- Vendor warrants to the Bank that the Software provided by the vendor as per the RFI will conform to corresponding specifications of the software, If Vendor is in breach of the specifications in respect of a given Software due to reasons solely attributable to it, Vendor shall, at its own cost, makes changes in the software as required to rectify the breach. Any financial penalties suffered by the Bank due to the software provided by the vendor will be borne fully by the Vendor. If however both parties subsequently mutually determine that such remedies are not practicable, Bank's exclusive remedy shall be to require Vendor to refund/return all payment or fees allocable to that part of the non-conforming software provided by the Vendor.

Escrow Mechanism

The Bank and the Vendor shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code for the Core Banking software product supplied/procured by the Vendor to the Bank in order to protect its interests in an eventual situation. The Bank and the Vendor shall enter into a tripartite 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. Costs for the Escrow will be borne by the Vendor. As a part of the escrow arrangement, the final selected vendor is also expected to provide a detailed code documentation of the solutions under this RFI which has been duly reviewed by an external independent organization.

Publicity

Any publicity by the Vendor in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank.

Solicitation of Employees

Both the parties agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this contract during the period of the contract and one year thereafter, except as the parties may agree on a case- by-case basis. The parties agree that for the period of the contract and one year thereafter, neither party will cause or permit any of its directors or employees who have knowledge of the agreement to directly or indirectly solicit for employment the key personnel working on

the project contemplated in this proposal except with the written consent of the other party. The above restriction would not apply to either party for hiring such key personnel who

- initiate discussions regarding such employment without any direct or indirect solicitation by the other party
- respond to any public advertisement placed by either party or its affiliates in a publication of general circulation or
- Has been terminated by a party prior to the commencement of employment discussions with the other party.

Penalty

Penalty will be applicable and will be deducted from monthly recurring charges (MRC) in case of ASP or the Security Deposit in case of on-premise implementation for downtime as mention in below.

The Bank expects that the Service Provider would provide the Services as per the scope of work agreed in this Agreement. Vendor will provide 99.95% uptime (monthly basis) per Branch per services (i.e. CBS, ATM, Mobile Banking, networks, databases, security devices etc.) including infrastructure. Penalties will be applicable with following rate which will be deducted from the monthly recurring changes.

SN #	Duration of Service Unavailability (hours)/per location	Penalty Percentage /Per location
1.	0 – 1 hour	No Penalty
2.	Above 1 Hour to 2Hour	2% of MRC
3.	Above 2 – 4	3% of MRC
5.	Above 4 – 6	10% of MRC
6.	Above 6 – 12	15% of MRC
7.	Beyond 12 hours will be considered Breach of Agreement	25% of MRC

Vendors Liability

- The Vendors aggregate liability in connection with obligations undertaken as a part of the Core Banking Project regardless of the form or nature of the action giving rise to such liability (whether in contract or otherwise), shall be at actual and limited to the value of the contract.
- The Vendors liability in case of claims against the Bank resulting from any financial loss arising out of any bug/glitch in the software provided directly by the Vendor or through any 3rd Party partner, any operational error made by the support staff of the Vendor or any 3rd party partner, misconduct or gross negligence of the Vendor, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations

shall be unlimited.

- The Bank shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third-party software or modules supplied by the Vendor as part of this RFI
- The Bank shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any unlicensed or unauthorized software or modules supplied by the Vendor as part of this RFI

Monitoring & Audit

- The Bank shall have the right to visit any of the Vendor's premises (including development and support centres), DC or DR allocated to the Bank, with prior notice to ensure that the data provided by the Bank are not misused.
- The Bank reserves the right to audit the infrastructure, networks, security setup, applications and databases provided by the Vendor directly or through 3rd party external agencies, DC, DR and books of account related to the Bank of the Vendor via Internal staff, or any external agencies appointed by the Bank or any statutory or regulatory appointed auditors.
- Vendor acknowledges the right of the Reserve Bank of India or any other statutory / legal body to cause an inspection to be made of Vendor being the Service provider and allow Reserve Bank of India or any other person authorized by it to access the banks documents, records, transactions, logs, and other necessary information given to be stored or processed by the Vendor within reasonable time.

- Vendor shall comply with all the Cyber Security Controls and industry best practices for CBS, ATM, Mobile Banking, UPI, and all other digital channels provided to Bank at DC and DR as mandated by RBI and NPCI for Cyber Security Compliance (moreover to the circulars mentioned below and issued by RBI from time to time) and shall give the confirmation to the Bank for giving compliance to RBI.

  ➢ RBI/2018-19/63 DCBS.CO.PCB.Cir. No.1/18.01.000/2018-19 dated October 19, 2018 - Basic Cyber Security Framework for Primary (Urban) Cooperative Banks (UCBs)
  ➢ RBI/2019-20/129 DoS.CO/CSITE/BC.4083/31.01.052/2019-20 dated December 31, 2019- Comprehensive Cyber Security Framework for Primary (Urban) Cooperative Banks (UCBs)
  ➢ A Graded Approach RBI/2019-20/130 DoS.CO/CSITE/BC.4084/31.01.015/ 2019-20 dated December 31, 2019 - Cyber Security controls for Third party ATM Switch Application Service Providers
  ➢ RBI/2017-18/153 DPSS.CO.OD No. 2785/06.08.005/2017-2018 dated 6 April 2018 - Storage of Payment System Data
  ➢ DoS.CO.CSITEG/SEC.1/31.01.015/2023-24-Reserve Bank of India (Outsourcing of Information Technology Services) Directions, 2023

- Compliance with security best practices may be monitored and

validated by periodic computer security audits performed by or on behalf of the Bank. The periodicity of these audits will be decided at the discretion of the Bank.

- The vendor has to remediate all discrepancies observer by the auditors at no additional cost to the bank. The Vendor and the 3rd party partners shall submit the latest summary of the IS Audit reports and the compliance to the Bank, and also give an undertaking for conducting periodic IS audits and submitting the compliance certificates thereafter.
- Access to critical 'CBS' database should be restricted and wherever allowed, should be closely monitored.
- All API access should also be appropriately secured and logged.
- Grant/revoke of user access to be managed by a centralized team from the OSD.
- Generic user ids shall be avoided and if any in use shall be identifiable with the concerned officials.
- Approved user role matrix for the CBS shall be defined.
- Mechanism for real time monitoring of user account activities such as biometric disabling, user account creation, modification, allocation of profiles, privilege escalation, etc. shall be in place.
- List of authorized users of CBS along with user privileges should be readily available and the usage of the privileged accounts shall be monitored closely. Review of the authorized users may be done periodically. The user privileges shall be decided on "need to know/ need to do" basis.
- Access to CBS to be restricted to Bank's intranet only. (Refer to para 2.1.1.4 for exceptions)
- Only secured services (for e.g., HTTPS and SFTP) should be allowed for CBS operations.
- Risk assessment should be performed before using any open-source technology element for developing the CBS application.
- KYC document images should be made visible in CBS on need-to-know basis.
- Debit card data should not be stored in CBS database. In case it needs to be saved, it should be encrypted/securely stored.
- Real time performance monitoring tool for CBS application (memory and CPU) shall be available with the bank for performance monitoring.
- Audit logs of critical activities such as bypassing of biometric login/MFA, user account profile change, allocation of highest privilege to users etc. shall be enabled in CBS.
- Secure configuration – the bank shall maintain hardening documents approved at appropriate levels and accordingly the configurations.
- Secure code and functional testing may be carried out after any major change in CBS application.
- There shall be a process to maintain and review list of exceptional transactions (large value transactions, new beneficiaries etc.) carried

out during weekends and public holidays.

- Security and functional issues of interface between CBS and other critical applications (treasury, RTGS, ATM Switch) shall be reviewed and addressed holistically.
- Manual Interventions in transaction processing may be avoided, modification of Master Data (if done) shall be with proper documentation with availability of Audit Trail. Any instances of deviations/exceptions shall be recorded and reviewed.
- The CBS application shall have a logout function (auto logout mechanism) after a stipulated time of inactivity.
- User IDs shall be unique for all users across entities.
- The configuration files shall be secured and only accessible on need-to-know basis.
- CBS application as well as Mobile banking/Internet banking applications should have provision for time-based and value/volume-based controls for enforcing appropriate controls on transactions after business hours based on their risk appetite etc., if required.
- UCBs to design and implement/modify the existing architecture to ensure that applications like mobile banking, internet banking, etc. communicate with CBS database through common interface of CBS application.
- Submission service reports for the financial year will be mandatory for the vendor/service provider.
- Vendor shall give VAPT Audit Report of ASP infrastructure to the Bank half yearly as per the RBI guidelines by 31st July and 31st January respectively.

IT Act 2000

The solution to be quoted as per this tender should comply with the requirements under Information Technology Act 2000 and subsequent amendments and related Government/Reserve Bank India guidelines issued from time to time.

Guarantees

Vendor should guarantee that the software and allied components used to service the Bank are licensed and legal.

Governing Law and Disputes

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If, however the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of the courts at Malappuram District , Kerala State.

During the arbitration proceedings the Vendor shall continue to work under

the Contract unless otherwise directed in writing by the bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained.

Force Majeure

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

Waiver

No failure or delay on the part of either party relating to the exercise of any right power privilege or remedy provided under this RFI or subsequent agreement with the other party shall operate as a waiver of such right power privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right power privilege or remedy preclude any other or further exercise of such or any other right power privilege or remedy provided in this RFI all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at law or in equity.

Violation of terms

The Bank clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Vendor from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFI. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

Use Of Contract Document and Information

The Vendor shall not, without the Bank's prior written consent, make use of any document or information provided by the Bank in Bid document or otherwise except for purpose of performing contract.

Privacy & Security Safeguards

The Vendor shall not publish or disclose in any manner, without the Bank prior written consent, the details of any security safeguards designed, developed, or implemented by the Vendor under this contract or existing at any Bank location. The Vendor 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 Vendor 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 prior written consent, the details of any security safeguards designed, developed, or implemented by the Vendor under this contract or existing at any Bank location.

Non-Discloser Agreement

Vendor has to submit non-discloser agreement as per format. Annexure – V

Acceptance Of Order

Bank has a right to cancel the order if the same is not accepted within a period of 10 days from the date of the order.

Escalation Matrix

Vendor shall provide an escalation methodology for escalation of issues, where necessary.

Taxes

The offer should be all-exclusive of the module cost for CBS on ASP module of all the modules as mention for 24 branches & 1 head office, Interfaces, Implementations, Training giving breakup of the cost and GST. Per branch cost for future additions should be quoted separately.

Duration And Termination

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

- The Vendor breaches its obligations under the RFI or the subsequent agreement then the vendor gets 30 days as cure period from the Bank. If not cured within this time, the Bank holds the rights to initiate termination by giving 90 days' Notice thereof to the Vendor.
- If there is any change in Control, Management, Nature or Ownership of Vendor or Vendor becoming the subject of a voluntary or involuntary petition of bankruptcy or any voluntary or involuntary proceeding relating to insolvency, receivership, liquidation, or composition for the benefit of creditors.
- Agreement shall be valid for period of Five (5) years from the day of

final implementation and go live and thereafter, both the parties shall renew the agreement on mutually agreeable revised terms.

- Agreement shall continue to remain in effect for further period of 6 months after the expiry of the Agreement on the same terms and conditions unless terminated by either party at any time during the initial five years period or during any extended period by giving to the other, notice in writing of not less than one month. However, Vendor shall be entitled to all payments for the Services rendered till the date of such termination or till the Services are rendered.
- Either party may terminate this Agreement for mutual convenience by giving Six months' notice to other party on the address as given in the Agreement.

Effect of termination

- **The vendor agrees to provide all support required by the bank for transferring of data from the existing setup to a new setup as desired by the bank in the format prescribed by the bank or their new vendor. This process shall be completed in the time period prescribed by the bank.**
- The Vendor agrees that it shall not be relieved of its obligations under the reverse transition mechanism notwithstanding the termination of the assignment. Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Vendor to the Bank or its designee to ensure smooth handover and transitioning of the Bank deliverables.
- The Vendor agrees that after completion of the Term or upon earlier termination of the assignment the Vendor shall, if required by the Bank, continue to provide services to the Bank at no less favorable terms than those contained in this RFI. In case the Bank wants to continue with the Vendor's services after the completion of this contract then the Vendor shall offer the same or better terms to the Bank. Unless mutually agreed, the rates shall remain firm.
- Vendor will prepare an updated inventory of Bank Information Assets for CBS, ATM, POS, Mobile Banking, SMS and all other digital channels (Application Software, OS, CBS Data Backup, Configuration data, Manuals etc.) which will be handed over to Bank within a reasonable time from this contract and thereafter every six months. This will help the Bank in case of un-expected termination of contract and will enable the Bank to start their operations from alternate platform with minimum delay. This inventory will be always kept updated
- In the event this agreement comes to end on account of termination or by the expiry of the term/renewed term of the agreement or otherwise, the Vendor shall render all reasonable assistance and help to the Bank and to any new service provider engaged by the Bank, for the smooth switch over and continuity of the services.
- Vendor will hand-over the Bank Readable/Usable Back-up of the Banks data on the last date of service in case of termination by the

Bank.

- Vendor shall within 15 days of the termination or expiry of contract return all the confidential information of the Bank or shall provide a certificate in writing to the Bank confirming destruction of confidential information.

SCOPE OF WORK

SCOPE

The Scope of work for the vendor would be as follows:

- This RFI is open to all Private / Public Limited Banking Technology Companies within India, who are eligible to do business in India under relevant Indian laws as in force at the time of bidding should fulfil the eligibility conditions subject to the following requirements:

- All Vendors are allowed to quote fully for the project but it is the bank's decision to select the products / services it needs from one / multiple vendors. However, the preference will be given to the Vendor who take up the entire project with all the modules and functionality and interfaces.

- Original Software Developer (OSD) Company / Prime vendor can participate in the bid independently and/or in partnership with ATM s/Mobile Banking/UPI switch/ SDWAN provider. But for all practical purposes the prime vendor will be responsible to the Bank for execution and support. Prime vendor will be the contact for all the activities

- All the members of the consortium should have proper teaming agreement and also should have valid authorization letters from each member from an Authorized signatory of the respective companies.

- The Vendor OSD (Original Software developer) may have partners for this project but shall submit the role, responsibilities of each /Service Provider with whom the Vendor is tying up with. But the Bank will contact only the prime vendor for all purposes

- All Companies represented by the Vendor shall be legally liable jointly and severally for the execution of the Contract in accordance with the Contract terms, and a statement to this effect shall be included in the bid and in the Contract.

- The OSDs or prime Vendor who are responsible for a specific component(s) of the project must meet the relevant minimum qualification criteria for that particular component / Product individually:
- The Product is developed in India and OSD should have proper facilities for product enhancements and customer support to support directly, preferably in Kerala.
- The solution should be browser base and operating system Independent. Solution should work on latest updated browser released by the Browser OEM.

- The On Premise Setup (in case the Bank so decides) should be Tier III or IV certified for the Data Centre Site and Disaster Recovery Site
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- The proposed solution should be enabled with two factor authentications for the CBS and all the applications connecting to the CBS as per the guidelines issued by RBI and revised from time to time.
- The vendor should be legally and technically capable of customizing the core banking software as per bank's needs.

Core Banking Capability

The suggested Core banking Solution with key modules like, but not limited to Retail, Corporate - Loans and Advances, Collections and Payments, Clearing & Settlement, Trade Finance, General Ledger (account creation and maintenance), Reporting (Statutory and Regulatory Reporting including Automated Data Flow/XML and MIS), Microfinance, Treasury, ALM, AML, Fraud Risk Management, Recovery, Reconciliation (Of all the Payment Systems used by the Bank), GST Module, HR, Loan Origination Module, Share Module, Compliance Tracking Module, should be live in at least three Banks. (Self-declaration is required along with documentary evidence from the respective Banks signed by the authorized signatory and the Bank may verify its source)

Data Migration

The vendor should have experience in data migration activities and should undertake conversion of existing data across the bank to the new CBS. The data entry is to be minimized to the lowest possible to the extent of new fields in the new package and by automating migration from existing data source. (Certified Photo copies of purchase orders are required).
A feedback on Data Migrations done for at least 3 client Banks to be provided in writing, highlighting the turnaround time (TAT) taken for the entire Transition, the Outcome, the

Challenges if any and a remark of the migration auditor that the migration was done in a satisfactory manner (if a migration audit was conducted by the Bank)

Bank's Data Back up

Vendor has to hand-over the Bank Usable Back-up of Bank data as at the end of every EOD or as and when required by the Bank on the media provided by Bank. Further Vendor shall replicate the CBS Data at Banks HO online and required hardware and software shall be procured by the Bank at its HO and Bank shall be liable to take utmost care of the data. The Vendor shall also make available a suitable application at the Bank level to facilitate the Bank in generating local reports/MIS and submission of data to RBI and other statutory and regulatory agencies as the case may be

Technical Requirements

A brief description of the envisaged scope is enumerated as under. The detailed requirements on each of the areas mentioned below are available in Annexure-VII of this document. However, the Bank reserve its right to change the scope of the RFI considering the size and variety of the requirements and the changing business conditions.

Based on the contents of the RFI, the Vendor shall be required to independently arrive at a solution, which is suitable for the Bank, after taking into consideration the effort estimated for implementation of the same. It will be the sole responsibility of the Vendor to implement the end to end solution by himself. The Vendor will be the single point of contact for the Bank with regards to this RFI and the Vendor will be responsible for end to end (E2E) implementation and support. The Bank expressly stipulates the Vendor selection under this RFI is on the express understanding that this RFI contains only the principal provisions for the entire assignment and that delivery of the deliverables and the services in connection therewith are only a part of the assignment. The Vendor shall be required to undertake to perform all such tasks, render requisite services and make available such resources as may be required for the successful completion of the entire assignment at no additional cost to the Bank.

To implement the CBS, Allied Applications and Delivery Channels, the Bank is looking at an solution which includes application software & customization, parameterization and implementation, DC site, DR site and Near DR (if required).

Vendor will also provide support during contract period and

training to Bank's designated personnel.

Vendor will provide Centralized Help Desk / onsite support if needed, the Vendor is responsible for offering full-time engineers during UAT and project implementation. UAT Sign-off from the competent authority of the Bank.

A rollback/ fallback plan should be in place (appropriately discussed and agreed by the bank management) before Go Live, in case any critical issues are faced during the GO Live stage.

Vendor will provide from the date of Go-Live for 6 days support Engineer onsite at all the Branches and thereafter minimum of 1 Support Engineers at HO for the period of 45 days or till the time Project is signed off by the Bank

Irrespective of the options given above for the proposal, Vendor to set up the Help Desk for ongoing support to the users / Bank Officials for their day to day queries about the Core Banking Solution and other related modules.

Application Requirements

Given below is a brief overview of key application requirements considered critical by the Bank as part of the proposed CBS , Allied Applications and Delivery Channels. The list is indicative and not exhaustive. However, the details of the requirements are mentioned in the Annexure – VII

- The bank seeks a strong, scalable, secure and the latest application software to meet its current as well as future requirements.
- Application required two factor authentications for all users of which one should be biometric.
- The proposed application should support all required retail & corporate CBS modules by the Bank viz. various Customer Information Management, Deposit and Advances schemes including Savings, Current, Term / Flexi Deposits, Demand / Term Loans, CTS Clearing & Settlement, Transfer, Locker, TDS, Signature Capture, 15G/H, CKYC, EKYC, Debit Card Management, AML, Reporting (Statutory and Regulatory Reporting including Automated Data Flow/XML and MIS), Microfinance, Treasury, ALM, AML, Fraud Risk Management, Compliance Reports, Recovery, Reconciliation (Of all the

Payment Systems used by the Bank), GST Module, HR, Loan Origination Module, Share Module, Compliance Tracking Module, ALM, Inventory Management, Stationary & Printing, LOS, Treasury modules. Demand & Recovery module, Internet Banking, Various Recovery and NPA Management product modules.

- The application should support Share/membership module as per the banks requirement.

- It should also support accounting and MIS needs for the Bank.

- Application should provide XBRL/XML/ADF Returns as per RBI guidelines in any format as required from time to time.

- Application should have auto NPA and Daily NPA marking as per RBI guidelines

- The application should support physical and electronic delivery channels viz. ATMs, Mobile Banking, IMPS, UPI, Tele Banking, Internet Banking, Kiosk Banking/e-lobby, Agent Banking, Bill Payment Integrations, Para banking, QR based payments, Adhoc services as offered by NPCI etc.

- The application should facilitate providing state of the art service to the customers viz. Any Branch Banking, Any Time Banking etc.

- The application should support comprehensive MIS for the Bank as a whole which should inter alia include ALM, Risk Management, Inspection tools besides generating all statutory and non-statutory statements required to be generated at Daily/ Weekly/ Monthly/Quarterly/ Half Yearly/ Yearly intervals as per the requirements of the Bank, RBI & statutory bodies.

- The vendor must provide the services like NEFT, ECS, PFMS, RTGS, ATM, Mobile Banking, IMPS, UPI, BBPS etc. and should support accounting procedures pertaining to various inter banks schemes launched by the Reserve Bank of India from time to time.

- The application should be able to integrate with the existing 3rd party applications as per the bank requirement.

- It must be able to integrate and support any 3rd party

applications even beyond the scope of this RFI as and when required by the Bank in future viz. Data Warehousing, Data Mining and CRM applications.

- The application proposed must be parameterized as well as customized to meet the specific requirements.

- The application must include adequate inbuilt security as well as sufficient audit logs to maintain historical footprint of financial & non-financial transactions performed by various users.

- The application needs to be user friendly and flexible. Moreover, it should support Business Process Reengineering concepts.

- The Vendor will be responsible for identifying the detailed interface requirements for integrating the proposed packages to the systems and for all other functionalities as mentioned in the RFI. The Vendor will be responsible for training and also provide all the training material for the same (hardcopies and softcopies).

- Installation of the same CBS application and its related components at DR Site Setup shall be the responsibility of the Vendor. Arranging for the appropriate resource for active participation in the DR Drills/ Data restoration activity at least once in a half year / Disaster Scenario shall be the responsibility of the vendor.

Hardware, DC, DR and Network

- All the hardware, network, databases, security equipment used for offering ASP Services or to host at on premise should be from the reputed Brands like IBM, HPE, Dell, Oracle, CISCO, Palo alto etc.,

- The Application Server used should be in High Availability mode.

- Appropriate load balancing mechanism to be in place to ensure that user access is evenly balanced

- The Database Server used should be in High Availability mode.

- Data Centre and DR site where Database and Application System hosted should be at least Tier III certified and should have required ISO Certification towards adherence to Best Practices of Security, IT Operations and Business

Continuity. Data Centre and DR site should be in different seismic zone.

- Security System used for protecting and monitoring the CBS System should be as per the Cyber Security guidelines issued by RBI and NPCI.

- OSD should provide IS Audit and VAPT report of the Hardware & Software every year to the bank.

VAPT/Security assurance certificate

- Vendor will provide Bank the CERT-IN Empaneled Vulnerability Assessment & Penetration Test report which is not showing any security issues before go live of the project. During the warranty/ AMC period, Compliance with security best practices may be monitored by periodic system security audits performed by or on behalf of the Bank. The periodicity of these audits will be decided at the discretion of the Bank. The vendor has to remediate all discrepancies observed by the auditors at no additional cost to the bank.

Requirement Specifications Study

- The Vendor will conduct a detailed analysis of the CBS requirements (Functional /Technical) and other application requirements of the Bank.

- The Vendor will have to submit detailed analysis of the CBS requirements (Functional /Technical) and must also include all the areas where The Vendor is suggesting any different solution, workaround. If the work-around involves re-alignment of a business process the re-aligned process should be included in the analysis.

- The Vendor is expected to prepare detailed documentation, presentation, workflows for the business processes affected due to implementation of CBS and other Applications implemented by the vendor.

- The vendor shall provide the analysis document to the Bank for review and comment and any comments or suggestions of the Bank will be incorporated therein.

- The Bank will identify the functional heads for each process who would be responsible for the review, comments and sign – off of the analysis document.

The analysis will deem to be completed when signed – off from the Bank.

Gap Identification and Resolution

The Vendor shall be responsible for gap identification and resolution so

as to:

- Provide all functionalities required to the Bank & mentioned in the functional and technical specification study.

- The vendor will provide the Bank with the gap identification report along with the necessary solutions to overcome the gaps and the time frames.

- The vendor will ensure that all gaps identified at the time of the system testing will be immediately resolved.

- The vendor shall resolve gaps by proposing a suitable work around or customizing the proposed solution by way of modifications / enhancements, as necessary, to the proposed software solution.

- The vendor shall provide all statutory, regulatory and adhoc MIS (Management Information System) and EIS (Executive Information System) reports as required by the Bank in the desired format during the initial phase of customization process.

- The vendor will give adequate time to the Bank for reviewing the gap report.

- The vendor will incorporate all the suggestions made by the Bank to the gap report.

- The vendor will ensure that they have the necessary infrastructure and people in place to resolve all the gaps within the time lines agreed, for the implementation and roll out.

- Bank will not pay any additional cost for customizations as mentioned above.

Customization

The Vendor shall ensure that the software provided as a part of the Core Banking, Allied Application and Delivery channel Project meets all the requirements described in detail in Annexure-VII Functional Requirements and to carry out all such customization or development work as may be required by the Bank at no additional Charge or Fees or Expenses.

The Bank shall be a party to the Functional Specifications requirement sign-off, User acceptance test sign-off, Installation sign-off and Implementation sign-off. The Vendor shall install and commission the software for customization and User Acceptance Test as per the Project Plan to be agreed with Bank.

Customization and New Update during the Contract Period

Vendor should customize/update software as per the

recommendations (if any) of the Bank/IS/RBI/Statutory Audit Agency, at no extra cost.

Vendor is required to give the updates that would be duly implemented for all future changes mandated by the Government, RBI, NPCI, Income Tax, Credit Information Companies etc. and any other statutory or regulatory body at no extra cost.

Project Deliverables ("Deliverables")

The project plan will be as per the details provided below. Additional Plan may be provided subject to agreement between Vendor and Bank, regarding impact on effort, cost and schedule of the project. The Plan will be:

- Requirement Study and analysis: - Analysis of the requirements will be done, documented and shared with the Bank. The solution to gaps in functionality, if any, will be mutually decided. Bank will help in obtaining the details from customers if necessary.
- Project Plan including Implementation plan /implementation time lines –This will be mutually worked out.
- The Vendor will be responsible for setting up the live server at the DC. The Vendor will also set-up the server at the DR.
- The Vendor will be responsible for clearly demarcating the setting up the live server at the DC and set-up of the server at the DR to ensure security of the setup.

- The Vendor will be responsible for ensuring that updates to the hardware and applications are updated on time to time without disruption of services.
- Vendor will arrange and support for colocation of links at DC & DR provided by Bank.
- The Vendor will be responsible to migrate the data from all the branches and Head Office Departments.
- The Vendor will set all the parameters in the Applications as accepted in the test environment. The Vendor shall be responsible for accuracy of the parameters set according to business needs of the Bank.
- The Vendor will be responsible for setting up allied application and delivery channels mentioned in the functional scope.
- The Vendor will be responsible for ensuing adherence to Change Management practices and implement them only after

approval from the Bank.

- Soft copy of User Manuals will be provided on electronic media.
- Job Cards for end-users.
- Training for Bank's trainers as given in the scope.
- Implementation of solution as per agreed time lines.
- On-site support at each branch/location of the Bank as per agreed time lines.
- Providing post-implementation support for application software and interfaces for the duration of this contract.
- Report Generation and distribution.
- Arranging for testing of DR and BCP drills of CBS and all applications connecting to the CBS including the payment systems at predefined intervals.
- Developing and maintaining standard set of MIS and regulatory reports/returns, including Day Book, Balance Report Sheet, Statement of Account, Exceptional reports, audit trial reports etc. and developing common reports applicable to majority of the participant banks.
- Taking backups as per standard back up guideline of RBI.
- Conducting DR Drill for the CBS and all the applications connecting to the CBS including the payment systems, as per the RBI guideline, and submitting proof of having conducted the DR drill within 3 days of the completion of the drill

- The Vendor will take the responsibility to co-ordinate with the Bank and all the related agencies as may be required to facilitate smooth failover and failback procedures during the DR drill.

- Provision require for that Bank will set up servers with required software at Bank's head office which will work as near DR for Bank's Database. Vendor has to install and configure this server.

- Any other requirement as mutually agreed upon as considered necessary.

Testing

- The vendor will have to perform unit testing (UT) and System Integration Testing (SIT) of the complete CBS application and allied applications and get Bank's sign off before deploying the code in UAT environment.

- The Bank proposes to conduct a "Two User Acceptance Test"

("UAT") for the purpose of ensuring that all the functionality requested for by the Bank are available and is functioning accurately. The UAT would be carried out for the CBS / other proposed application and all other third party software being offered by the Vendor or used presently by the bank.

- The Vendor will convey to the Bank that all the customizations that are required to "Go Live", as agreed upon and signed off by the Bank are completed and the solution is ready for testing.

- The Vendor will set up a SIT /UAT test server, to accommodate a minimum of 25 concurrent users, which shall support simultaneous data migration testing and install the Applications including the customizations, parameterize it as per Bank requirement and upload live data of a sample branch in the test server.

- The Bank expects the SIT /UAT test environment to be available to the Bank at all times, for the purpose of testing.

- The Vendor will install client version of the solution on the PCs" provided by the Bank. It will be the Vendor's responsibility to establish connectivity of these test PCs to the Test server for facilitating UAT.

- The Vendor will assist the Bank in preparing test cases including test data.

- The Vendor will assist the Bank in conducting all the tests and analysing / comparing the results. Vendor shall provide full time resources conversant in all business areas, for trouble-shooting during the entire UAT process.

- Any deviations / discrepancies / errors observed during the testing phase will be formally reported to the Vendor and the Vendor will have to resolve them immediately or within 2 working days.

- The Vendor will be responsible for maintaining appropriate program change control and version control for all the modifications / enhancements carried out during the implementation / testing phases.

- The Vendor will be responsible for providing and updating system &user documentation as per the modifications.

Data Migration

Data Migration from Bank's existing CBS System Database to the proposed CBS software Database.

Under this, the vendor shall perform following activities: -

- The vendor will be responsible for successful data migration from the legacy systems to the new environment for all branches and Head Office departments. It is the vendor's responsibility to liaise with the existing system Vendors for the purpose of data mapping and extraction in whatever formats the vendor wants the data.

- The bank will not bear any additional cost for data migration, nor will be responsible for the same.

- The vendor will be responsible for formulating the "Data Migration Strategy" and process documents which will have to be reviewed and signed – off by the Bank prior to the commencement of the data migration exercise.

- It will be the responsibility of the vendor to ensure complete data cleaning and validation for all data migrated from the legacy systems to the new application.

- Collecting the production database on a specific cut-off date.

- Collecting the history databases.

- Collecting various reports generated from current CBS application on cut-off date. These reports includes reports on cut-off date such as Trial Balance, P&L report, account balancing report, book balancing report, Overdue & NPA Report etc.

- Data Migration from current CBS software to propose CBS software.

- Internal checking by the vendor for correctness of data migrated to CBS software on the basis of verification of reports generated from current CBS software and propose CBS software (on migrated data).

- The vendor will make available the Data Migration scripts forthe Migration Audit purpose only.

Environment Set up

The vendor will have to do complete set-up for Training/ Customization / UAT/ Bench Marking environment as per the bank's requirement and location at the vendors cost

Under this activity, the vendor to perform the following activities:

- The vendor will have to do complete set-up for Training/ Customization / UAT/ Bench Marking environment as per bank's requirement and location at the vendor's cost

- Installation of CBS test Database for CBS application on the Bank Datacenter

- Installation of Add-ons & Interface Databases.

- Creation of Directory Structure and Transfer of files/images for the functionality where in the files/images are stored in the File System.

- Issue of Product Licenses, Installation of Set-up for all Modules installed in the bank.

Data Verification

Data verification by the Bank for the data migrated on cut-off date to the CBS software.

Under this following activities shall be performed by the Bank and the vendor:

- Bank team shall verify the migrated data in all the above modules / add-ons / interfaces installed on test bed set-up.

- Bank team to verify all the commonly generated reports on migrated data through' CBS software application and shall cross-check its correctness against the same reports generated through' CBS software.

- In case of any mistakes found in the reports output, the vendor shall correct the same and submit the correct output report to the Banks team.

  Bank shall issue Data verification certificate based on sample reports it has verified.

User Acceptance Test (UAT)

The Vendor will provide a set up to facilitate the Bank to conduct UAT on the Test bed set-up for the same.

Under this following activities shall be performed:

- The Bank proposes to conduct a "Two User Acceptance Test" ("UAT") for the purpose of ensuring that all the functionality requested for by the Bank are available and is functioning accurately. The UAT would be carried out for the CBS / other proposed application and all other third party software being offered by the vendor or used presently by the bank.

- The vendor will set up a UAT test server, to accommodate a minimum of 25 concurrent users, which shall support simultaneous data migration testing and install the Applications including the customizations, parameterize it as per Bank requirement and upload live data of a sample branch in the test server.

- The Vendor will assist the Bank in conducting all the tests and analyzing / comparing the results. The Vendor shall provide full time resources conversant in all business areas, for trouble-shooting during the entire UAT process.

- Bank to perform sample UAT entries for various modules specified above.

- In case of any issues observed, rectification of those issues.

- Bank to make sample entry into the test set-up

- Rectification of issues observed in sample entry into test set- up by Bank Users.

- Submission of report of various modules tested by the vendor & Users on test set-up

Change Management.

As part of change management, Vendor shall:

- Accept and enter authorized change requests into an information data base for the purpose of tracking changes to the environment; and for every change affecting the entire environment Vendor shall assess the necessity and impact of

the proposed change on performance, connectivity and overall operation.

- In conjunction with the Bank, develop acceptance test criteria and test the change.
- Work with the Bank to resolve any acceptance test issues.
- Schedule/manage testing and implementation of the change, including Communication to and coordination with other affected functions in accordance with the Change Management Procedures to be agreed with the Bank. With assistance from the Bank, verify the successful implementation of the change.

Training

The Vendor will be responsible for training the Bank employees in the areas of application / user / security management etc. The end or needs to provide a comprehensive training methodology document and the training should at least cover the following areas:

- Application Management;
- User Management;
- Application Security Management

- The training setup at the data center should be for minimum 20 concurrent users. The Bank expects the training environment to be available to the Bank at all times, for the purpose of training.

- The Vendor will be responsible to train all users in the proposed branches/Head Office departments as identified by the Bank. There will be no limit on the number of these employees to be trained or the number and size of the batches to be conducted. The training will be held at the Bank respective branches /Head Office or at the training centers as required by the Bank.

- The Vendor is expected to conduct an Executive Awareness Program for the senior level management team of the Bank.

- The Vendor will be responsible for imparting the required training to the branch personnel prior to the implementation & roll out in the Branch (es).

- The Vendor will be responsible for preparing, circulating and collecting training feedback forms from the participants.

- The feedback forms will be prepared by the Vendors, reviewed and given to the Bank. The changes, if any, suggested by the Bank or its consultants, should be incorporated and implemented by the Vendor.

- The Vendor will impart training to all the end users on the CBS application prior to the Branch going live and onsite support for at least 3 days is to be ensured by the Vendor.

- The Vendor will be responsible for providing the users with the requisite training material in both hard and soft copies at least for the core team / implementation training, technical training, end user training and train the trainers. The onus of preparing the training material will be on the Vendor.

Implementation and Roll out.

- The implementation will consist of implementing the proposed CBS and other proposed applications / 3rd party applications in all existing branches and Head Office departments.
- The Vendor will be responsible for setting up the live server at the DC. The Vendor will also set-up the server at the DR.

- Proposed SDWAN Solution having 4 Mbps ILL as primary and Minimum 10 Mbps broadband as secondary with different service provider.

- Vendor will set up SDWAN links between DC, DR, Head office & Branches

- All the required SD WAN devices and license should be procured by the vendor

- All ISP connectivity under the Contract. Vender should be do onsite verification for the same.

- Currently 9 branches and 1 head office are in the SDWAN Scope.

- All the branches and Head office having directly access to the DC and DR.

- The Vendor will set all the parameters in the Applications as accepted in the test environment. The Vendor shall be responsible for accuracy of the parameters set according to business needs of the Bank.

- The Vendor will be responsible to migrate the data from all the branches and Head Office Departments.

- The Vendor is required to be present at the branches/Head Office departments selected by the bank for support by the vendor and at central locations under

migration for the first working week and after the branch has been migrated to the proposed solution for handholding, trouble shooting and hands-on training.

- The Vendor representative will be required to be present as and when required by the Bank post roll-out for supporting periodic activities such as monthly/quarterly and yearend activities.

- The Vendor will assist the Bank in testing the reports generated using the proposed Application with those generated by the old system during the parallel run. The Vendor personnel will investigate any differences observed in the report generated using legacy system as compared to the report generated from the CBS and initiate corrective action.

- In the event of any deviations / discrepancies / errors observed during roll out, the sign off will only be given by the Bank once the deviations/ discrepancies / errors reported have been successfully rectified by the Vendor.

- The Vendor shall depute relevant personnel to attend and resolve the branch problems immediately as per agreed timeframe based on the severity of the issue.

External Interface and Integration

The Vendor shall ensure that the CBS shall have the capability to directly interface with such new Applications as may be used by the Bank from time to time. Also the CBS solution must provide for such functional features, given as Functional Requirement in RFI.

The vendor will be responsible to providing interface for all the existing 3rd party applications used by the bank and also for any of the third party application in future without charging any commercial

Future Developments

Future changes to the Banks internal systems as per Banks requirements, as specified by regulatory bodies (e.g. enhancements in Bank master/ Customer Product Database etc.) may have an impact on the proposed CBS and the vendor has to cater to those accordingly within stipulated time defined by the Bank.

Effective Date

Means the date on which sign off given by Bank for successful delivery and installation of all software, Interface, services from vendor as maintained in RFI to the satisfaction of Bank. Bank will appoint person/group of persons/ outside agency for testing of successful installation and delivery of the

products as mentioned in RFI. Authorized person will sign off the acceptance of the product.

Vendor Performance Metrics & Management:

Vendor performance will be monitored and recorded as necessary over the duration of the contract with respect to satisfactory fulfilment of all contractual obligations. Performance assessments may comprise of:
• Compliance with service levels;
• Availability service within established timelines and Escalation Matrix.
• Vendor has to provide RPO of 15 minutes and RTO of 3 hours.

Commercial Bid

Price/ quotes

- The prices quoted by the Vendor shall be exclusive of all taxes, levies, cess, excise and custom duties, installation, etc. that need to be incurred. The prices quoted will also include transportation to respective sites, insurance till supervision, commissioning and final acceptance by the Bank.

- The price payable to the Vendor shall be inclusive of carrying out any modifications changes / upgrades to the CBS or other software that is required to be made in order to comply with any statutory or regulatory requirements or any industry-wide changes arising during the subsistence of this agreement, and the Bank shall not pay any additional cost for the same.

- Terms of payment as indicated in the Purchase Contract that will be issued by the Bank on the selected Vendor will be final and binding on the Vendor and no interest will be payable by the Bank on outstanding amounts under any circumstances. If there are any clauses in the Invoice contrary to the terms of the Purchase Contract, the Vendor should give a declaration on the face of the Invoice or by a separate letter explicitly stating as follows "Clauses, if any contained in the Invoice which are contrary to the terms contained in the Purchase Contract will not hold good against the Bank and that the Invoice would be governed by the terms contained in the Contract concluded between the Bank and the Vendor".

Vendor should ensure that the project should not suffer for any reason.

<u>Payment Terms</u>

- One time cost if any will be paid after completion of project and Vendor has to raise invoice for same with supporting sign off from the Bank

- Monthly recurring charges will be paid at the end of every quarter. Bank will inform to vendor by email if any discrepancy found in invoice within seven working days to vendor. Bank will inform vendor within 5 working days to if any penalty due for the month. Penalty will be deducted from the monthly payment. The payment shall be made within a fortnight of the delivery of invoice to the Bank if any discrepancy not found.

- GST will be paid extra by the Bank as applicable.

- If the Bank acquires additional branch licenses, then the rates quoted for monthly recurring cost will be made applicable for each additional branch, as per proposal submitted to Bank

- The cost quoted above will remain fixed for a period of 5 years.

- TDS shall be deducted by the bank as per Income Tax laws of India.

- Penalty if any as per RFI will be deducted from the Bills

Annexure – I

<u>Forwarding Letter</u>

To

The General Manager

The Urban Co-operative Bank Ltd No 1758 Perinthalmanna

Sir,

Reg.: RFI for Supply, Implementation, Management and Maintenance of Core Banking Software, Allied Applications, infrastructure and delivery channels

We submit our Bid Documents as requested in RFI.

We understand that you are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.

- If our Bid for the above job is accepted, we undertake to enter into and execute when called upon by the purchaser to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

- If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract. Vendor means the vendor who is decided and declared so after examination of commercial bids. Dated at___this__day of_____2024.

Yours faithfully

For__

Signature: _____

Name: _____

Annexure II

Eligibility Criteria

Reg.: RFI for Supply, Implementation, Management and Maintenance of Core Banking Software, Allied Applications, infrastructure and delivery channels

Please go through the details given under the head Scope of work starting from page 30 also in this regard and attach supporting details wherever required.

S.NO.	Eligibility Criteria	Documents to be Submitted
1.	The bidder must be an Indian firm/ organization registered under Indian Companies Act.	Copy of Certificate of Incorporation issued by Registrar of Companies
2.	The bidder should have a minimum turnover of Rs.10/- Crores for last 3 audited Financial Years (2020-21,2021-22 & 2022-23) & Profit making for last three financial year	Copy of the audit Annual Reports and /or certificate of the Chartered Accountant.
3.	The bidder should not be blacklisted by any Bank/Central/State Govt. dept. /Public Sector Unit.	Certificate from Company ChiefExecutive as per Annexure
4.	Bidder should have been in the business of CBS provider on ASP/SaaS for a period exceeding three years as on 30.07.2023.	Work Orders confirming year and area of activity.
5.	The bidder's DC & DR from where the CBS services would be offered, should be at least a Tier 3 and or above certified facility.	Tier III Certificate and or above
6	The bidder should provide address details of their data centre, project office and support centre for personal visit by the concerned Bank officials.	Copy of address detail should be provided.
7	The Original Software Developer [OSD] should preferably have an ISO Certification.	Photo copy
8	OSD should have proper facilities for product enhancements and customer support to support directly or through their Authorized Partner in India.	Self-Declaration

S.NO.	Eligibility Criteria	Documents to be Submitted
10.	The CBS proposed should be a proven solution with minimum 35+ satisfied urban co-operative Banks in India The Bank may cross-check with all the clients of the OSD regarding the performance of the Software and Support standards and can reject the Vendor if they get negative feedback from the any of the clients even if they are technically qualified in the BID.	Photo copy of purchase orders or Project Completion certificate with specific details
11.	The CBS Solution must have experience in integrating with NPCI Network either directly or through an Authorized Service Provider at least in 25 Cooperative Urban Banks in India.	Photo copy of purchase orders
12.	Proposed Application must be a Robust 3-Tier Browser Based Solution and implemented in Urban Co-operative Banks having more than 35 Branches of a single Bank and having more than 200 branches collectively from all Co-op Bank clients.	Self-Declaration
13.	The solution should be browser based	Self-Declaration
14	The Solution should comply with two factor authentication for users	Self-Declaration
15	The Solution Should be Comply with RBI guideline and regulations for Urban banks	Self-Declaration
16	The Solution have conducted source code review and VAPT with CERTIN Certification.	Copy of Certificate
17	Bidder should have a regional office in Kerala with capability to support the Bank in Palakkad	Address of the regional office in Kerala or Self Declaration
18	The prime vendor must be having track record of successfully implementing CBS Solutions in *more than 50 public* sector/commercial/new generation banks and preferably in Urban Cooperative Banks for more than 5 years in India with *Turnover of Rs.100 Crores* and above for last 3 Financial Years and also be a profit making OSD. The software vendor should have a track record of supporting banks having more than 500 branches and urban	Certificate to prove the claim to be attached

	cooperative banks with more that 30 branches	
19	The Original Software Developer [OSD] should preferably have an ISO Certification towards Secure Application Development and Life Cycle Practices.	Attach photocopy original copy of original certificate to prove the claim
20	Condition of prior turnover and prior experience may be relaxed for Start-ups (as defined by Department of Industrial Policy and Promotion) & MSEs (In exercise of Para 16 of Public Procurement Policy for Micro and Small Enterprises, Order 2012) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017). They should be eligible as per this RFI.	On production of proof to show that the company is a startup
21	The CBS proposed should be a proven solution with minimum 35+satisfied urban co-operative Banks in India. *A client list would be required to be submitted for cross reference by the Bank.*	Client list / copy of purchase order /letter from the urban bank were service is provided
22	The Bank may exercise the option to cross-check with any/all the clients of the OSD regarding the performance of the Software and Support standards and can reject the Vendor if they get negative feedback from the any of the clients even if they are technically qualified in the BID.	Feedback from client is solicited
23	The vendor shall have sufficient Team to provide pre & post implementation support to the Bank in Kerala.	Proof for satisfying the claim
24	The bidder must have completed implementation of CBS on SaaS model in at least 2 banks in last 5 years as on 30.06 2024,	Letter from the bank concerned
25	The propose solution offered should be browser base with HTTPS Secured Connection only	certificate to prove the claim
26	Secure code review/Software Integrity Certificate for all critical system/service provided by the ASP as per the RBI Guidance.(Documentary proof for each of the above is to be provided.)	Attach relevant certificate

Annexure III

Details of the vendor.

The General Manager
The Urban Co-operative Bank Ltd No 1758 Perinthalmanna

Ref: RFI For supply of Core Banking solution /switching and other products as required in RFI

. Particulars of the organization:

	Description	**Details (To be filled by the bidder)**
1.	EMD details – NEFT/ RTGS UTR No & Date Amount of EMD: 100,000	
2.	Name of the company	
3.	Official address	
4.	Email id	
5.	Corporate Headquarters Address	
6.	Phone No. and Fax No.	
7.	Web Site Address	
8.	Details of Company's Registration (Please enclose copy registration document)	
9.	Name of Registration Authority	
10.	Registration Number and Year of Registration	
11.	Quality Certificates (ISO 9001:2008) and its Validity	
12.	GST/CST/LST/VAT registration No.	
13.	Service Tax Registration No.	
14.	Permanent Account Number (PAN)	
15.	Name & address of the Banker	
16	List of branches s/offices in kerala	
17	Address of the DC/DR location	
18	Is SOC is available and its location:	

<center>**Annexure IV**</center>

<center>**Undertaking for Vendor**</center>

To
General Manager,
The Urban Co-operative Bank Ltd No 1758 Perinthalmanna

Dear Sir(s),

Reg.: RFI for Supply, Implementation, Management and Maintenance of Core Banking Software, Allied Applications and delivery channels

We, M/s_____, the undersigned, hereby confirm that we have read and understood the eligibility criteria and fulfil the same.

- We further confirm that all the information as per requirement of the Bank have been included in our bid.

- We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction.

- We undertake that adequate number of resources, if required by the Bank, will be deployed for the project to complete the assignment within stipulated time.

- All the details mentioned RFI and in the other tender documents submitted by us are true and correct and if the Bank observes any misrepresentation of facts on any matter at any stage of evaluation, the bank has the right to reject the proposal and disqualify us from the process.

- We hereby acknowledge and unconditionally accept that the Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the BID and related documents, in short listing of vendors for providing the turnkey Project.

- We also acknowledge the information that this response of our Company for the Bank's BID process is valid for a period of 12 month, for the short-listing purpose, from the date of expiry of the last date for submission of our response to BID and related documents.

- We understand that the Bank will not accept any extraneous conditions that may be stipulated by the vendors in their offer and the Bank reserves the right to adhere to the terms stipulated by it in the BID documents and to the extent modified, if any, by the Bank during the technical evaluation. We also agree that the vendors, whose offers are otherwise technically compliant, will have to adhere to the Bank's terms and conditions, based on which, the Bank has sought the offers irrespective of the terms or deviations contained in vendor's offer.

- We have noted that the Bank reserves the right to reject any proposal not submitted in the required formats and with the required information.

- The Bank may at its absolute discretion waive any minor non-conformity in any offer. The Bank's decision in the matter will be finaland the same shall be binding on us.

Yours faithfully,

Seal & Signature of the Authorized Official

Annexure V
Technical and Functional Requirement

Reg.: RFI for Supply, Implementation, Management and Maintenance of Core Banking Software, Allied Applications and delivery channels

Module Name	SL NO	Function	Compliance
GENERAL			
	1	EOD/SOD Operations At Branch / Core Centre End-of-Day (EOD) and Start-of-Day (SOD) operations are critical daily tasks for ensuring the system is updated and functional: SOD: Prepares the system for a new business day by updating balances, initializing modules, and ensuring all systems are online. EOD: Processes the day's transactions, performs batch jobs like interest calculation, ledger updates, report generation, and backups. The software should support automated EOD/SOD processes, include error-checking mechanisms, and allow authorized manual interventions when required.	
	2	User Management & Access Control A robust user management system ensures secure and efficient operations: User Profiles: Create, modify, and deactivate users with specific roles. Role-Based Access Control (RBAC): Access permissions based on job responsibilities. Audit Trails: Maintain logs of user actions to ensure accountability. Dual Authentication: Enforce two-factor authentication (2FA) for high-security tasks.	
	3	Program Maintenance & Menu Building Dynamic Menus: Allow branches to customize menus based on their operational requirements. Program Updates: Facilitate regular updates to maintain compatibility with evolving regulations and operational needs. Accessibility: Centralized management to ensure consistency across branches.	
	4	Transfer Of Accounts - Operative To Inoperative, Dormant, Deaf The system should handle account status changes with ease: Criteria-Based Transfers: Automate the process based on inactivity thresholds or predefined rules.	

		Notifications: Generate alerts for pending status changes to authorized users. Audit: Keep logs of status changes for compliance and tracking.	
	5	Transfer Of Deaf Accounts To HO Specific accounts (e.g., dormant or 'Deaf' accounts) need special handling: Centralized Management: Automatically flag and transfer such accounts to the Head Office for enhanced monitoring. Compliance Checks: Ensure compliance with regulatory guidelines during transfers. User-Friendly Dashboards: Allow branches to track transferred accounts.	
	6	Independent IBR/ABB Reconciliation Module An independent module for Inter-Branch Reconciliation (IBR) and Any Branch Banking (ABB): Automation: Automate reconciliation of inter-branch transactions to minimize manual effort and errors. Dispute Resolution: Highlight discrepancies for faster resolution. Real-Time Updates: Enable real-time reconciliation for ABB transactions.	
	7	Access Control, Dual authentication for useraccess. Security is paramount for banking operations: Access Control: Grant permissions strictly based on role and necessity. Dual Authentication: Implement 2FA or dual authorization for sensitive operations to prevent fraud.	
	8	Capability Wise User Creation/Capability temp change facility Flexibility in user roles and capabilities enhances operational efficiency: Capability Assignment: Define user capabilities such as transaction limits, module access, and operational rights. Temporary Role Changes: Allow temporary capability upgrades (e.g., for employee absences) with time-bound reversion to original roles.	
	9	Centralise User Creation, Home Branch Change, Capability Change Centralization streamlines user management:	

		User Creation: Administer user accounts centrally for consistency. Home Branch Assignment: Manage branch reassignments while maintaining transaction history. Capability Updates: Centrally update user roles and permissions to avoid branch-level inconsistencies.	
CUSTOMER MANAGEMENT			
	1	Customer Profile Management The software should provide a centralized and detailed customer profile management system: Data Storage: Maintain personal details, contact information, and financial history. Unified Profiles: Consolidate multiple accounts under a single customer profile. Search and Retrieval: Enable quick access to customer details through advanced search options.	
	2	Customer Type Management Manage various customer types based on classifications such as individual, corporate, government, etc.: Category-Based Features: Define unique features, benefits, or limitations for each customer type. Reporting: Generate customer-type-specific reports for better segmentation and targeting.	
	3	KYC Compliance Ensure compliance with Know Your Customer (KYC) guidelines: Document Collection: Capture and store all required KYC documents. Compliance Alerts: Notify branches of pending or expiring KYC requirements. Real-Time Validation: Validate KYC documents during account opening or updating.	
	4	KYC Document Validation Automate and streamline the validation of KYC documents: OCR Integration: Use optical character recognition (OCR) to extract data from scanned documents. Validation Checks: Cross-check document details with official databases like CKYC (Central KYC) and EKYC (Electronic KYC).	
	5	KYC Compliance Due Date Monitor and manage KYC due dates for periodic updates: Automated Reminders: Notify customers and branches of approaching due dates.	

		Compliance Reporting: Generate reports for overdue or pending KYC updates.	
	6	**CKYC & EKYC** Support for both Central KYC (CKYC) and Electronic KYC (EKYC): Real-Time Synchronization: Ensure seamless data exchange with CKYC and EKYC databases. Paperless Process: Facilitate digital KYC processes to enhance operational efficiency.	
	7	**Relationship To Account** Maintain details of the customer's relationship with accounts: Role Definition: Specify account roles such as primary holder, joint holder, or nominee. Relationship Hierarchy: Support linking of family or business accounts.	
	8	**Customer Wise TDS On Paid And Projected Interest** Track Tax Deducted at Source (TDS) for customers: Paid Interest: Calculate and deduct TDS on actual interest paid. Projected Interest: Project TDS based on anticipated interest income.	
	9	**15G/15H Auto Generation & Reports** Automate the generation and management of Forms 15G and 15H for TDS exemption: Form Generation: Automatically generate forms based on customer eligibility. Report Generation: Provide reports on submitted and pending forms.	
	10	**TDS Exemption Facility** Enable exemptions from TDS for eligible customers: Eligibility Tracking: Monitor customer eligibility based on their declarations. Auto-Exemptions: Apply exemptions during interest calculations.	
	11	**Customer Wise Deposit And Loan Interest Certificate Printing And Email Facility.** Facilitate the generation and distribution of interest certificates:	

		Certificates: Provide customer-specific deposit and loan interest certificates. Delivery Options: Allow printing and email options for easy access.	
	12	Income Taxes 16A Printing And Email Facility Automate the generation and distribution of Form 16A for TDS certificates: Customization: Generate Form 16A as per Income Tax Department standards. Distribution: Support both print and email delivery options.	
	13	Any Day Customer Log Report Require Provide on-demand reports of customer activities: Log Details: Include login times, transactions, updates, and interactions. Customization: Allow filtering by date, branch, and activity type.	
	14	Exceptional Reports Require Generate exception-based reports to monitor irregularities: Types of Reports: Identify dormant accounts, high-value transactions, or unusual activity. Alerts: Highlight discrepancies for immediate attention.	
	15	Customer Identification Unification Module Unify customer identities across multiple accounts: Duplicate Detection: Identify and merge duplicate customer records. Consolidated View: Provide a single view of the customer's relationship with the bank.	
	16	Customer Home Branch Change Facility Enable seamless home branch changes for customers: Process Simplification: Transfer customer records and associated accounts to a new branch. Continuity Assurance: Ensure no disruption in account operations during the transfer.	
DEPOSITS AND ACCOUNTS			
	1	Common Requirements	
	2	Core Requirements Saving/Current Accounts	
	3	Core Requirements Term Deposits/RecurringDeposit	

	4	Compulsory Deposit (Monthly Contribution Deposit) Minimum Monthly Contribution Require, Interest Calculation On Daily Product, TDS projection and deduction, Yearly Interest Capitalisation To Principal Account as percustomer requirement.	
	5	Share Account, Dividend Calculation On Daily Product At The End Of Financial Year	
	6	Security Deposit Account With Zero Interest Rate	
	7	Standing Instructions	
	8	Passbook/Account Statement Printing Facilityand email facility	
	9	Account Closure /Pre Mature Closure	
	10	Charges/Penalty To Account, Charges/Penalty accumulation	
	11	Parameterise Interest Rate	
	12	Off Set Interest Rate Facility	
	13	Interest Pay Out Monthly, Quarterly, Yearly	
	14	Quarterly Compounding For Cumulative And Recurring Deposit	
	15	Account Wise Photo/Signature Scanning AndView facility	
	16	Mode Of Operation Facility With View facility	
	17	Audit log for each activity in the account	
	18	Exceptional Reports	
	19	Operative/Inoperative/Deaf Flag Facility	
	20	Deaf And Death Claim Module	
	21	Total Freeze, Debit freeze, Credit Freeze	
	22	Cheque stop/Revoke	
	23	Interest Accrual / Application	
LOANS AND ADVANCES			

	1	Common Requirements 1. Passbook/Account Statement Printing and Email Facility Convenience: Provide customers with printed or emailed statements or passbooks as per their request. Customization: Allow flexible statement formats and date range selection. 2. Audit Log for Each Activity in the Account Traceability: Maintain a detailed log of all account-related activities, including transactions, modifications, and access. Compliance: Ensure logs meet regulatory requirements for transparency and accountability. 3. Exceptional Reports Operational Insights: Generate reports for dormant accounts, high-value transactions, or policy violations. Custom Filters: Enable filtering by account type, branch, and date range.	
	2	Core Requirements for various loan product asper Bank. 1. Parameterized Interest Rate Flexibility: Allow dynamic configuration of interest rates for various account categories. 2. Offset Interest Rate Facility Customized Benefits: Enable interest offsetting for specific account types or customer segments. 3. Mode of Operation Facility with View Account Customization: Define and display operational modes, such as single, joint, or power-of-attorney accounts. 4. Operative/Inoperative/Deaf Flag Facility Status Management: Automate and track account status changes (operative, inoperative, dormant, or deaf). 5. Freeze and Restrictions Freeze Types: Support total, debit-only, and credit-only freeze options. Control Mechanisms: Allow authorized overrides or unfreezing. 6. Cheque Stop/Revoke Transaction Safety: Facilitate cheque stop payments or revocations, with audit trails for all actions. 7. Standing Instructions Automated Transactions: Enable recurring transfers, bill payments, or investments Core Requirements for Term Deposits/Recurring Deposits	

		1. Compulsory Deposit (Monthly Contribution Deposit)	
		Minimum Monthly Contribution: Enforce contribution thresholds as per account terms.	
		Alerts: Notify customers of missed contributions.	
		2. Interest Calculation on Daily Product Basis	
		Accuracy: Calculate interest on the daily balance for term and recurring deposits.	
		3. TDS Projection and Deduction	
		Compliance: Automatically project and deduct TDS based on interest earnings and exemptions.	
		4. Yearly Interest Capitalization to Principal Account	
		Customer Flexibility: Capitalize interest yearly or as per customer preferences.	
		5. Quarterly Compounding for Cumulative and Recurring Deposit	
		Automated Compounding: Apply quarterly compounding for eligible deposits.	
		6. Account Closure / Pre-Mature Closure	
		Flexibility: Allow account closures with appropriate interest adjustments and penalties.	
		Core Requirements for Share Accounts	
		1. Dividend Calculation on Daily Product at the End of the Financial Year	
		Accurate Distribution: Calculate dividends based on daily balances and credit them annually.	
		2. Security Deposit Account with Zero Interest Rate	
		Special Accounts: Maintain accounts designated for security deposits without interest accrual.	
		Interest Management	
		1. Interest Pay-Out (Monthly, Quarterly, Yearly)	
		Customer Choice: Offer flexible options for interest disbursements.	
		2. Interest Accrual/Application	
		Tracking: Accrue interest periodically and apply it at predefined intervals.	
		Deaf and Death Claim Module	
		Automated Handling: Manage claims for deceased or dormant (deaf) accounts efficiently.	
		Verification: Include checks for documentation and claim	

		approvals. Account Wise Photo/Signature Scanning and View Facility Security: Maintain scanned photos and signatures for verification. Accessibility: Enable authorized personnel to view them on-demand.	
	3	Limit Monitoring/DP monitoring	
	4	Loan Eligibility And Validation Require As PerBank's Requirement	
	5	Loan Creation As Per Emi/Principal Equal,Monthly Reducing Balance	
	6	Loan Disbursement Schedule Creation	
	7	Loan Repayment Schedule Creation	
	8	Disbursals	
	9	Parameterise Interest Rate	
	10	Off Set Interest Rate Facility	
	11	Penal Interest Facility	
	12	Interest calculations on daily product	
	13	Interest capitalisation/Interest provision	
	14	Prepayment / Closure Of Loans	
	15	Monitoring Of Loans	
	16	Re-Payments	
	17	NPA Functionality As Per RBI Standard. AutoNPA & Daily NPA marking	
	18	IR & ORI facility for NPA accounts	
	19	Loan Account Surety Facility	
	20	Loan Overdue/NPA Letter Printing And Email Facility	
	21	Customer Wise NPA Marking	
	22	Loan/Interest Recovery Certificate Printing AndEmail Facility	

	23	Passbook/Account Statement Printing/email Facility		
	24	Audit log Require To Maintain In System.		
	25	Exceptional Reports		
	26	Loan Overdue Intimation Letter Printing ForLoanee And Sureties in vernacular language		
	27	Temporary Overdraft (Tod) Module		
	28	Loan Rephasement & Write-Off		
	29	Technical Write off		
	30	Interest Maintenance		
	31	Maintenance Of Subsidy Linking To LoanAccounts		
	32	Interest Accrual / Application		
REMITTANCES & BILLS				
	1	Demand Drafts		
	2	Pay Orders (Bankers' Cheques)		
	3	Any Branch Banking / Multicity Cheque Module		
MEMBERSHIP & RECOVERY				
	1	Membership Date & Membership Number		
		(Unique Number)		
	2	Centralise And Branch Wise Customer And Membership Opening Facility With Compulsory Deposit Accounts.		
	3	Share account opening and sanction process		
	4	Share allotment and additional share facility		
	5	Share certificate printing		
	6	Outstanding Dues Letter Printing And SoftcopyFor Retiring And Resigning Members.		
	7	Department Address And Department Code		

	8	Member's Department Id, Service Joining Date, Retirement Date, Designation	
	9	Salary Amount	
	10	Nominee Details	
	11	Status Of Membership (Active/Inactive/Resign/Retiree/Expire Etc.)	
	12	Surety Details (Surety To And Surety For)	
	13	I & J Form Generation	
	14	Provision For Data Entry And View For Fields Like Medical Aid Paid Details, Scholarship Paid Details, Emergency Aid Paid Details, Member OfOther Bank/Society Details	
	15	Demand Recovery File Department Wise RequireTo generate As Per Bank Requirement. (Demand For All Type Loan Instalments With Due Interest, Compulsory Deposit, Surety Recovery, Overdue Amount, Penal Interest Etc.)	
	16	Facility for All Members/Department Wise/ Member Wise File Require To generate As Per Employer Format. Demand Report Require. Demand Not Generated Report With Error Log.	
	17	Facility for Total Members/Branch Wise/Memberwise Monthly Recovery Posting Received From Various Department As Per Demand File. Reconciliation Report Of Posted File Require.Recovery Not Received Report.	
	18	Transaction And Edit Log Require To maintain In System.	
	19	Exceptional Reports Require	
CLEARING & SETTLEMENTS			
	1	Core Requirements – Outward Clearing	
	2	Core Requirements – Inward Clearing	
	3	IBC / OBC (Bills)	

	4	Outward Bills / Cheque For Collection		
	5	Realization Of Cheque Sent For Collection		
	6	Outward Bills For Collection Register		
	7	Inward Cheques And Bills Received For Collection		
	8	CTS Inward Cheques And Bills Received For Collection		
	9	CTS Outward Cheques For Collection		
	10	ECS / RTGS / NEFT / IMPS /NACH/ATM/POS		
	11	NACH inward & Outward		
	12	CTS inward & Outward		
	13	NACH mandate management		
	14	CTS inward & outward centralise processing		
	15	Reconciliation		
GENERAL LEDGER & BUDGETING				
	1	Common Requirements		
	2	Core Requirement : Transaction Posting		
	3	Core Requirement : Accounts Receivable AndAccount Payable		
	4	Core Requirement : Budgeting		
	5	GL Creation As Per Bank Requirement		
	6	GL Posting Restriction As Per Bank Requirement		
	7	Trial Balance, Balance Sheet, Time & Demand, Asset & Liability Etc. Report With Reconciliation		
	8	IBT/ABB Reconciliation		
TELLER / CASHIER OPERATIONS				
	1	Common Requirements		
	2	Teller / Cashier Operations		

	3	Chief / Head Cashier Operations	
RBI & STATUTORY REQUIREMENT			
	1	CTR/STR/CCR	
	2	OSS 1 To 9	
	3	ALM	
	4	DEAF	
	5	Form – IX	
	6	Time & Demand	
	7	SLR/CRR Report	
	8	Asset & Liability	
	9	Form – VIII, Unclaimed Deposits Report	
	10	Form – II , Statement Of Unsecured Loans And AdvancesTo Directors	
	11	Reports As Per RBI & Statutory Requirement	
	12	MSW – Weekly Balance Sheet	
	13	MSM – Outstanding Balances & Overdue - Advances	
	14	MSQ – Quarterly Balance Sheet	
	15	Control & Monitoring Returns	
	16	Asset Liability Management	
	17	RBI Returns	
	18	Anti-Money Laundering	
	19	All Statutory MIS As Per RBI /Govt Requirement	
	20	Branch Level General Reports	
	21	Customer Deliverable Reports /Statements/Notices	
COMMON REQUIREMENTS & ABB			
	1	Income Tax, Service Tax, Professional Tax, GSTEtc.	

	2	Tax Deduction At Source (TDS)	
	3	15G/15H For Tax Deduction	
	4	Batch Updates	
	5	Bulk File Upload Utility For Debit And Credit.One To Multiple And Multiple To Multiple	
	6	Kiosk Interface	
	7	ATM/POS Interface	
	8	RTGS/NEFT Interface	
	9	Mobile Banking Interface	
	10	Maker & Checker Facility As Per Bank Requirement	
	11	Valuable Paper Inventory System	
MIS & REPORT			
	1	Common Requirements	
	2	Customer Management Reports	
	3	Deposits Accounts Reports	
	4	Reports – Advances And Loans	
	5	Clearing And Settlement Reports	
	6	GL Reports	
	7	Teller Operations Reports	
	8	Non-Financial Transaction Reports	
	9	Exceptional Reports	
	10	Any Day Balance Of Loan/Deposit AccountReports	
	11	Any Day Trial Balance/Time Demand Reports	
	12	Access Control Reports	
	13	Non Home Branch Transaction Reports	
	14	Branch Reconciliation Report	

	15	Other Statutory Reports	
	16	Management Reports	
	17	Membership / Share Holding/Recovery Reports	
	18	Audit Trial Reports	
SMS & MAIL MESSAGING ALERTS			
	1	Customer Management Alerts	
	2	Deposit And Withdrawal – Alerts	
	3	Advances & Loans – Alerts	
	4	Clearing And Settlement – Alerts	
	5	GL – Alerts	
	6	Loan Overdue Alerts	
	7	Account NPA Alerts	
	8	Requirement Alerts	
	9	RE KYC/CKYC Alerts	
	10	Security Valuation expiry Alert	
	11	Locker operation SMS	
FIXED ASSETS & STATIONARY & PRINTING			
A.		**FIXED ASSETS**	
	1	Core Requirement Of Fixed Assets	
	2	Fixed Assets Creation Centrally And Branch Wise	
	3	Fixed Assets Recognition Procedure	
	4	Straight Line Depreciation	
	5	Sum Of The Years Digit Depreciation	
	6	Declining Balance Depreciation	
	7	Inter Branch Transfer Facility.	
	8	Voucher Creations And Interface To CBS.	
B.		**STATIONARY &PRINTING**	

	1	Bank & Branch Wise Stock Creation		
	2	Facility For Requisition Slip		
	3	Facility For Inter Consumptions		
	4	Facility To Check Outstanding Stock		
	5	Voucher Entry Facility		
	6	Interface To CBS.		
ATM/POS/E-COMMERCE /IMPS/UPI				
	1	PCI- Certified Asp Vendor Require		
	2	NPCI Authorised Vendor Require		
	3	Card Renewal/ Replacement Facility Require		
	4	NFS- ATM Issuer And Acquirer Transactions		
	5	NFS-POS/E-Commerce Transactions		
	6	OTP Facility For E-Commerce Transaction		
	7	Balance Enquiry/ Mini Statement/Pin ChangeFacility		
	8	ATM Card Management		
	9	Pin Management		
	10	Card Charges/ Transaction Charges Recovery		
	11	Fail Transaction Auto Reversal		
	12	ATM/POS/E-Commerce TransactionReconciliation With Sponsor Bank.		
	13	RGCS/FRM Facility From NPCI		
	14	24/7 Card Hot Listing Facility		
MOBILE Banking/IMPS (N) /UPI				
	1	Mobile Application Accessibility Android/Windows/ IOS		
	2	Mobile Registration		

		3	Account Balance Enquiry(SB/CA/FD/Loan)	
		4	Mini Statement	
		5	Account Statement from Period To Period	
		6	Manage Beneficiary	
		7	Interbank And Intra-Bank Fund Transfer	
		8	RTGS/NEFT Facility	
		9	Change MPIN	
		10	Cheque Status/Stop Cheque/Revoke Cheque	
		11	Cheque Book Request	
		12	Imps Fund Transfer With P2P, P2A,P2M & P2U	
		13	Manage MMID	
		14	Customer Accounts Synchronization	
		15	UPI Fund Transfer To Bank & Vendors	
		16	Positive Payment System(PPS) and Card Blocking Facility	
	LOAN ORIGINATION SYSTEM			
		1	Structured Workflow For Automatic Routing Of Application	
		2	Support Different Loan Products And Loan Types	
		3	Loan Type Parameters And Constraints Definition	
		4	Provide Internal Credit Checking, Credit ScoringAnd Compliance Check	
		5	Generate Loan Application Form By Capturing Available Data In CBS & Loan Eligibility As Per CBS Data.	
		6	Facility To Override Applicable Eligibility BySuper User.	
		7	Generate Letters And Forms Automatically	
		8	Application Details And Status Enquiry	
		9	Document Imaging And Archiving	

DASH BOARD				
		1	Daily Updates Of Bank Position Regarding Deposit, Advances.	
		2	Reports Regarding NPA, Overdue.	
		3	Daily Position Of CRR, SLR	
		4	Other MIS Required For Management	
TREASURY				
		1	Core functionality of treasury of Bank	
		2	Cash Management	
		3	Fund Management (SLR/CRR)	
		4	Government securities	
		5	Investment module	
		6	Interest received & Interest receivable calculation.	
FRM				
		1	Functionality as per prevalent statutory and regulatory guidelines	
GST				
		1	Functionality as per prevalent statutory and regulatory guidelines	
RECONCILIATION				
		1	Functionality as per prevalent statutory and regulatory guidelines	
AML				
		1	Functionality as per prevalent statutory and regulatory guidelines	
PAN CARD VERIFICATION				
		1	Facility To User Verify Pan Card From NSDL Site	
DELIVERY CHANNELS REQUIREMENT				
		1	ATM/POS/E-Commerce	

	2	Mobile Banking(IMPS)/UPI	
	3	RTGS/NEFT	
	4	AML	
	5	CKYC/ CERSAI LOAN UPLOAD FEATURE	
	6	Fixed Assets/ Stationary Printing	
	7	Loan Originating System	
	8	CTS	
	9	Kiosk Machine Interface	
	10	P2B HRMS software	
	11	Pamtech Daily Deposit Collection Machine/Mobile App	
REPORTS			
	1	CTR/STR/CCR	
	2	OSS 1 To 9	
	3	ALM	
	4	DEAF	
	5	Form – IX	
	6	Time & Demand	
	7	SLR/CRR Report	
	8	Asset & Liability	
	9	Form – VIII, Unclaimed Deposits Report	
	10	Form – II , Statement Of Unsecured Loans And Advances To Directors	
	11	Reports As Per RBI & Statutory Requirement.XBRL Returns as per RBI guidelines	
	12	MSW – Weekly Balance Sheet	
	13	MSM –Outstanding Balances & Overdue–Advances	
	14	MSQ – Quarterly Balance Sheet	
	15	Control & Monitoring Returns	
	16	Asset Liability Management	

	17	RBI Returns and Data required by RBI Inspecting Team on annual basis	
	19	All Statutory MIS As Per RBI /Govt Requirement	
	20	Branch Level General Reports	
	21	Customer Deliverable Reports / Statements /Notices	
	22	MIS Reports	
	23	All Daily, Weekly, Monthly, Standard Reports Like Trial Balance, Deposit & Advances Balance Report Etc.	
	24	All Financial & Non-Financial Exceptional Reports	
	25	Audit Logs	
	26	Reports As Per Request From Bank	
	27	All Type Of Exceptional Reports	
OTHER FUNCTIONALITIES			
	1	Microfinance	
	2	NPA Management & Recovery	
	3	Compliance Tracking Module	
	4	Payroll & HRMS **Integrated System**: Automate payroll processing, compliance tracking, and employee benefits management.	
SDWAN Feature			
	1	Preferred vendors: Cisco, VMware, HPE, Palo alto	
	1	The SD WAN branch router both should be monitored & managed centrally.	
	2	The solution must be able to collect and aggregate traffic statistics for all WAN paths. Traffic statistics should include path utilization, application specific utilization and path performance.	
	3	The solution should store data for 6 months pertaining to performance information to assist with traffic analysis, traffic forecasting and SLA compliance.	
	4	The solution should be able to monitor the network performance parameters viz., jitter, latency and packet loss and should be able to make decisions to forward critical applications over the best performing path based on the defined application policy.	

	5	The solution should support routing based on network performance measured per application. The solution should support Zero Touch Provisioning (ZTP) with centralized configuration templates	
	6	The solution should provide visibility of application behavior	
	7	System Should able to support of network elements to deploy any kind of topologies such as full mesh, Hub-spoke and Partial mesh , on a per segment basis	
	8	Solution should support packet duplication and forward error correction to improve voice and video applications	
	9	Router should have provision for at-least aggregate 20 Mbps SD WAN feature license from Day-1	
	10	Router should be IPv6 phase 2 logos ready	
	11	Control plane communication between Routers and Central Controller must be secured via TLS/DTLS or equivalent Secure technology.	
	12	Currently our perimeter firewall is Fortinet. To ensure deference in depth architecture we are not consider the Fortinet SDWAN solution.	
	13	SDWAN Solution should have capability to connect all the branches and Head office without any restriction.	

Annexure VI:
Technical deviations format

To
General Manager,
The Urban Co-operative Bank Ltd No 1758 Perinthalmanna

Reg.: RFI for Supply, Implementation, Management and Maintenance of Core Banking Software, Allied Applications and delivery channels

Vendors have to provide the deviations on the eligibility criteria, Functional specifications and deliverables, scope of work, terms & conditions etc. in the below format only. Vendors are requested to provide a reference of the page number, state deviation of their proposal from the RFI requirements:

Page no	Page / Para / Clause no :	Details as per RFI	Deviations from the RFI terms	Remarks

It is understood that the Bank reserve the right to consider these deviations as it deems fit while evaluation of the technical bid / commercial bid, if it is not affecting the costing in anyway .

Yours faithfully

Authorized signatory

Company seal.
 Dated...

Annexure VII

Certificate

TO
General Manager
The Urban Co-operative Bank Ltd No 1758 Perinthalmanna

Format for CA Certificate (In letterhead of CA)

To whomsoever it may
concern

We have examined the books of accounts of_____[Bidder's Name] having its head office at_____[Address of the Bidder] and hereby certify the following financial parameters of the company:

(Rs in Crores)

Financial Year	Turnover of the Company	Profit before Tax	Net Worth
2020-2021			
2021-2022			
2022-2023			

This is further certified that we have obtained all the information and explanations, which to the best of our knowledge & belief were necessary for the purpose of issuance of this certificate.

[Chartered Accountant] [Seal & Sign]

[Date & Place]

Dated:

(On Company Letter head)

To,

General Manager
The Urban Co-operative Bank Ltd No 1758 Perinthalmanna

Ref: RFI for supply of Core Banking solution /switching and other products as required in RFI

Dear Sir,

We,_____(Company Name), are hereby submitting our response to the Bank

The undersigned, hereby declare that our company_____has   not been blacklisting by any State Government or Central Government or any other Public Sector Undertaking or a corporation and has not been involved in any Bankruptcy filing or for protection from it as on the publication of this RFI.

I also certify that I am competent to make this declaration on behalf of the company.

I have the knowledge of terms &conditions given in the RFI to be initiated against the company in case this undertaking is found to be false.

Thanking you,

Yours faithfully

Authorized signatory

Dated………….