BANK OF INDIA

Request for Proposal (RFP)

For
Migration, Upgrade & Customization
Oracle Financial Services Analytical Applications (OFSAA)

for
Asset Liability Management, Matched Funds Transfer
Pricing & Product Profitability (Cost Allocation)
and
Implementation of Liquidity Risk Management System

BANK OF INDIA
MIS (IT) Department
2nd Floor, Star House, C-5, G-Block
Bandra Kurla Complex, Bandra East
Mumbai – 400 051.

Ref: BOI/HO/MIS(IT): OFSA:01 dated: 14/07/2014

PART I - INVITATION TO BID
Bank of India (hereinafter referred to as ‘the Bank’) is a leading and innovative Public Sector Bank, having its registered office in Mumbai with 25 foreign branches spread across different countries and 4600+ network of domestic branches spread across the country. The domestic branches are automated through Finacle core banking solution and the foreign branches are also running on Finacle though on a different version. Further, the Bank has 4600+ ATMs, integrated online Internet, Mobile & SMS banking, cards, depository and share trading facility for its core banking retail and corporate customers. The Bank has also full-fledged eTreasury from TCS. Regular banking services apart, the customers can also avail of a variety of other value-added services like Cash Management Service, Insurance (both life & non-life) and Mutual Funds etc.

The Bank wishes to upgrade the existing system of Oracle Financial Services Applications (OFSA version 4.5.39) viz. Funds Transfer Pricing (FTP), Product Profitability Management (PPM) & Assets Liability Management (ALM) for which ATS has regularly been paid by the Bank; to the latest Oracle Financial Services Analytical Application (OFSAA version 6.x) with enhanced functionality and performance which will enable the organization to customize Asset Liability Management (ALM), Matched Fund Transfer Pricing (MFTP) and Product Profitability Management-Cost Allocation (PPM) as per the business requirements of the Bank and will also enable in implementing the Liquidity Risk Management module which is being procured separately from the Original Equipment Manufacturer (OEM), Oracle.

The Bidding Document is to be downloaded from the Bank’s Website http://www.bankofindia.co.in/tenders. The bid should be submitted to the office of Bank of India, Information Technology Department, Head office, Star House, C-5, G-Block, 8th Floor, West Wing, Bandra Kurla Complex, Bandra (East) Mumbai – 400 051.

- For queries and clarification regarding the RFP, please feel free to contact us on the address or telephone number or e-mail id of the officials of the Bank mentioned in this document.
- Please note that all the information desired needs to be provided. Incomplete information may lead to non-selection.
- All Bids must be accompanied by Bid Security as specified in the Bid document.
- Non-refundable cost of the bid amount of Rs. 25,000/- to be paid by means of a demand draft / pay order favoring ‘BOI_RFP_OFSAA Solution’ payable at Mumbai. The cost of the bid is to be paid along with the Technical bid in a separate envelope superscripting ‘Cost of the Bid Document BOI_OFSAA’.
- Bank reserves the right to change the dates / specifications / scope mentioned above or in the RFP, which will be communicated.
- This document is the property of Bank of India and is not transferable/shareable.
- The dates mentioned in this bid document if falls/is declared an holiday, the relevant date will be shifted to the next working day of the Bank with no change in specified timings.
## PART II - RFP Schedule

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<td>28/07/2014 at 17.00 hrs.</td>
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| Contact Person | Shri Sheshadri Achari  
Chief Manager, MIS(IT)  
Email: Sheshadri.achari@bankofindia.co.in  
Phone Number: 022 – 6668 4511  
Shri Rajender Kumar  
Deputy General Manager, MIS(IT)  
Email: Rajender.kumar@bankofindia.co.in  
Phone Number: 022 – 6668 4529 |
| Address for Communication and submission of bid. | Shri Deepak Bhayana  
General Manager  
Information Technology Department,  
8th Floor, Star House, C-5, G-Block,  
Bandra Kurla Complex,  
Bandra East, Mumbai – 400 051.  
Phone Number: 022 – 6668 4697  
Email: Deepak.bhayana@bankofindia.co.in |
| Bid Document Availability | Bidding document can be downloaded from website www.bankofindia.com |
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A. Introduction

3.1 Objectives of the Project

Bank has decided to upgrade the solution implemented to new version of Oracle Financial Services Analytical Applications (OFSAA) as per the details below:

- Oracle Financial Services Analytical Applications Infrastructure (AAI) 6.x
- Oracle Financial Services Advanced Analytical Applications Infrastructure (AAI) 6.x
- Oracle Financial Services Asset Liability Management (ALM) 6.x
- Oracle Financial Services Liquidity Risk Management (LRM)
- Oracle Financial Services Funds Transfer Pricing (FTP) 6.x
- Oracle Financial Services Profitability Manager (PM) 6.x
- Oracle RDBMS 11.x

With this objective, the Bank invites offers from reputed System Integrators (SI) and Principal Solution Provider (PSP) for migration, upgrade and customization of the OFSAA (version 6.x) from the existing OFSA version 4.5.39 and Implementation of Oracle Financial Services Liquidity Risk Management Module along with Oracle Financial Services Analytical Applications Infrastructure; Oracle Financial Services Advanced Analytical Applications Infrastructure; Oracle Advanced Analytics for Oracle Financial Services Analytical Applications Infrastructure; and Financial Services ALM Analytics.

3.2 Present Status

As a pioneer in Public Sector Bank, Bank has set up the Data Warehouse for meeting the MIS, Analytical and Regulatory requirements during 2006. Bank implemented an advanced Balance Sheet Management solution OFSA ver 4.5.39 to automate ALM, FTP & PPM functions. The bank implemented following modules as part of the solution architecture:

1. Oracle Financial Data Manager Administration 4.5.39
2. Oracle Risk Manager 4.5.39
3. Oracle Transfer Pricing 4.5.39
4. Oracle Profitability Manager 4.5.39
5. Oracle Warehouse Builder 10.2.0.1
6. Oracle RDBMS 10g
7. Oracle Business Intelligence Discoverer 4.x
8. Oracle marketing On-line ver 11.5.10.2

Oracle Financial Services Application (OFSA) software has been implemented and Risk Manager is being extensively used by the Bank. Data from the data sources such as CBS, Treasury and Credit Cards systems are being taken into the OFSA, thrice in a month in predefined template formats. For data extraction, Bank is using Informatica as well as PL/SQL scripts. There are 12 predefined templates in OFSA database.

OFSA data base is having account wise data for a given date since 2006. No transactional data is available in the OFSA database. The data extraction is being done thrice in month from core banking database and other data sources. The predefined dates are 1st Wednesday, 3rd Wednesday and last Friday of the month for all the templates. During quarter end, data extraction is being done for last working day instead of last Friday. Savings accounts data is extracted only at the end of the month and loaded into OFSA. Bank is having this month end data since 2006 for Savings, Current Deposits, Term Deposits and Advances.
Bank has integrated home grown, Comprehensive Credit Information System (CCIS) with Finacle (CBS), for storing the MIS information of advance accounts. Apart from the 12 standard OFSA templates, CCIS template data is extracted every Friday and as on the last day of every month as an independent process from the Finacle system and uploaded into the OFSA database. Bank has made 125 returns as RBI ADF compliant. Also the reports to Government of India and MIS reports for internal purposes are based on the OFSA database.

OFSA database is installed on the 4 CPU dual core machine with 20 GB RAM, running Oracle 9i version and UNIX operating system. It has occupied a storage space of 4 TB. Data from other data sources such as Global Business, ATM Cards, Switch data, Mobile banking, Internet banking, Third Party Products, Employees is also being stored in the OFSA database so as to meet the reporting & MIS requirements.

**Present Data Warehouse Environment**

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<th>Databases</th>
<th>Analytical/MIS Layer</th>
<th>Users</th>
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<td>CBS ODS,</td>
<td>BO Reports/</td>
<td></td>
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<tr>
<td></td>
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<td>MIS</td>
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<tr>
<td>Intl</td>
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<tr>
<td>Cards</td>
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<tr>
<td>Trade</td>
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<td>Demat</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Third Party</td>
<td></td>
<td>Banking Analytics</td>
<td></td>
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</tbody>
</table>

Initiatives taken by Bank

Bank has taken steps to revamp the existing data warehouse and placed order with a System Integrator for procuring the Oracle Exadata as the Data warehousing platform. The proposed OFSAA is required to be hosted on this platform. The setup will be in both the primary and secondary locations of the Bank. The primary location will be in Mumbai and the secondary location will be in Bangalore. Hence the bidder is not required to quote the hardware for the proposed solution.

The bidder is also not required to quote the cost of OFSAA licenses as the Bank is already having the Annual Technical Support to enhance the product and for the Liquidity Risk Management Bank has taken steps to procure the required licenses.

The bidder is required to quote only the cost of upgrade, implementation and customization to the higher version as of the functional requirements specified along with the Basel III functionalities, training requirements, additional MIS reports as per the Bill of Material provided in this document.
3.3. Broad Scope of Work

Since, the technologies mentioned in preceding para have been phased out of premiere support by Oracle and new versions have been announced. The operating system of hardware is also outdated thereby putting a critical decision support system at technology risk and to support latest technology, the solution architecture needs to be refreshed with latest versions of software components involved., Bank has decided to upgrade OFSA ver 4.5.39 to latest OFSAA ver 6.x along with Liquidity Risk Management as mentioned in Para 3.1 - Objectives of the Project.

Bank expects to realize following functional and technical benefits:

a. New methods of transfer pricing, multi-currency support in Funds Transfer Pricing module
b. Performance tuning and allocation traceability in Profitability Manager module
c. Support of new modules for Basel III liquidity risk management compliance and advanced ALM analytics
d. Support of economic indicators for scenario analysis, process audit ability, unlimited account level cash flows, new measures' computation viz. yield, dirty and clean price, convexity, average life in Asset Liability Management module
e. Support of advanced technology features such as single data model across risk and finance, ERWIN managed data model, web enablement of end-to-end solution, forms with authorization, excel upload, automatic password expiry and application users with no database access.
f. Bank wants to upgrade and make functional enhancements in the implemented framework to include new standard functionality instead of customizations adopted before. Bank also requires to automate the calculation of LCR and NSFR and other liquidity ratios to meet the RBI regulatory guidelines dated Feb 21, 2012.

The Bidder should be a well-qualified total solution provider to implement the initiative successfully. The Bidder should be capable of providing OFSAA implementation services, including but not limited to project management, application implementation, performance tuning, testing, providing interfaces required for the Solution.

The Bidders have to note that while OFSAA solution would be implemented as part of this project, the Bidders have to necessarily ensure that all required functionality implemented in existing version is also available in the upgraded Solution. The Bidders have to envisage all applicable cost in order to configure the products and services in the Solution. The Bank will not accept any plea of the Bidder at a later date for omission of critical products and services on the pretext that the same was not explicitly mentioned in the RFP.

Bank during the period of the contract, based on its technical and functional requirement can add additional third party application and interfaces to the OFSAA Solution. Bidder has to extend all necessary support and assistance for addition to the Solution with the required third party applications and interfaces desired by the Bank.

The Bidder should ensure that all systemic changes or new requirements necessitated out of regulatory guidelines or other Bank requirements between the date of the RFP as well as implementation and roll out are made available from day one of the solution going live.

3.3.1 Project Scope

Description of the envisaged scope is enumerated as under. However, the Bank at its discretion reserves the right to change the scope of the RFP considering the size and variety of the requirements and the changing business conditions.
Based on the contents of the RFP, the Bidder 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 and the resource requirements. The Bank expressly stipulates the Bidder’s selection under this RFP is on the express understanding that this RFP 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 Bidder 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 project at no additional cost to the Bank.

System integrator responsible for requirement gathering, design, build and test of the software solution (including ETL for data transformation and loading) for the generation of following analysis for Indian operations with minimal manual intervention:

**ALM (entity-wise, currency-wise and consolidated)**
- Reprice Gap Analysis – Regulatory and Management
- Liquidity Gap Analysis – Regulatory and Management
- Modified Duration Gap Analysis
- Dynamic Liquidity Analysis – Regulatory and Management
- Deterministic Scenario Analysis from earnings and economic value perspective
- Stochastic Scenario Analysis from earnings and economic value perspective
- Stress Testing for interest rate and liquidity risk
- Forecast Income Statement and Balance Sheet Analysis
- Liquidity Ratios Analysis including Basel III Liquidity Ratios (Liquidity Coverage Ratio and Net Stable Funding Ratio)
- Exposure and average yield/cost analysis
- Contingency Funding Plan

**Funds Transfer Pricing**
- Generation of funds transfer rate (including adjustments) and transfer charge/credit (including adjustments) at customer account level
- Net Interest Income analysis across customer, account, branch, line of business, product, region, entity
- Fee Income analysis across customer, account, branch, line of business, product, region, entity

**Cost Allocations & Product Profitability**
- Allocation of non-interest expenses from cost centres to profit centres (branches, lines of business), products and customer accounts
- From-To analysis for allocated costs
- Absorption costing and standard costing
- Allocation of capital to line of business, branch, product, customer account
- Net Income analysis across customer, account, branch, line of business, product, region, entity

**The Bidder is required to note the following points**
- The Bidder is completely responsible for the proposed solution to meet the scope and objectives of the RFP and all addenda & corrigenda issued thereafter. The bank assumes no responsibility for the assumptions made by the Bidder. In the event the proposed solution fails to meet the scope and objectives of the RFP (and addendums), the Bidder will have to upgrade, modify or replace the solution at no additional cost to the bank.
• The Bidder must give the details of suitable tools/software/utilities/solutions that he is proposing for the solution. None of the tools/software/utilities/solutions proposed should be open source. Any bid submitted with open source tools/software/utilities/solutions will be summarily rejected.

• The Bidder will be the single point of contact/reference to the Bank. The Bank will enter into agreement with the selected Bidder only. However, the Bidder as well as other Partners/Associates/Consortium members/OEMs must confirm to the Bank that they are willing to enter into back to back arrangement with bidder for risk mitigation in meeting the deliverables, implementation and other service commitments as per the RFP the Bidder makes to the Bank under the contract to be entered into. If requested by the Bank, the Bidders must share a copy of the back to back arrangement with other Partners/Associates/Consortium members/OEMs with the Bank.

• Unit prices quoted by the Bidders would be used for additions/deletions to the quantities at a future date during the tenure of the contract. The prices quoted for the line items would be valid and used throughout the period of the contract.

• The Bidder has to ensure the arithmetical accuracy of the technical and commercial bid. The bank will not be responsible for any errors in the bid submitted by the Bidder.

• Any assumptions, changes, deviations other than what is specified and accepted by the bank will not be considered for the purpose of this RFP.

3.3.2 Deployment of Integrated OFSAA (“OFSSA”) and related modules

• The Bidder is required to design, install, train, customize, test, implement, and rollout the OFSAA application as per the requirements of this RFP for the period of the contract for at least the minimum areas specified below:
  
  o Asset Liability Management (ALM) including Basel III Liquidity
  o Fund Transfer Pricing (FTP)
  o Cost Allocation (CA) & Product profitability
  o Liquidity Risk Management

• The Integrated OFSAA solution proposed need to duly meet the appropriate eligibility criteria as specified in Annexure 01 – Eligibility Criteria

• The Bidder has to implement the solution listed in the RFP and make use of new functionalities supported by upgraded version of solution components and transfer the benefits to bank by making use of these in implementation instead of customizations wherever applicable

3.3.3 Interface & Integration Requirements

• The Bidder has to customize, implement, train and rollout the interfaces necessary for the functioning of the solution.

• The Bidder is required to upgrade interfaces between the proposed Solution with the applications and systems mentioned below (not limited to).
  
  o Finacle
  o ODS/DWH
  o Treasury
  o Credit Card
  o Excel Files
  o Cash management System
  o Government Business
  o ATM Switch
  o Internet Banking
  o Mobile Banking
• Call Center
• PoS Data
• Dmat
• Trade Finance
• It is the expectation of the Bank that the integration/interface architecture is based around industry best practices.
• The Bidder will be responsible for identifying the detailed interface requirements for integrating the proposed packages to the existing systems of the Bank and for all other functionalities as mentioned in this RFP.
• The interface architecture should be clearly defined. The integration architecture should include the types of interfaces supported; the standards used and should comply with Bank architecture principles.
• The Bidder will present to the Bank the interface requirements for review.
• Any suggestions from the Bank will have to be included by the Bidder.
• The Bidder will be responsible for developing and testing the interfaces. When developing the interfaces, the Bidder should ensure the requirements of data format, frequency of data transfer, quality checks and validations before data transfer and priorities for data transfer are identified and addressed. Bank will extract the data from its source systems in the format specified by the bidder.
• The Bidder must ensure that all applicable interfaces are automated with no manual intervention.
• The Bidder will ensure and incorporate all necessary security and control features within the application, operating system, database, etc. so as to maintain integrity and confidentiality of data at all times.
• The Bidder will be responsible for setting up the test environment for interface testing.
• The Bidder will help/assist the Bank in preparing the test cases for the testing. Bidder shall ensure that the test cases meet all the testing requirements of the Bank.
• The Bidder must ensure that a sound methodology is implemented to manage the interfaces.
• The Bank reserves the right to prioritize the interface building within the overall timelines of the Project.

3.3.4 Implementation Methodology

The Bidder should follow a suitable methodology for delivering the requirements of the RFP for the entire contract period. Accordingly the Bidder should factor for necessary effort and team deployment. The methodology should clearly lay out the overall steps from initiation to closure of this engagement. The methodology should address all stages including development, customization, and hardware/software installation/configuration services. Each step should detail the input, process and output. The Bidder should further provide the deliverables and sign off process for each of the deliverables at various stages. The bidder should provide qualified personnel who will ensure that the OFSAA Solution is designed and implemented according to the highest standards during the implementation phases. The bidder should ensure that it provides experienced, qualified staff to the bidder during the implementation, support, sustenance phases.

The System integrator will need to ensure that these resources are on the ground in the project on a full time onsite basis during the implementation phase and the bank will verify the same through a review of resumes and organizational photo id, timesheets and by taking an undertaking from the vendor and any other means necessary.
Functional Requirements Specification Study

- The Bidder will conduct a detailed systems requirements study and provide a OFSAA Functional Requirement Specification Manual ("FRSM") relating to the functionalities as required to support the outcome from existing system and new Basel III requirements. The FRSM must also include all the areas where the Bidder is suggesting a work-around and replacement of customizations with standard functionality. If the work-around involves re-alignment of a business process the re-aligned process should be included in the FRSM. The FRSM should include the standard operating procedure proposed for the re-aligned process. The Bidder is expected to assist the Bank in aligning the business requirements with the application so as to enable centralization of desired business process, eliminate redundant and duplicate processes, increase operational efficiency and improve customer service. Bidder is expected to prepare detailed documentation, presentation, workflows for the business processes affected due to implementation of the OFSAA Solution and other applications implementation.
- The Bidder shall provide the FRSM to the Bank for review and comments, and any comments or suggestions of the Bank will be incorporated therein.
- The Bank will identify functional heads for each process, which would be responsible for the review, comments and sign-off of the FRSM.
- The FRSM will be deemed completed when signed-off from the Bank.

Business Process Definition (BPD)/Parameterization

- The Bidder is also expected to carry out and document a detailed current assessment for all business activities, and services performed by the Bank’s Finance Department to gain understanding of the Bank’s existing business and operations. The Bidder is expected to help the Bank to parameterize the product and provide valuable inputs at the time of system parameterization based on the current state assessment undertaken by the Bidder. Also, the OFSAA core team training conducted by the Bidder should reflect the understanding of the Bank’s current products and processes as a result of conducting the current assessment.

Customization

- The Bidder is expected to undertake a detailed assessment of the current system and procedures. The Bidder is also expected to identify the current state gaps between the procedures and practices followed by the Bank with the integrated OFSAA solution being implemented and get the same reviewed and approved by the Bank.
- The Bidder needs to provide all statutory and regulatory reports as required by the regulatory institutions. The Bank will not pay any additional customization costs either for gaps observed and/or gaps observed for statutory or regulatory reports as required by the Bank.
- The Bidder is expected to provide a resolution to all gaps observed during Functional Requirement, Product Demonstration, Current Systems Study, Training, User Acceptance Testing (UAT), Business Process Definition (BPD) and subsequent roll out for all the proposed solutions.
- Over and above the Bank’ MIS requirements, report requirements and regulatory reports, the Bidder must additionally provision for configuration/customization/development and delivery of a total of 50 reports/MIS from the Solution. Bank at its discretion may avail the development of any reports/MIS from the Solution. The Bidder has to provide a onetime cost for development of the 50 reports from the Solution. The Bank will pay the proportionate amount to the Bidder based on the number of reports delivered on a pro-rata basis post the satisfactory acceptance of the reports by the Bank.
Additional Customization beyond the RFP requirements:

- The Bank may require the Bidder to address additional requirements that are not either of the following:
  - Bug fixes
    - Gaps found during base version testing
    - Gaps against the functionalities in existing system

- The Bank will compensate the Bidder on the basis of a man day rate that will stay fixed through the contract period. This rate has to be provided by the Bidder. For TCO evaluation purposes, the man day rate will be multiplied by 180 for all bidders.

- The Bidder will have to ensure that the software provided as part of the Integrated OFSAA Solution project meets all the requirements described in this section and/or implemented in OFSA 4.5 and to carry out all customizations or development work as maybe required by the Bank at no additional license charge/fees/expenses. The Bidder will have to provide all the MIS reports as per the requirements of the Bank. The precise scope of the customization and development work to be undertaken by the Bidder will have to be as per the requirements of the Bank as described in the RFP.

- The Bidder will have to carry out all the customization related work at the premises of the Bank. The Bank and the bidders are responsible for Functional Requirements Specifications sign-off, UAT, UAT sign-off, Installation sign-off and Implementation sign-off. The Bidder will have to install and commission the software for customization and UAT as per Project Plan failing which the Bidder will have to be liable to pay the Bank the applicable penalty for delay (Liquidated damages). The Bidder will have to provide all tools, testing instruments, drivers, consumables, etc. required to install and customize and test the software free of any fees or charges or any expenses. The Bidder will have to document and submit to the Bank all the testing activities, procedures and results.

- The Bidder is required to ensure that the software provides interfaces to the other application systems at the Bank at no additional cost or fees or charges or expenses. The Bidder will have to provide the Bank weekly progress reports on the bugs/problems reported/points taken up with schedule of date of reporting, date of resolving, and status for all kind of bugs and problems whether reported by bank or Bidder staff. Customizations would be both with respect to the integrated OFSAA solution and interfaces that the Bank proposes to implement through the selected Bidder. The Bidder will be required to carry out data mapping, data gap identification, default values assumption specification, and use ETL tool/OFSAA native capability to transform and upload data extracted / available in the Operational Data Storage (ODS) / Enterprise Wise Data warehouse data model of the bank.

Module Integration

- The Bidder is expected to build integration between the modules under the scope.
- For such activity, the Bidder would have to make a system study, identify gaps, resolve the same, test all such scenarios and then implement the same into production.
- To ensure the total integration and functionalities of the system, the Bidder needs to integrate all the software modules. The Bidder will be responsible for fault detection and rectification. The Bidder is responsible to ensure that the integrated systems are fully functional.

Gap Identification and Resolution

- The Bidder has to provide all functionalities as offered by OFSAA and as mentioned in the FRSM.
- The Bidder will provide the Bank with the gap identification report along with the necessary solutions to overcome the gaps and the time frames.
• The Bidder will ensure that all gaps identified at the time of system testing will be immediately resolved.
• The Bidder will ensure that gaps pointed out by the audit and inspection teams, statutory and regulatory bodies, or any other third party agency engaged by the Bank will be immediately resolved.
• The Bidder 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 Bidder shall provide all statutory, regulatory and ad hoc MIS (Management Information System) reports as required by the Bank in the desired format during the initial phase of customization process.
• The Bidder shall provide for all subsequent changes to reports as suggested by the statutory and regulatory bodies from time to time immediately to the Bank at no additional cost to the Bank during the contract period.
• The Bidder shall provide all statutory, regulatory and ad hoc MIS (Management Information System) reports as required by the Bank in the desired format during the initial phase of customization process.
• The Bidder shall provide for all subsequent changes to reports as suggested by the statutory and regulatory bodies from time to time immediately to the Bank at no additional cost to the Bank during the contract period.
• The Bidder will give adequate time to the Bank for reviewing the gap report.
• The Bidder will incorporate all the suggestions made by the Bank to the gap report.
• The Bidder 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.
• The cost of all customizations as mentioned above is required to be included in the price bid and the Bank will not make any additional costs for such effort till go live. While costing the customization effort required, the Bidder should exclude the effort required from the Bank.
• The Bidder is expected to document all gaps observed by the Bank at various stages of implementation including their solution and monitor and track the status of the same throughout the implementation.

Testing

• The Bank proposes to conduct “User Acceptance Testing” ("UAT") for the Solution for the purpose of ensuring that all the functionalities requested for by the Bank are available and are functioning accurately.
• The Bidder 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 Bank expects the test environment to be available to the Bank at all times, for the purpose of testing. The Bank expects the Bidder to install the required components to set up the required test & development server at DC at the desired testing center of the Bank for the purpose of testing. The Bank plans to use the testing environment throughout the period of the contract.
• The Bidder will be responsible for preparing detailed test cases including test data.
• The Bidder will assist the Bank in conducting all the tests and analyzing/comparing the results. Bidder shall provide adequate full time resources conversant in all business areas, for trouble-shooting and resolving defects during the entire UAT process.
• Any deviations/discrepancies/errors observed during the testing phase will be formally reported to the Bidder and the Bidder will have to resolve them immediately or within the UAT approach and guidelines formulated between the Bidder and the Bank. The resolution timelines will be completely aligned to the project timeline of this RFP.
• The Bidder will be responsible for maintaining appropriate program change control and version control for all the modifications/enhancements carried out during the implementation/testing phase.
• The Bidder will be responsible for providing and updating system & user documentation as per the modifications.
Data Migration

- This section describes the scope for Data Migration to the new integrated OFSAA solution. The overview of the tasks pertaining to data available in electronic format is as follows for the Bidder:
- Formulating the Data Migration strategy and process documentation
- Performing data mapping exercise with the existing electronic data vs. new OFSAA application
- Providing checkpoint reports to ensure thorough reconciliation of the data, while ensuring data integrity
- Developing a Data Extraction program (to extract data from existing OFSA system)
- Furnish the data in a format that can be loaded into the proposed OFSAA application
- Perform the Data Upload activity
- Assist in performing checks to ensure data migration success (by way of providing comparator tools, etc)

Major Requirements

- Bidder will need to understand the file structure requirements of the existing applications. Bidder will have to provide facility in the tool to generate data files in the structure as required for upload to the new OFSAA application through ETL coding and automate the entire process.
- Data will be extracted from existing systems & Operational Data Storage and data files in the flat file/required file format. These flat files/required files will be validated and uploaded, the upload process will generate Exception, Error and Control reports to facilitate rectification of the data loaded.
- Bidder will be responsible for formulating the “Data Migration Strategy” and process documents.
- Bidder will take not more than 20 working days from date of commencement of project to prepare the “Data Migration Strategy” and process documents.
- Bidder will give the Bank adequate time to review and sign–off the Data Migration Strategy and process documents.
- All comments and suggestions of the Bank must be incorporated in the Data Migration Strategy and process documents before obtaining sign–off.
- Bidder may associate the Bank’s personnel proficient in the legacy systems for assistance during the data migration exercise.
- Identify areas of data mapping and suggest data requirements for the gaps identified.
- In the event of any gaps in the field mapping reports, the same would be discussed with the Bank and the agreed solution would be documented by Bidder and signed off from the Bank at no additional cost to the Bank. Bidder would give the Bank adequate time for the review of the agreed solution and incorporate the modifications as suggested by the Bank, Bidder shall ensure that workarounds or default values moved to the production database (or final output files) as a result of gaps in the field mapping are duly taken care of after successful migration to new OFSAA application and the Bank officials informed of the same in writing.
- The data upload tool has standard reports for reconciliation of the migrated data. Similar reports will have to be developed on the source system to facilitate end-to-end reconciliation of the migrated data. The Bank will perform checks on migrated data and reconcile the control reports to ensure that the data migration is successful.
- Bidder will be responsible to massage the data as per the software/upload format required by the solution.
- It will be the responsibility of Bidder to convey to the Bank, at least 30 days in advance from the date of migration, all the mandatory fields required for the functioning of the proposed applications that are not available in the existing application and those that need to be obtained by the Bank.
In the event the Bank is unable to obtain all the mandatory fields as conveyed by the Bidder, the Bidder shall suggest the most suitable workaround to the Bank. Bidder shall document the suggested workaround and sign-off should be obtained from the Bank for the suggested workaround.

Bidder has to ensure that only experienced personnel who have past experience in data migration activities are deployed for data migration process. Bidder has to submit the data migration team profiles as per the format Bio data.

Bidder will be responsible for uploading the data entered by the Bank through the manual data entry screens, programs/applications.

Bidder shall ensure that sufficient training is imparted to the data migration team of the Bank with regards to but not limited to data structure, field mapping requirements, field validations, default values and gaps in field mapping reports.

Bidder shall develop the data conversion programs to convert Bank’s data to required upload format. Bidder shall perform mock data migration tests to validate the conversion programs.

Bidder will be responsible for assisting the Bank in conducting the acceptance testing and in verifying the completeness and accuracy of the data migrated to the proposed OFSAA system.

The Bank or its consultants may, at its will, verify the test results provided by Bidder.

The Bank reserves the right “to audit”/“appoint an external auditor to audit” the process of data migration and/or the completeness and accuracy of the data migrated during the entire exercise of data migrations. The Bidder has to facilitate audit at no additional cost to the Bank.

Any gaps/discrepancy observed will be reported in writing to Bidder, who will act upon them and resolve the same immediately or within 5 working days from the day of reporting the same.

Bidder will be responsible to develop control reports for verification of the data both before and after migration.

Any deviations/discrepancies/errors observed during the testing phase will be formally reported to the Bidder and the Bidder will have to resolve them immediately.

Data Migration Activity Timelines

Bidder shall provide Data Migration services until the data is migrated successfully into the OFSAA production environment and the Bank goes live on the integrated OFSAA solutions.

Bidder shall provide dedicated on-site support during the data migration exercise in the mock/staging environment.

Training

The Bidder will be responsible for training the Bank’s employees in the areas of parameterization, implementation, migration, operations, management, error handling, system administration, etc. The training should at least cover the following areas:

- Functionality available in the solution
- Customization development
- Parameterization
- Data Migration (data mapping, field validations, default values, gaps in data migration, manual data entry programs etc.)
- Impact analysis
- Techniques of generating various MIS/EIS reports from the solution provided
- System and Application administration
- Log analysis and monitoring
The key trainings as per the RFP are mentioned below. The Bidders have to quote for the complete cost for conducting the training for the Bank users

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Training Type</th>
<th>Min. No. of Days/Weeks per Batch</th>
<th>Batches</th>
<th>No. of Trainees per batch</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Executive Awareness</td>
<td>1 day</td>
<td>1</td>
<td>15</td>
</tr>
<tr>
<td>2</td>
<td>Core Team training</td>
<td>3-5 days</td>
<td>1</td>
<td>15</td>
</tr>
<tr>
<td>3</td>
<td>Technical Users</td>
<td>3-5 days</td>
<td>1</td>
<td>15</td>
</tr>
</tbody>
</table>

- All the trainings would be held at the appropriate sites (Bidder and Bank premises as identified from time to time) and the Bidder has to organize the trainer/s.
- The Bidder will be expected to deliver to the Bank one (1) electronic copy of documentation for each of the deliverables and online context-sensitive help module included in the software to enable the Bank’s personnel to use and understand the operations of the deliverables. The Bank may make additional copies of the Bank specific documentation for their internal use.

**Phased Implementation**

- The Bidder has to implement the integrated OFSAA in a modular and phased manner.
- The Bidder will be responsible for installing the applications with all the customizations.
- The Bidder will set all the parameters in the application as accepted in the test environment. The Bidder shall be responsible for accuracy of the parameters set according to the business needs of the Bank.
- The Bidder will be responsible to migrate the OFSAA data as explained in “Data migration” section.

**Post Production Support**

- The Bidder will provide on-site full time support of one techno-functional analyst for 90 calendar days from go live date.

**Roll Out Plan:**

All timelines are from the first month (M1) which is the date of PO issuance by Bank. The timelines specified for each month in the below table are from the start to the end of that month. If however, this date is later or earlier than what is assumed, then the timeframes will be adjusted accordingly. The Bidder is expected to factor in all effort required to adhere to these timelines. The Bank will not accept any plea by the Bidder at a later date for deviating from these timelines on the pretext that the same was not explicitly mentioned in the RFP.

<table>
<thead>
<tr>
<th>Key Activities</th>
<th>M1</th>
<th>M2</th>
<th>M3</th>
<th>M8</th>
<th>M9</th>
<th>M1 1</th>
<th>M1 2</th>
<th>M13-15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete the setup and install the applications on the residing hardware at the data center for the Test and development environments.</td>
<td>within 2 months from date of PO issuance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complete the Core team training finalizes the BPD/Parameterization documentation with the Bank.</td>
<td>Within 3 months from date of PO issuance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complete functional User Acceptance</td>
<td>Within 8 months from date of PO issuance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Key Activities | M1 | M2 | M3 | M8 | M9 | M11 | M12 | M13-15
---|---|---|---|---|---|---|---|---
**testing** of the integrated ALM and business applications. Customization should be completed prior to start of UAT. (it is assumed the Bidder will conduct the SIT & unit testing prior to UAT) | | | | | | | |  
Complete **functional User Acceptance testing** of the integrated FTP/PM and business applications. Customization should be completed prior to start of UAT. (it is assumed the Bidder will conduct the SIT & unit testing prior to UAT) | Within 11 months from date of PO issuance | | | | | | |  
**Data Migration/Interface readiness** | Within 8 months from the date of PO issuance | | | | | | |  
Deploying the ALM (including Basel III) solution | To be implemented within 9 months and should be made live in production | | | | | | |  
Deploying FTP/PM the solution | To be implemented within 12 months and should be made live in production | | | | | | |  
Post Production Support | 3 months | | | | | | |  

### 3.4 Eligibility Criteria

- The PSP including OEM can either bid independently or through a SI.
- The bidder can form a consortium. The bidder should have back-to-back agreement with other consortium members and a copy of such agreement must be provided as part of the response to this RFP.
- The bidder should be a Government Organization/ PSU/ PSE/ public or private Limited Company/ Limited Liability Partnership.
- The BIDDER must have minimum global annual turnover of Rs. 50.00 Crores for each of the last three (3) audited annual financial statements. The BIDDER should have been in net profits at least in two years in each of those 3 years. However, net-worth for each of these years should be positive.
- The bidder should have two of the three proposed solutions implemented or under implementation in minimum one scheduled commercial bank in India. Bank means a Scheduled Commercial Bank in India having at least 300 branches as on date of the RFP.
  1. Asset Liability Management (ALM)
  2. Fund transfer pricing (FTP)
  3. Cost Allocations (PM)

Above implementations should have commenced within two previous years from date of this RFP. Necessary documents are to be submitted with the bid.
- For each of the above, the dates must be calculated as of the date of release of the RFP document.
- The BIDDER will however front-end the consortium and take overall responsibility for all the deliverables in respect of all the members in the consortium. The list of documents to be submitted in Support of the experience cited for the Eligibility Criteria are as below:
  - Financial statements i.e. Audited Balance sheet and Profit & Loss accounts for the last three years will have to be submitted.
  - Company should have been in existence for a minimum period of 5 years in India
- The bidder should not be black-listed by any Government department/PSU/PSE/Banks in India.
3.5 Cost of Bidding

3.5.1 The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.

3.5.2 Non-refundable cost of the bid amount of Rs. 25,000/- to be paid by means of a demand draft / pay order favoring ‘BOI_RFP_OFSA Solution’ payable at Mumbai. The cost of the bid is to be paid along with the Technical bid in a separate envelope superscripting ‘Cost of the Bid Document BOI_OFSA’. 
B. THE BIDDING DOCUMENTS

3.6 Contents of Bidding Documents

3.6.1 The products required, bidding procedures, and contract terms are prescribed in the Bidding Document. The Bidding Document includes:
(a) PART I - INVITATION TO BID
(b) PART II - RFP Schedule
(c) PART III - Instruction for Bidders
(d) PART IV - Terms and Conditions of Contract
(e) PART V - Project Requirements
(f) PART VI - Bid Forms, Price Schedules and other forms
(g) PART VII - Other Terms and Conditions.

3.6.2 The bidder is expected to examine all instructions, forms, terms and specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of the Bid.

3.7 Clarification of Bidding Documents

3.7.1 Bidder requiring any clarification of the Bidding Document may notify the Bank in writing at the address or by e-mail indicated in Part II on or before 19.07.2014 at 14.00 hrs.

3.7.2 A pre-bid meeting is scheduled on 21.07.2014 at 15.00 hrs. Relaxation in any of the terms contained in the Bid, in general, will not be permitted, but if granted, the same will be put up on Bank's Website. The queries are to be sent as per Annexure – Pre-Bid Queries.

3.8 Amendment of Bidding Documents

3.8.1 At any time prior to the deadline for submission of Bids, the Bank, for any reason, whether at its own initiative, or in response to a clarification requested by any/some prospective Bidder/s, may modify the Bidding Document, by amendment.

3.8.2 Notification of amendments, if any, will be put up on the Bank's Website and will be binding on all the Bidders.

3.8.3 In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of Bids.
C. PREPARATION OF BIDS

3.9 Language of Bid

3.9.1 The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid, exchanged by the Bidder and the Bank and Supporting documents and printed literature, shall be written in English.

3.10 Documents Comprising the Bid

3.10.1 Documents comprising the Technical Bid Envelope should be:

a) Bid Form as per Format 6.1.1 completed in accordance with the clauses in the Bid and duly signed by the authorized representative of the Bidder;

b) Documentary evidence establishing that the Bidder is eligible to Bid and is qualified to perform the contract as per Clause 3.14 of the Bidding Document, if its Bid is accepted;

c) Documentary evidence establishing that the products, systems and ancillary services to be supplied by the Bidder are eligible products and services and conform to Part V of the Bidding Document; and

d) A full description of the Technical Solution, which must provide an acceptable Solution to the Business requirements as described in the Technical & Functional Specifications, should be included. Any Technical Bid containing any price information will be rejected.

e) Bid security for Rs.25.00 lakhs furnished as specified in Clause 3.16 here-in. The bid security of Rs. 25,00,000/- either is to be paid by means of a demand draft / pay order favoring ‘BOI_RFP_OFSAA Solution_ Bid Security’ payable at Mumbai or by means of Bank Guarantee issued in Favour of the Bank of India by any other Commercial Bank other than Co-operative Banks for a minimum period of 6 months from the last date of the Bid submission with additional claim period of 12 months after expiry of guarantee. The bid security is to be given along with the Technical bid in a separate envelope superscripting ‘Bid Security_ BOI_OFSAA’

f) Details of Projects Handled / Referral Letters as per Clause 3.4

g) A Non-disclosure Agreement as per Format 6.2

h) Additionally a Masked price bid should be kept with the Technical bid i.e. Bill of Materials as per format 6.3, listing the components as listed in the Masked Price Schedule without indicating the price.

i) CVs of the professionals / Resources to be deployed in BOI for the entire duration of the Project should be included in the Technical Bid document.

j) In no circumstances the bidder should change the composition of the team. However, bidder should give an undertaking ensuring to replace the Resources with those having matching profile and experience in the case of exigencies.

k) Non-refundable cost of the bid amount of Rs. 25,000/- to be paid by means of a demand draft / pay order favoring ‘BOI_RFP_OFSAA Solution’ payable at Mumbai. The cost of the bid is to be paid along with the Technical bid in a separate envelope superscripting ‘Cost of the Bid Document BOI_OFSAA’.

While submitting the Technical Bid, literature on the software if any, should be segregated and kept together in one section/lot. The other papers like Bid Security, Forms as mentioned above, etc. should form the main section and should be submitted in one lot, separate from the section containing literature and annual accounts.

3.10.2 Documents comprising Price Bid Envelope, should be:
a) A Full Price Schedule of the Solution indicating all the components of the Solution in the format 6.3 with the prices, in a separate closed sealed cover.

b) The Bid as per Format 6.1.2 as furnished in the Bidding Documents duly signed by the Bidder and completed.

3.11. **Bid Form**

3.11.1 The Bidder shall complete both the two Envelopes of the Bid Form furnished in the Bidding Document separately, indicating the products to be supplied, a brief description of the products, their country of origin, quantity and prices and submit them simultaneously to the Bank. Bids are liable to be rejected if only one (i.e. Technical Bid or Price Bid) is received.

3.12. **Bid Prices**

3.12.1 The prices indicated in the Price Schedule shall be entered in the following manner:

a) The total price quoted must be inclusive of cost of providing services for installation, testing and commissioning of the Solution and warranty, all applicable taxes, duties, levies, charges etc., as also cost of incidental services such as transportation, insurance, training etc., exclusive of Sales tax and /or VAT payable in the respective State and Octroi or entry-tax or such similar tax, payable to Local Government / Municipal authorities.

b) Prices quoted as above shall be valid for a minimum period of 6 months from the last date for submission of the bid.

The **Vendor cannot quote for the Project in part**.

3.12.2 Prices quoted by the Bidder shall be fixed during the Bidder’s performance of the Contract and shall not be subject to variation on any account, including exchange rate fluctuations, changes in taxes, duties, levies, charges etc. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

3.13. **Bid Currencies**

3.13.1 Bids are to be quoted in Indian Rupees only.

3.14 **Documents Establishing Bidder’s Eligibility and Qualifications**

3.14.1 The Bidder shall furnish, as part of its Bid, documents establishing the Bidders’ eligibility to Bid and its qualifications to perform the Contract, if its Bid is accepted.

3.14.2 The documentary evidence of the Bidders’ qualifications to perform the Contract, if its Bid is accepted, shall establish to the Bank’s satisfaction:

a) that the Bidder has the Technical capability necessary to perform the Contract as per format 6.10 (Organization Profile);

b) that the related software expertise are already available to ensure that the Support services are responsive and the Bidder will assume total responsibility for the fault-free operation of the Solution Proposed and Maintenance during the warranty period and provide necessary Maintenance services after end of warranty period, for a period mentioned in Clause 7.7.
3.15. Documents Establishing Eligibility of Products and Conformity to Bidding Documents

3.15.1 The Bidder shall furnish, as part of its Bid, documents establishing the eligibility and conformity to the Bidding Documents of all products and/or System and/or services which the Bidder proposes to supply under the Contract.

3.15.2 The documentary evidence, of the eligibility of the products and/or System and/or services, shall consist of a statement (attached to the Price Schedule) of the country of origin of the products and/or System and/or services offered, which shall be confirmed by a certificate of origin issued at the time of shipment.

3.15.3 The documentary evidence of conformity of the products and/or System and/or services to the Bidding Documents may be in the form of literature, drawings, and data, and shall consist of:
   a) An item-by-item commentary on the Technical & Functional Specifications given in the Bid, demonstrating substantial responsiveness of the products and/or System and/or services to those specifications, or a statement of deviations and exceptions to the provisions of the Technical & Functional Specifications; and
   b) A confirmation that, if the Bidder offers systems and/or other software produced by another company, such software operates efficiently on the system Proposed by the Bidder; and the Bidder is willing to accept responsibility for its successful operation.

3.16 Bid Security

3.16.1 The bidder shall furnish, as part of its bid, a bid security of Rs.25 lacs as per clause 3.10.1(c).

3.16.2 The Bid security of Rs. 25,00,000/- is required to protect the Bank against the risk of Bidder's conduct, which would warrant the security's forfeiture.

3.16.3 The Bid security shall be denominated in Indian Rupees and shall be in one of the following forms:
   a) a bank guarantee issued by a nationalized / public sector bank in India, acceptable to the Bank, in the form as per format 6.4 provided in the Bid, valid for a minimum period of 6 months from the last date of submission with an additional claim period of 12 months after expiry of the guarantee. OR
   b) By means of a payorder/ Bank draft favouring ‘BOI_RFP_OFSAAR Solution_ Bid Security’ payable at Mumbai

3.16.4 Any Bid not secured, as above, will be rejected by the Bank, as non-responsive.

3.16.5 Unsuccessful Bidders’ Bid security will be discharged or returned as promptly as possible but not later than ninety (90) days after the expiration of the period of Bid validity (i.e. not later than prescribed by the Bank).

3.16.6 The successful Bidder's Bid security will be discharged upon the Bidder signing the Contract and furnishing the performance security as per format 6.6.

3.16.7 The Bid security may be forfeited:
   a) if a Bidder withdraws or amends its Bid during the period of Bid validity specified in
this document or;
b) if a Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of Service Level Agreement or
c) in the case of a successful Bidder, if the Bidder fails;
   (i) to sign the Contract; or
   (ii) to furnish Performance Bank Guarantee,
   (iii) execute Service Level Agreement

3.17 Period of Validity of Bids

Bids shall remain valid for a period of minimum 6 months from the last date of submission of the Bid. A Bid valid for a shorter period may be rejected by the Bank as non-responsive. In exceptional circumstances, the Bank may seek the Bidders’ consent for extension of the period of validity. The request and the responses thereto shall be made in writing. The Bid security provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its Bid security.

3.18 Format and Signing of Bid

3.18.1 Each Bid should be in two parts –

PART I - covering the Technical and Masked Price Bid (i.e. Bill of Material (BOM) without any price) and Qualification aspects hereinafter referred to as “Technical Bid”. The Technical Bid should contain the following documents in the given sequence in a separate envelop superscripting thereon ‘Technical Bid_BOI_RFP_OFSA’:

2. SI Profile - Format 6.14
3. Supporting documents for eligibility criteria - Format 6.15
4. Supporting documents for credential scoring
5. References - Format 6.16
6. Masked Commercial Offer - Format 6.3
7. Not Black listed – Self Declaration - Format 6.17
8. Technical Specifications – Refer PART V
9. Annexure - Implementation Methodology (Provide details of the implementation methodology including a list of the deliverables to be submitted to the Bank)
10. Annexure - Project Plan and Schedule (with project milestones)
11. Team Composition and Task Assignment - Format 6.19
12. Bio Data - Format 6.20
13. Annexure – Manpower deployment

PART II covering only the price schedules hereinafter referred to as the "Price Bid" in a separate envelop superscripting thereon ‘Price Bid_BOI_RFP_OFSA’.

These two parts will further be accompanied by two separate envelops consisting separately ‘BID Security’ & ‘Cost of the BID’ in the manner as was mentioned herein above in this document earlier. The two parts should be in two separate covers each super-scribed with the name of the Project mentioned in the Invitation to Bid, Bid No., as well as “Technical Bid” and “Price Bid” as the case may be, as detailed below. The superscription should also cover details regarding the Project etc., as required vide clause 3.19 below.
3.18.2 The Bid shall be typed or written in indelible ink and shall be signed by the authorized representative of the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature.

3.18.3 Any inter-lineations, erasures or overwriting shall be valid only if they are initialed by the person signing the Bids. The bank reserves the right to reject bids not confirming to above.
D. SUBMISSION OF BIDS

3.19. Sealing and Marking of Bids

3.19.1 The Bidders shall seal the envelopes containing “Technical Bid” and “Price Bid” separately and the two envelopes shall be enclosed and sealed in an outer envelope along with the two separate envelopes containing bid security and cost of the bid.

3.19.2 The inner and outer envelopes shall:

   a) be addressed to the Bank at the address given; and

   b) bear the Project Name **BOI/HO/MIS(IT): OFSAA:01 dated: 14/07/2014**

   c) All envelopes should indicate on the cover the name and address of the Bidder.

3.19.3 If the outer envelope is not sealed and marked, the Bank will assume no responsibility for the Bid’s misplacement or premature opening.

3.20. Deadline for Submission of Bids

3.20.1 Bids must be received by the Bank at the address specified, no later than the date & time specified in the RFP Schedule.

3.20.2 The Bank may, at its discretion, extend this deadline for the submission of Bids by amending the Bid Documents, in which case, all rights and obligations of the Bank and Bidders, previously subject to the deadline, will thereafter be subject to the deadline as extended.

3.21. Late Bids

3.21.1 Any Bid received by the Bank after the deadline for submission of Bids prescribed, will be rejected and returned unopened to the Bidder.

3.22. Modification and Withdrawal of Bids

3.22.1 The Bidder may modify or withdraw the Bid after the Bid’s submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Bank, prior to the deadline prescribed for submission of Bids.

3.22.2 The Bidder’s modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A withdrawal notice may also be sent by Fax, but followed by a signed confirmation copy, postmarked not later than the deadline for submission of Bids.

3.22.3 No Bid may be modified after the deadline for submission of Bids.

3.22.4 No Bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of a Bid during this interval may result in the Bidder’s forfeiture of its Bid security.
E. OPENING AND EVALUATION OF BIDS

3.23 Opening of Bids by the Bank

3.23.1 The Bidders’ names, Bid modifications or withdrawals and the presence or absence of requisite Bid Security and such other details as the Bank, at its discretion, may consider appropriate, will be announced at the Bid opening. No bid shall be rejected at bid opening, except for late bids and other irregularities, which shall be returned unopened to the Bidder.

3.23.2 Bids (and modifications sent), that are not opened at Bid Opening, shall not be considered further for Evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.

3.24 Clarification of Bids

3.24.1 During Evaluation of the Bids, the Bank, at its discretion, may ask the Bidder for clarification of its Bid. The request for clarification and response shall be in writing, and no change in the prices or substance of the Bid shall be sought, offered or permitted.

3.25 Preliminary Examination

3.25.1 The Bank will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the Bids are generally in order.

3.25.2 The Bank may, at its discretion, waive any minor infirmity, non-conformity, or irregularity in a Bid, which does not constitute a material deviation.

3.25.3 Prior to the detailed Evaluation, the Bank will determine the substantial responsiveness of each Bid to the Bidding Document. For purposes of these Clauses, a substantially responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without material deviations. Deviations from, or objections or reservations to critical provisions, such as those concerning Bid Security, Cost of Bidding document, Applicable Law, Performance Security, Qualification Criteria, Insurance, Warranty, AMC and Force Majeure will be deemed to a material deviation. The Bank’s determination of a Bid’s responsiveness is to be based on the contents of the Bid itself, without recourse to extrinsic evidence. The Bank reserves the right to evaluate the bids on Technical & functional parameters including visit to inspect live site/s of the Vendor and witness demos of the system and verify functionalities, response times, etc.

3.25.4 If a Bid is not substantially responsive, it will be rejected by the Bank and may not subsequently be made responsive by the Bidder by correction of the non-conformity. The Technical Evaluation will take into account the capability of the bidder to implement the Proposed Solution.

3.25.5 Only those bidders whose Technical bids have been found substantially responsive would be intimated by the Bank about their responsiveness and about the revised/updated Technical & Functional Specification (if any) arising out of normalization (if any). In case of normalization and/or revision, they would also be advised to submit fresh “Price Bid” which should either be equal to or less than the Prices quoted in the Original Price Bid. The Original and revised price bids as above would then be opened in the presence of the bidders’ representatives on a specified date and time to be intimated to the respective bidders. The lower of the two prices quoted by the bidders shall only be reckoned for the purpose of price Evaluation.
3.26. Evaluation and Comparison of Price Bids

3.26.1 Bill of Materials (Masked Price schedule) submitted along with Technical Bid will be first evaluated and if the bank, during the Evaluation, deems it fit, may request bidder to revise the bill of materials submitted at the same price originally quoted in the pricing schedule. If the bidder does not agree to revise the same within 5 days from the date of notification to revise, the price bid submitted will be considered non-responsive and accordingly rejected.

3.26.2 The Bank may use the services of external consultants for bid Evaluation

3.26.3 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the Successful Bidder does not accept the correction of the errors, its Bid will be rejected, and its Bid security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.

3.26.4 The Bank’s Evaluation of a Price Bid will take into account, in addition to the Bid price quoted, one or more of the following factors:

a) deviations in payment schedule from that which is specified;
b) delivery schedule offered in the bid;
c) the annual Maintenance costs;
d) Other specific criteria indicated in the Bid and/or in the Technical & Functional Specifications.

3.26.5 Evaluation Criteria

The objective of evolving this Evaluation methodology is to facilitate the selection of the most cost-effective Solution that appropriately meets the Business requirements of the bank. The system Integrator needs to cover the entire functional requirement as given in RFP.

The bid would be first evaluated for the eligibility criteria, then for technical soundness and then for the financials. All bids shall be evaluated by an Evaluation Committee set up for this purpose by the Bank.

The evaluation will be a four-phase process:-

- Phase 1 – Eligibility Criteria Evaluation
- Phase 2 – Technical Proposal Evaluation
- Phase 3 – Commercial Bid Evaluation
- Phase 4 – Weighted Evaluation

The Evaluation of the various options presented to the Bank to identify the best Technology/Application solution for their Integrated OFSAA solution requirements is based on the following broad parameters:

- Implementation Capabilities
- Business Case

The Bank would use an internal scoring mechanism to score each of the RFP responses with appropriate apportionment of scores.
The Technical evaluation and the Commercial evaluation shall have the weight-age of 70% and 30% respectively for evaluation, and this weight-age shall be taken into consideration for arriving at the Successful Bidder. The evaluation methodology vis-à-vis the weight-ages are as under:

**Phase 1 - Eligibility Criteria Evaluation**

The Bidder needs to comply with all the eligibility criteria mentioned in Eligibility Criteria. **Non-compliance to any of these criteria would result in outright rejection of the Bidder's proposal and/or partner.** The Bidder is expected to provide proof for each of the points for eligibility evaluation. The proof provided has to be in line with the details mentioned in Eligibility Criteria. Any credential detail mentioned in Eligibility Criteria that is not accompanied by relevant proof documents will not be considered for evaluation. All credential letters should be as per format specified in Annexure – Experience Format and should be appropriately bound, labeled and segregated in the respective areas. There is no restriction on the number of credentials a Bidder can provide. There will be no scoring involved in the Eligibility Bid evaluation.

The decision of the Bank would be final and binding on all the Bidders to this on the outcome of the eligibility bid evaluation. The Bank may accept or reject an offer without assigning any reason what so ever. The bank guarantee of non-eligible/qualified Bidder(s) at Phase 1 will be returned to such Bidders. The Bank will send a letter to such Bidders to collect it within the specified period.

**Phase 2 – Technical Proposal Evaluation**

The Bidders meeting the eligibility criteria as laid out in Eligibility criteria along would be shortlisted for the Phase 2 – Technical Proposal Evaluation.

This evaluation will be carried out on a total score of 200 on the basis of the following evaluation parameters defined in this section.

The evaluation methodology is further broken down into sub areas as under.

<table>
<thead>
<tr>
<th>#</th>
<th>Proposal Bid Evaluation</th>
<th>Sub Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Credential strengths</td>
<td>100</td>
</tr>
<tr>
<td>2</td>
<td>Manpower</td>
<td>50</td>
</tr>
<tr>
<td>3</td>
<td>Bidder presentations</td>
<td>50</td>
</tr>
</tbody>
</table>

**Maximum Technical Proposal Bid Evaluation Score** 200

Note: To qualify in technical bid and to be shortlisted for next phase of commercial bid evaluation, minimum 70% score (i.e.140 score) out of total 200 score assigned to technical proposal evaluation is necessary.

The technical evaluation would involve the following major areas:

**Credential strengths of Bidder/Consortium Partner**

The Evaluation Matrix has been split as follows

<table>
<thead>
<tr>
<th>#</th>
<th>Number of relevant credentials of proposed ALM solution implemented or under implementation in a Bank in India</th>
<th>Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1 relevant credential</td>
<td>10 marks</td>
</tr>
<tr>
<td></td>
<td>Number of relevant credentials of proposed FTP solution implemented or under implementation in a Bank in India</td>
<td>Marks</td>
</tr>
<tr>
<td>---</td>
<td>---------------------------------------------------------------------------------------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td>1</td>
<td>1 relevant credential</td>
<td>10 marks</td>
</tr>
<tr>
<td>2</td>
<td>2 or more relevant credentials</td>
<td>20 marks</td>
</tr>
<tr>
<td></td>
<td>Number of relevant credentials of proposed PM solution implemented or under implementation in a Bank in India</td>
<td>Marks</td>
</tr>
<tr>
<td>1</td>
<td>1 relevant credential</td>
<td>10 marks</td>
</tr>
<tr>
<td>2</td>
<td>2 or more relevant credentials</td>
<td>20 marks</td>
</tr>
<tr>
<td></td>
<td>Credential for having implemented or under implementation the proposed ALM, FTP, PM solution in a single bank in India</td>
<td>Marks</td>
</tr>
<tr>
<td>1</td>
<td>1 relevant credential</td>
<td>20 marks</td>
</tr>
<tr>
<td></td>
<td>Credential for having implemented or under implementation the proposed Basel III liquidity solution in a bank in India</td>
<td>Marks</td>
</tr>
<tr>
<td>1</td>
<td>1 relevant condition</td>
<td>20 marks</td>
</tr>
</tbody>
</table>

**Note:**

i. Bank means a Scheduled Commercial Bank in India having at least 300 branches as on date of the RFP

ii. Bidder/Partner has to provide the
    a. implementation certificate from the relevant customer as per the format specified in Annexure – Experience format or
    b. Purchase Orders issued by the customer for undertaking the implementation

iii. Proposed application implementation experience needs to be in the 6.x version of product

iv. Proposed application implementation experience should vest end to end implementation (requirement, design, build, test) responsibility with bidder/partner

v. Only India implementation experience will be considered for the scoring as per this Annexure

vi. If the bidder subcontracted application implementation project to any other vendor, both subcontracted vendor and bidder will be scored on credential. Projects commenced within previous two years from date of RFP will be considered.

**Manpower**

- The Bidder should have pool of OFSAA resources.
- These resources should have been involved in at least one OFSAA 6.x project
- For greater than 10 resources – 50 marks, 8-10 resources – 25 marks, 5-7 resources – 10 marks & Less than 5 resources – No mark. Marking will be based on
resources size the bidder is having and proven by their profile to be submitted by the bidder.

**Bidder presentation**

The Bank will require the Bidders to make presentations regarding the various aspects of the proposed solutions. This process will also enable the Bank to clarify issues that may be identified from the Bidders’ responses to the RFP. The Evaluation Committee decided by the Bank would be scoring the presentation made by the Bidders at Bank’s premises based on a structured questionnaire based on the Bank’s (BoI) project broadly across the following:

<table>
<thead>
<tr>
<th>#</th>
<th>Evaluation of the Bidder Presentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Project Execution Methodology</td>
</tr>
<tr>
<td>2</td>
<td>Solution Architecture and Design – Key Features and Functionalities</td>
</tr>
<tr>
<td>3</td>
<td>Data Migration/Interface approach and methodology</td>
</tr>
<tr>
<td>4</td>
<td>Adherence to Project Timelines</td>
</tr>
<tr>
<td>5</td>
<td>Execution Competency (Solution Accelerators, Functional &amp; Technical Competency)</td>
</tr>
<tr>
<td>6</td>
<td>Approach and Resource Commitment (People profiles of all key personnel as part of this project)</td>
</tr>
</tbody>
</table>

**Phase 3 - Commercial Bid Evaluation**

The Bidders scoring a minimum of 70% score based on the detailed evaluation in Phase 2 – Technical Proposal Evaluation would be qualified and shortlisted for the Phase 3 – Commercial Bid Evaluation.

The Technical evaluation and the Commercial evaluation shall have the weight-age of 70% and 30% respectively for evaluation, and this weight-age shall be taken into consideration for arriving at the Successful Bidder.

**Note:**
- In case there is variation between numbers and words; the value mentioned in words would be considered.
- The bidder needs to provide unit cost for all components and services; unit rates would be considered finally.
- In the event the bidder has not quoted or mentioned the component or services required, for the purpose of evaluation, the highest value of the submitted bids for that component or services would be used to calculate the TCO. However, for the purposes of payment and finalization of the contract, the value of the lowest bid would be used.

**Phase 4 - Weighted Evaluation**

Weighted score of each bidder will be calculated for all qualified Bidders using the following formula:


\[ \frac{C_{\text{low}}}{C} X + \frac{T}{T_{\text{high}}} (1 - X) \]

‘C’ stands for price quoted by each bidder; ‘C (low)’ stands for the lowest price quoted by any of the bidders amongst all the bidders. ‘T’ stands for technical evaluation score(S) for each of the bidders and ‘T (high)’ stands for the score of the technically highest Bidder. ‘X’ is equal to 0.3 representing 30% value for price bid.

There would be a weightage of 70% to the Technical Proposal Evaluation and 30% for the Commercial Bid Evaluation. The maximum marks (Total score) for Technical and Commercial proposals would be 100. It would be normalized as under:-

The proposals will be ranked in terms of total points scored. The proposal with the highest total points (H-1) will be considered first for award of contract.

Based on the present value (PV) quoted by the Bidder in the Commercial Bid, Bidders will be ranked with Commercial 1 (‘L1’) as the Bidder having the lowest cost followed by the respective Bidder.

<table>
<thead>
<tr>
<th>#</th>
<th>Bidder</th>
<th>Technical Evaluation Marks (T)</th>
<th>PV (in INR cr.)</th>
<th>( \frac{T}{T_{\text{high}}} \ast 0.70 = (A) )</th>
<th>( \frac{C_{\text{low}}}{C} \ast 0.30 = (B) )</th>
<th>Score (S) =A+B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ABC</td>
<td>925</td>
<td>18</td>
<td>(925/950)*0.70 = 0.682</td>
<td>(16/18)*0.30 = 0.267</td>
<td>0.948</td>
</tr>
<tr>
<td>2</td>
<td>XYZ</td>
<td>900</td>
<td>16</td>
<td>(900/950)*0.70 = 0.663</td>
<td>(16/16)*0.30 = 0.300</td>
<td>0.963</td>
</tr>
<tr>
<td>3</td>
<td>UVW</td>
<td>950</td>
<td>21</td>
<td>(950/950)*0.70 = 0.700</td>
<td>(16/21)*0.30 = 0.229</td>
<td>0.929</td>
</tr>
</tbody>
</table>

‘C (low)’ in this case is 16 crore and ‘T (high)’ is 950. In the above example, XYZ, with the highest score becomes the successful Bidder.

### 3.26.6 Evaluation Methodology in case of Normalisation:

Please note that in case of normalization, the bids submitted after normalization would be evaluated as per the evaluation methodology above.

### 3.26.7 For factors retained in the Bid, one or more of the following quantification methods will be applied:

(a) **Delivery Schedule:**

The products and/or Systems and/or Services covered under this invitation is to be supplied, installed and commissioned within the period mentioned in 7.14. No credit will be given to early deliveries. An adjustment of 0.5% of the Bid price per week or part of week will be added for Evaluation of Bids offering delayed deliveries accepted by the Bank.

(b) **Deviation in payment schedule.**

The TCC Clause 4.18 stipulates the payment schedule offered by the Bank. If a Bid deviates from the schedule and if such deviation is considered acceptable to the Bank, the Bid will be evaluated by calculating interest earned for any early payment involved, in the terms outlined in the Bid as compared with those stipulated in this invitation, at the rate of 18% per annum.
(c) **Quotation of Prices for all Items.**

The Bidder should quote for complete consignment of items Proposed/listed in this Bid. In case, prices are not quoted by any Bidder for any specific item / Product / service, for the purpose of Evaluation, the highest of the prices quoted by other Bidders participating in the bidding process will be reckoned as the notional price for that product /service, for that Bidder. However, if selected, at the time of awarding of Contract, the lowest of the price(s) quoted by other Bidders (whose Price Bids are also opened) for that product /service will be reckoned. This shall be binding on all the Bidders.

3.27 **Contacting the Bank**

3.27.1 No Bidder shall contact the Bank on any matter relating to its Bid, from the time of opening of Bid to the time the Contract is awarded.

3.27.2 Any effort by a Bidder to influence the Bank, in its decisions on Bid Evaluation, Bid comparison or contract award, may result in the rejection of the Bidder's Bid.
F. AWARD OF CONTRACT

3.28. Post-qualification

3.28.1 All the bids, after their Evaluation on the parameters mentioned above, would be arranged in descending order and the contract would be awarded to the bidder (successful bidder), whose bid has been evaluated to be the highest weighted score, as per the Evaluation criteria.

3.29. Award Criteria

3.29.1 The Bank will award the Contract to the successful Bidder, who has been determined to qualify to perform the Contract satisfactorily, and whose Bid has been determined to be substantially responsive, and is the highest evaluated Bid.

3.30. Bank’s Right To Accept Any Bid and to reject any or All Bids.

3.30.1 The Bank reserves the right to accept or reject any Bid, and to annul 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 the Bank’s action.

3.31. Notification of Award

3.31.1 Prior to expiration of the period of Bid validity, the Bank will notify the successful Bidder in writing or by fax, that its Bid has been accepted.
3.31.2 The notification of award will constitute the formation of the Contract.
3.31.3 Upon the successful Bidder’s furnishing of Performance Security, the Bank will promptly notify each unsuccessful Bidder and will discharge its Bid security.

3.32. Signing of Contract

3.32.1 At the same time as the Bank notifies the successful Bidder that its’ Bid has been accepted, the Bank will send the Bidder the Contract Form as per format 6.5, incorporating all agreements between the parties.
3.32.2 Within the period prescribed in clause 7.4, from the date of receipt of the Form of contract, the successful Bidder shall sign and date the Contract and return it to the Bank.

3.33. Performance Security

3.33.1 Performance Security in the required format to be submitted by the successful bidder as per Clause 4.6

3.33.2 Failure of the successful Bidder to comply with the requirement of Clause 3.31.2, 3.32.1 and 3.32.2 shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid security, in which event; the Bank may make the award to the next highest evaluated Bidder or call for new Bids.
### 3.34 Timelines for the Project Implementation

<table>
<thead>
<tr>
<th>Phase</th>
<th>Activity</th>
<th>Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Customization, upgrade &amp; UAT of ALM Module</td>
<td>8 Months from the award of contract</td>
</tr>
<tr>
<td>II</td>
<td>Customization, upgrade &amp; UAT of LRM Module</td>
<td>8 Months from the award of contract</td>
</tr>
<tr>
<td>III</td>
<td>Customization, upgrade &amp; UAT of FTP Module</td>
<td>11 Months from the award of contract</td>
</tr>
<tr>
<td>IV</td>
<td>Customization, upgrade &amp; UAT of Profitability Module</td>
<td>11 Months from the award of contract</td>
</tr>
<tr>
<td>V</td>
<td>Live</td>
<td>12th Month</td>
</tr>
</tbody>
</table>

**Note:** Not withstanding anything said above, the Bank reserves the right to reject / award the contract to any vendor or cancel the entire process without assigning reasons thereto.

**********
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<th>Topic</th>
<th>Clause No.</th>
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<td>4.20</td>
<td>Liquidated Damages</td>
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<td>4.5</td>
<td>Patent Rights / Intellectual Property Rights</td>
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<td>4.6</td>
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<td>Advice of completion of implementation &amp; delivery of Documents</td>
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<td>Addresses for Notices</td>
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<td>4.10</td>
<td>Incidental Services</td>
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<td>Taxes and Duties</td>
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<td>4.11</td>
<td>Warranty</td>
<td>4.30</td>
<td>Supplier Integrity</td>
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<tr>
<td>4.12</td>
<td>Post Warranty Support &amp; Services</td>
<td>4.31</td>
<td>Supplier’s obligations</td>
</tr>
<tr>
<td>4.14</td>
<td>Payment</td>
<td>4.33</td>
<td>Site Preparation and Installation</td>
</tr>
<tr>
<td>4.15</td>
<td>Prices</td>
<td>4.34</td>
<td>Installation / Commissioning of Software</td>
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<td>4.16</td>
<td>Change Orders</td>
<td>4.35</td>
<td>Technical Documentation</td>
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<td>4.17</td>
<td>Contract Amendments</td>
<td>4.36</td>
<td>Right to use defective product</td>
</tr>
<tr>
<td>4.18</td>
<td>Assignment</td>
<td>4.37</td>
<td>Repeat Orders</td>
</tr>
<tr>
<td>4.19</td>
<td>Delay in Supplier’s Performance</td>
<td>xxxxxx</td>
<td>xxxxxxxxxxxxxxxxxxxxxxxxxxxxx</td>
</tr>
</tbody>
</table>
TERMS AND CONDITIONS OF CONTRACT (TCC)

4.1. Definitions

In this Contract, the following terms shall be interpreted as indicated:

4.1.1. "Solution" means a package of Application software required for OFSAA; all interfaces to Data Warehouse and other data sources, database, third party utilities, middleware, etc. as Proposed by the Supplier, all seamlessly integrated to work together on the Banks network to meet the Functional Requirements of the Bank indicated in PART V of this document.

4.1.2 “Supplier” is the successful Bidder, who has been determined as qualified to perform the Contract satisfactorily, and whose Bid has been determined to be substantially responsive, and is the lowest evaluated Bid.

4.1.3 “The Contract” means the agreement entered into between the Bank and the Supplier, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein;

4.1.4 “The Contract Price” means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations;

4.1.5 “The Product” means all of the software or software’s, database, middleware, operating systems and/or other materials which the Supplier is required to supply to the Bank under the Contract;

4.1.6 “The Services” means those services ancillary to the supply of the Products, such as transportation and insurance, installation, commissioning, customization, provision of Technical assistance, training, Maintenance and other such obligations of the Supplier covered under the Contract;

4.1.7 “TCC” means the Terms and Conditions of Contract contained in this section;

4.1.8 “The Project sites” means the branches of the Bank along with the administrative offices, as specified by the Bank;

4.1.9 ‘System’ means a Computer System consisting of all Software, etc., which should work together to provide the services as mentioned in the Bid and to satisfy the Technical and Functional Specifications mentioned in the Bid.

4.1.10 ‘Software’ means Application/System software, Database, Middleware and other third party utilities, which will seamlessly integrate with the environment described in this document, without any hitch or hindrance.

In case of a difference of opinion on the part of the Bidder in comprehending and/or interpreting any Clause / Provision of the Bid Document after submission of the Bid, the interpretation by the Bank shall be binding and final on the Bidder.
4.2 Country of Origin / Eligibility of Services

4.2.1 All services to be rendered under the Contract shall have their origin in eligible source countries, as per the prevailing Import Trade Control Regulations in India.

4.2.2 For the purposes of this clause, “origin” means the place from which the services are supplied.

4.3 Standards

4.3.1 The services rendered under this Contract shall conform to the Industry standards and those mentioned in the Technical Specifications, and, when no applicable standard is mentioned, to the authoritative standards appropriate to the country of origin of services. Such standards shall be the latest issued by the institution concerned.

4.4 Use of Contract Documents and Information

4.4.1 The Supplier shall not, without the Bank’s prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, sample or information, furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the Supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend, only as far as may be necessary, for purposes of such performance.

4.4.2 The Supplier shall not, without the Bank’s prior written consent, make use of any document or information enumerated in this Bidding Document, except for purposes of performing the Contract.

4.4.3 Any document, other than the Contract itself, enumerated in this Bidding Document shall remain the property of the Bank and shall be returned (all copies) to the Bank on completion of the Supplier’s performance under the Contract, if so required by the Bank.

4.4.4 The Bidder shall sign a Non-disclosure Agreement as per Format 6.2.

4.5 Patent Rights/Intellectual Property rights

4.5.1 In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the services or any part thereof in India, the Supplier shall act expeditiously to extinguish such claim. If the Supplier fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Supplier shall be responsible for the compensation to claimant, including all expenses, court costs and lawyer fees. The Bank will give notice to the Supplier of such claim, if it is made, without delay. The Supplier shall indemnify the Bank against all third party claims.

4.6 Performance Security

4.6.1 Within the period prescribed under Clause 7.3, from date of receipt of the notification of Contract award, the Supplier shall furnish to the Bank, the Performance Security for an amount as per Clause 7.6 valid up to the period specified in clause 7.5.

4.6.2 The proceeds of the performance security shall be payable to the Bank as compensation for any loss resulting from the Supplier’s failure to complete its obligations under the Contract.
4.6.3 The Performance Security shall be denominated in Indian Rupees and shall be by way of a bank guarantee issued by a nationalized / public sector bank in India (other than Bank of India), acceptable to the Bank, in the Format 6.6 provided in the Bid.

4.6.4 The performance security will be discharged by the Bank and returned to the Supplier, not later than the period specified in clause 7.11, following the date of completion of the Supplier’s performance obligations under the Contract, including any warranty obligations under the contract, and following receipt of a performance guarantee for the annual Maintenance, equal to an amount specified in clause 7.15.

4.6.5 In the event of any contract amendment, the Supplier shall, within the period mentioned in clause 7.3 after receipt of such amendment, furnish the amendment to the Performance Security, rendering the same valid for the duration of the Contract, as amended for further period specified in clause 7.3. In the event of any correction of defects or replacement of defective software/products/equipment/system during the warranty period, the warranty for the corrected / replaced software/products/equipment/system shall be extended to a further period specified in clause 7.7. The performance guarantee for a proportionate value shall be extended by the period mentioned in clause 7.10, over and above the extended warranty period.

4.7 Inspection and Quality Control Tests

4.7.1 The Bank reserves the right to carry out inspection by a team of Bank Officials, of any of the existing live installations of the Supplier, referred to in the Technical Bid or demand a demonstration of the Solution Proposed on a representative model in the bidder’s office.

4.7.2 The Bank’s right to inspect, test and, where necessary, reject the Products after the Products’ arrival at the destination, shall in no way be limited or waived by reason of the Products having previously been inspected, tested, and passed by the Bank or its representative, prior to the Products’ shipment from the place of origin.

4.7.3 Nothing stated hereinabove shall in any way release the Supplier from any warranty or other obligations under this Contract.

4.7.4 Manuals / Documentation

4.7.4.1 Before the products/system is/are taken over by the Bank, the Supplier shall supply Technical /systems manuals for all implementation and for all interfaces etc. Operation and Maintenance manuals for all implementation, covering at least the operations needed to start, run the system during Operational day, close, restore, archive, recover from failures, and transfer to fallback system/site including Business continuity plan are to be provided by the vendor. The manuals shall be in English.

4.7.4.2 Unless and otherwise agreed, the implementation shall not be considered to be completed for the purpose of taking over, until such manuals have been supplied to the Bank.

4.7.4.3 The Supplier shall provide one set of User Manual and Security Manual for the Application software implemented. The Supplier shall also provide one Soft copy of each of the Manuals. Soft and Hard copy User manuals shall be provided, commensurate with number of installations in the Bank.

4.8 Acceptance Tests and Certificates:

4.8.1 Acceptance Tests are to be conducted by the SI along with the Bank employees. On successful completion of the acceptance tests, receipt of deliverables, etc., and after the
Solution runs successfully for three months after going live and Bank is satisfied with the working of the Solution /system, the acceptance certificate in Format 6.9, signed by the Supplier and the representative of the Bank will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the system/Solution Proposed.

4.9 Advice of completion of implementation and delivery of Documents

4.9.1 Three copies of Supplier’s invoice showing contract number, implementation services done, unit price and total amount along with Bank’s acknowledged advice of completion of implementation should be given to the Bank on completion of each phase/project.

4.10. Incidental Services

4.10.1 The incidental services to be provided are as under:

(a) Furnishing manuals for each appropriate unit of the Supplied Products, as mentioned under Clauses 4.7 and 4.39 of TCC;

4.11 Warranty

4.11.1 The Supplier warrants that the implementation services supplied under the Contract are of the most recent version and that they incorporate all recent improvements in design and/or features. The Supplier further warrants that all implementations under this Contract shall have no defect, arising from design or from any act or omission of the Supplier that may develop under normal use of the implemented Products in the conditions prevailing in India.

4.11.2 The minimum warranty period shall be the period of clause 7.7. The Supplier shall, in addition, comply with the performance guarantees specified under the Contract. If, for reasons attributable to the Supplier, these guarantees are not attained, in whole or in part, the Supplier shall, make such changes, modifications, and/or additions to the Products or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract, at its own cost and expense, and to carry out further performance tests.

4.11.3 The Bank shall promptly notify the Supplier in writing of any claims arising under this warranty.

4.11.4 Upon receipt of such notice, the Supplier shall, with all reasonable speed, repair or rectify the defective services, without cost to the Bank.

4.11.5 If the Supplier having been notified fails to remedy the defect(s) within the period specified in clause 7.9, the Bank may proceed to take such remedial action as may be necessary, at the Supplier’s risk and expense, and without prejudice to any other rights, which the Bank may have against the Supplier under the Contract.

4.11.6 Warranty/Uptime

a) Minimum Warranty for implementation services provided by the Bidder or his associates or supplied and customized to Bank's requirements, shall be for minimum period specified in Clause 7.7 after it is delivered, installed and commissioned.

b) Any requirement/change/modification required by the bank will have to be carried out by the identified vendor.
c) Any rectification required in the implementation due to inherent bugs in the System Software / off-the-shelf software shall also be rectified by the Supplier or his associates, free of cost, within a reasonable period.

d) The maximum response time for a Support / complaint from the site of installation (i.e. time required for Supplier’s Maintenance engineers to report to the installations after a request call / fax / e-mail is made or letter is written) shall not exceed 3 (three) hours.

e) Supplier/his representative shall solve the implementation problem within maximum 6 (six) hours of reporting of the problem by the Bank to the Supplier's nearest office by phone, fax, e-mail or letter.

4.12 Post Warranty Support & Services

4.12.1 Supplier should provide post warranty support & services as per price schedule format 6.3 point No. 5 for a minimum period of 5 years after warranty.

4.13 Training

4.13.1 The SI should provide training to personnel identified by BOI on functional, Operational and administration of OFSAA Solution. The administrative training program has to be provided to 15 officers of BOI.

1. The training program should be of required duration and with a batch size as mutually agreed by BOI and the SI as per clause 7.12.
2. Training should include training aids such as online tutorials, hard copies and soft copies of the manuals, etc.
3. The SI should provide detailed training plan for this purpose.

4.14 Payment

4.14.1 Payment for each phase shall be made in Indian Rupees for installing and commissioning the Solution as per following terms:

   a) 15% of the payment will be released after completion of system specifications
   b) 15% of the payment will be released after completion of design
   c) 60% of the payment will be released after the completion of UAT
   d) 10% of the payment will be released after 1 month of Go Live

4.14.2 Post Implementation Support:

   The payment will be released after reviewing the satisfactory support service at each occasion

4.14.3 Additional Reports:

   The cost will be released soon after the UAT of the additional reports, if any.

4.14.4 Payment against Bank Guarantees:

   i. For all the payments to be made against bank guarantees, the bank guarantees shall be issued by a nationalized / public sector bank in India (other than Bank of India), acceptable to the Bank as per Format 6.7

   ii. Payment shall be made in Indian Rupees
4.15 **Prices**

4.15.1 Prices payable to the Supplier as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, changes in taxes, duties, levies, charges, etc.

4.16 **Change Orders**

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

   (a) Place of delivery;
   (b) Technical and functional specifications
   (c) Services to be provided by the Supplier.

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

4.17 **Contract Amendments**

4.17.1 No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by the parties.

4.18 **Assignment**

4.18.1 The Supplier shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Bank’s prior written consent.

4.19 **Delays in the Supplier’s Performance**

4.19.1 Delivery of the Products and performance of Services shall be made by the Supplier, in accordance with the time schedule prescribed by the Bank in Clause 7.14.

4.19.2 If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions impeding timely performance of Services, the Supplier shall promptly notify the Bank in writing of the fact of the delay, the likely duration and its cause(s). As soon as practicable, after receipt of the Supplier’s notice, the Bank shall evaluate the situation and may, at its discretion, extend the Suppliers’ time for performance, with or without liquidated damages, in which case, the extension shall be ratified by the parties by amendment of the Contract.

4.19.3 Except as provided in the above clause, a delay by the Supplier in the performance of its delivery obligations shall render the Supplier liable to the imposition of liquidated damages, unless an extension of time is agreed upon without the Application of liquidated damages.

4.20 **Liquidated Damages**
4.20.1 If the Supplier fails to perform any or all of the Services, within the time period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5 percent per week or part thereof of contract price, subject to maximum deduction of 5% of the delivered price of the delayed Products or unperformed services for each week or part thereof of delay, until actual delivery or performance. Once the maximum deduction is reached, the Bank may consider termination of the Contract.

4.21 Termination for Default

4.21.1 The Bank, without prejudice to any other remedy for breach of Contract, by a written notice of default sent to the Supplier, may terminate the Contract in whole or in part:

(a) if the Supplier fails to deliver any or all of the Services within the period(s) specified in the Contract, or within any extension thereof granted by the Bank;

OR

(b) if the Supplier fails to perform any other obligation(s) under the Contract.

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

4.22 Force Majeure

4.22.1 Notwithstanding the provisions of TCC, the Supplier shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if and to the extent that delay in performance, or other failure to perform its obligations under the Contract, is the result of an event of Force Majeure.

4.22.2 For purposes of this clause, “Force Majeure” means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

4.22.3 If a Force Majeure situation arises, the Supplier shall promptly notify the Bank in writing, of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Supplier shall continue to perform its obligations under the Contract, as far as is reasonably practical, and shall seek all reasonable alternative means for performance, not prevented by the Force Majeure event.

4.23 Termination for Insolvency

4.23.1 The Bank may, at any time, terminate the Contract, by giving written notice to the Supplier, if the Supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier, provided that, such termination will not prejudice, or affect any right of action or remedy, which has accrued or will accrue thereafter, to the Bank.

4.24 Termination for Convenience

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

4.25 Resolution of Disputes

4.25.1 The Bank and the Supplier shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.

4.25.2 If, the Bank and the Supplier have been unable to resolve amicably a Contract dispute even after a reasonably long period, either party may require that the dispute be referred for Resolution to the formal mechanisms specified herein below. These mechanisms may include, but are not restricted to, conciliation mediated by a third party and/or adjudication in an agreed national forum.

4.25.3 The dispute Resolution mechanism, to be applied, shall be as follows:

(a) In case of disputes or differences arising between the Bank and the Supplier, relating to any matter, arising out of or connected with this agreement, such disputes or differences shall be settled in accordance with the Arbitration and Conciliation Act, 1996. Where the value of the Contract is above Rs.1.00 Crore, the arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by the Purchaser and the Supplier. The third Arbitrator shall be chosen by mutual discussion between the Purchaser and the Supplier.

(b) Arbitration proceedings shall be held at Mumbai, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;

(c) The decision of the majority of arbitrators shall be final, and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf, shall be borne by each party itself; and

(d) Where the value of the contract is Rs.1.00 Crore and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator should be appointed by agreement between the parties.

4.26 Governing Language

4.26.1 The governing language shall be English.

4.27 Applicable Law

4.27.1 The Contract shall be interpreted in accordance with the laws of the Union of India, and the Bidder shall agree to submit to the courts under whose exclusive jurisdiction the Registered Office of the Bank falls.

4.28 Addresses for Notices

4.28.1 The following shall be the address of the Bank and Supplier.

Bank’s address for notice purposes:
4.28.2 A notice shall be effective when delivered or on effective date of the notice, whichever is later.

4.29 Taxes and Duties

4.29.1 The Supplier will be entirely responsible for all applicable taxes, duties, levies, charges, license fees, road permits, etc. in connection with delivery of products at site, including incidental services and commissioning. Payment of Octroi, entry-tax, etc., alone, if applicable, will be made at actuals, on production of suitable evidence of payment by the Supplier.

4.29.2 Income / Corporate Taxes in India:

The Supplier shall be liable to pay all corporate taxes and income tax, that shall be levied according to the laws and regulations applicable from time to time in India, and the price bid by the Supplier shall include all such taxes in the contract price.

4.29.3 Tax deduction at Source:

Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall effect such deductions from the payment due to the Supplier. The remittance of amounts so deducted, and issuance of certificate for such deductions shall be made by the Bank as per the laws and regulations in force. Nothing in the Contract shall relieve the Supplier from his responsibility to pay any tax that may be levied in India, on income and profits made by the Supplier in respect of this contract.

4.29.4 The Supplier’s staff, personnel and labour, will be liable to pay personal income taxes in India, in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and the Supplier shall perform such duties in regard to such deductions thereof, as may be imposed on him by such laws and regulations.

4.30 Supplier’s Integrity

The Supplier is responsible for and obliged to conduct all contracted activities in accordance with the contract, using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.

4.31 Supplier’s obligations

The Supplier is obliged to work closely with the Bank’s staff, act within its own authority and abide by directives issued by the Bank and Implementation activities.
The **Supplier** will abide by the job safety measures prevalent in India, and will free the Bank from all demands or responsibilities, arising from accidents or loss of life, the cause of which is the **Supplier**'s negligence. The **Supplier** will pay all indemnities arising from such incidents, and will not hold the Bank responsible or obligated.

The **Supplier** is responsible for managing the activities of its personnel or sub-contracted personnel, and will hold itself responsible for any misdemeanors.

The **Supplier** will treat as confidential, all data and information about the Bank, obtained in the execution of his responsibilities, in strict confidence, and will not reveal such information to any other party, without the prior written approval of the Bank.

**4.32 Site preparation and installation**

The Bank is solely responsible for the construction of the hardware site in compliance with the Technical and environmental specifications. The Bank will designate the installation site before the scheduled installation date, to allow the Supplier to perform a site inspection to verify the appropriateness of the sites, before the installation / commissioning of the software.

**4.33 Installation/Commissioning of Software**

The Supplier is responsible for all implementation of project. The Supplier will test all system operations, and accomplish all adjustments, necessary for successful and continuous operation of the software at all installation sites.

**4.34 Technical Documentation**

The Technical Documentation, involving detailed instruction for operation, and Maintenance of the implementation of the project, is to be delivered. The language of the documentation should be English.

**4.35 Right to use defective product**

If, after delivery, acceptance and installation and within the guarantee and warranty period, the operation or use of the product is found to be unsatisfactory, the Bank shall have the right to continue to operate, or use such product until rectification of defects, errors or omissions by partial, or complete rectification is made, without interfering with the Bank’s operations.

**4.36 Repeat Orders**

4.36.1 The bank reserves the right to re-negotiate the price with the bidder for downward revision of the prices.
## PART V: FUNCTIONAL REQUIREMENTS

<table>
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<tr>
<th>5.1</th>
<th>Required Functionalities(ALM,LRM)</th>
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</table>
| 1   | **The solution should be enterprise wide & forward-looking Asset and Liability & Liquidity Management.**  
   - It should cover all assets, liabilities and derivatives, including constant installment loans and non-maturing deposits |
| 1.1 | *Leverages a multi-factor behavior model to permit the forecasting of optional cash flows* |
| 1.2 | *Uses precise modeling of contractual and optional cash flows* |
| 1.3 | *Features an integrated credit and market risk, core banking-Finacle, Treasury, GPC-Core Banking, Market Data etc.* |
| 1.4 | *Manages Liquidity Risk and Interest Rate Risk and compliance* |
| 2   | **Static ALM Analysis** |
| 2.1 | **Static Liquidity Analysis**  
Liquidity mismatches or gaps are computed in the form of cash flow balance sheet which should listed the summed principal and/or interest cash flow for the periods defined in the chosen time-band structure. |
| 3   | **Interest Rate Risk Management**  
- **Earning Perspective**  
- **Economic Perspective** |
| 3.1 | **Earning Perspective** – the re-pricing balance sheet sums up all chosen position according to the time-band in which the next re-pricing or the maturity occurs to assess interest rate sensitive gaps: |
| 3.1.1 | *Earnings at Risk(EaR)* – the impact of an immediate interest rate shift on the net interest income over 12 months. |
| 3.2 | *Economic (Market) value Analysis* - Computes fair values for all the assets and liabilities position which the fair value/Market value/economic value of the residual part of capital. |
| 4   | *Duration Analysis* – It should provide measurement of yield curve risk of each maturity by computing key rate duration which enables the impact of each of the maturities rate on the economic value of the balance sheet. |
| 5   | **Maturity gap analysis**: (to measure the interest rate sensitivity of earnings) |
6 **Interest Rate Gap Report**

6.1 **Gap analysis should be:**

*Compute the Gap* i.e. Liquidity and IR including

i) all Assets and Liabilities

ii) RSA and RSL

6.2 **Compute the Cumulative Gap (C.G.)**

1. C.G. as % of Total Assets
2. C.G. as % of Earning Assets
3. C.G. as % of Equity

7 **Dynamic ALM** : module simulation to forecast balance sheet, estimate net interest income and interest rate margins over the planning period in a dynamic business and market environment.

7.1 • Variable volume model

7.2 • Group volume model

7.3 • Transfer volume model

7.4 • Formula volume model

7.5 • Rollover volume model

7.6 • Facility usage model

8 **Liquidity Measurement Approaches**

8.1 **Stock approach and Cash Flow approach**

8.1.1 • Key Ratios are:

8.1.1.1 - Loan to Asset Ratio

8.1.1.2 - Loan to Core Deposits

8.1.1.3 • Purchased Funds to Total Assets

8.1.1.4 • Loan losses/net loan

9 **Liquidity Risk – Measurement**

**Liquidity Ratios**

9.1 • Volatile Liability Dependence Ratio – Temporary Assets

9.2 • Growth in Core Deposits to growth in assets

9.3 • Loans + mandatory SLR + mandatory CRR + Fixed Assets) /Total Assets

9.4 • (Loans + mandatory SLR + mandatory CRR + Fixed Assets) / Core Deposits

9.5 • Temporary Assets/Total Assets

9.6 • Temporary Assets/ Volatile Liabilities

9.7 • Volatile liabilities/Total Asset
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<th>Basel III – Liquidity Ratios</th>
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<td>• Liquidity Coverage Ratio (LCR)</td>
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<td>10.2</td>
<td>• Net Stable Funding Ratio (NSFR)</td>
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<td>10.3</td>
<td><strong>Tools for Measuring and Managing funding requirements</strong></td>
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</table>

| 10.4| Calculation of cumulative surplus or deficit of funds at selective maturity dates             |
| 10.5| Cash flows to be placed in different time buckets based on the behavior of assets, liabilities and off balance sheet items |
| 10.6| Variance analysis at least half yearly                                                        |
| 10.7| Impact of prepayment of loans, premature closure of deposits and exercise of put and call options after specified time. |
| 10.8| Difference of cash inflows and outflows in each time buckets                                  |

| 11  | **Structural Liquidity statement** – Domestic and Foreign branches i.e. Statements of Structural Liquidity into user define time buckets with cumulative cash outflows in the respective time buckets in order to recognize the cumulative impact on liquidity. |

| 12  | Short Term Dynamic Liquidity                                                               |
| 13  | All Statutory Liquidity Report                                                             |
| 14  | **Liquidity Stress Testing** with user defines simulation sets. This should be forward-looking analysis includes the definition of different Liquidity Risk scenarios with different levels of severity. It should also define of some specific models for ascertain liquidity risk i.e. option exercise models, sell-off models, rollover models and facility usage models. |

| 15  | Simulation:                                                                                 |
| 16  | • Product Modeling                                                                         |
| 17  | • Prepayment Modeling                                                                      |
| 18  | • Cash Flow Modeling                                                                       |
| 19  | • Maturity Model                                                                           |
| 20  | **Modeling**                                                                               |

Modeling off-balance sheet instruments; Ability to specify user-defined buckets for cash flow modeling/ forecasting; Ability to generate comparisons of cash flows between scenarios; On-maturity product modeling

| 21  | **Value At Risk (VaR)** Over a given time horizon, under normal market conditions, at a given level of certainty. |
| 22  | **Earnings At Risk (EaR)** - Over a given time horizon, under normal market conditions, at a given level of certainty. |

| 23  | **Amortization type for cash flow modeling**                                               |
|     | Provides a robust cash flow engine which supports Conventional amortization (EMI), Principal only payment, Balloon Payments and |

| 24  | **Multi-Entity Configuration and Handling Capabilities**                                   |
|     | The application should be entirely multi-entity and multi currency capable. ALM reports should be generated on a single IT platform. Users can access the report depending on their rights/appurtenance to the entity. |

<p>| 25  | <strong>Risk Coverage Strategies (Hedging)</strong>                                                    |
|     | Provision for definition of ‘hedge’ products to evaluate hedge strategies; Separate definition of hedge instruments; |
| 26 | Capital Adequacy Analysis |
| 27 | Behavioral analysis of assets and liabilities |
| 28 | <strong>New Business Characteristics</strong> |
|     | Ability to define the characteristics of the new business in terms of Term distribution of new business added during each forecast period; Pricing linked to market/ interest / rates |
| 29 | <strong>Credit Valuation Adjustment as per BASEL III requirement [CVA]</strong> |</p>
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<th><strong>System Requirements (MFTP)</strong></th>
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<tr>
<td>1.0.1</td>
<td>Should calculate cost of fund / transfer price rate at the account level</td>
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<tr>
<td>1.0.2</td>
<td>Should also calculate and report separately following adjustments at account level over and above cost of funds. Such as:</td>
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<tr>
<td>1.0.2.1</td>
<td>* prepayment option cost (applicable mostly to term loans) - to be calculated based on likelihood of the option being exercised using simulation techniques such as monte carlo</td>
</tr>
<tr>
<td>1.0.2.2</td>
<td>* break funding charges (applicable to term liabilities) - to calculate economic loss if the term liability is withdrawn prematurely</td>
</tr>
<tr>
<td>1.0.2.3</td>
<td>* incentives - to calculate incentive applied to a product based on bank policy</td>
</tr>
<tr>
<td>1.0.2.4</td>
<td>* any other adjustments - such as liquidity premium, new product incentive etc applied depending on the bank's FTP policy</td>
</tr>
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</table>
| 1.0.3 | The bank expects to move to matched maturity funds transfer pricing framework. Hence the system should support matching of following to generate transfer rate for determinate maturity products:  
   1. Principal Cash Flows  
   2. Duration  
   3. Weighted Term  
   4. Average Life  
   5. Tenor |
| 1.0.4 | System should support following methods to generate transfer rate for indeterminate maturity products:  
   1. Moving averages  
   2. Weighted moving averages  
   3. Weighted tenor rates  
   4. Constant spread to coupon rate  
   5. Constant spread to yield curve |
| 1.0.5 | System should support lock-in of spread for fixed rate products and re-calculation at reset for repricing products |
| 1.0.6 | System should support mid period repricing |
| 1.0.7 | Calculation of TP rate could be on the basis of original term or remaining term. This should be a user driven choice. |
| 1.0.8 | Should allow definition of prepayment assumptions for FTP calculation. System should support the following prepayment models at minimum: |
| 1.0.8.1 | Early redemptions for deposits |
| 1.0.8.2 | Multi factor prepayment models |
| 1.0.8.3 | Single factor prepayment model |
To validate the results, TP rates need to be reconciled with excel/manual calculations, at least during the test runs. For this purpose, the solution should provide date-wise cashflows at account level and cashflow calculation audit trail. The user should be allowed to pick up the account / number of accounts he wants to validate and generate audit trail for.

Should provide calculation of more than one TP rate for chosen accounts. This is required in scenarios where bank would like to test impact of two different TP methods simultaneously.

Solution should calculate transfer charge & transfer Credit using calculate TP rates and make it available for reporting at the account level.

Solution should also summarize transfer charge / credit results by product / branch and store in summary ledger format for P&L reporting.

Solution should support Partial Withdrawal from Deposits.

The system should support migration of funds transfer rates from a prior period to the next processing period in the eventuality that there is no change in any contractual parameters. Propagation of such rates reduces processing cycle time.

System to be able to generate profitability at Product, Customer, Branch, Zone and Circle etc level as per bank's FTP Policy.

System should support risk-based pricing models (Parameterisable).

System should meet the enterprise wide transfer pricing requirements of the Bank, across various verticals of the Bank, such as Large Corporate, Mid Corporate, MSME, Retail, PCD Agri.

### System Requirements (Profitability Module)

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1.1</td>
<td>Solution should provide a user interface to design business rules to allocate / apportion or assign costs.</td>
</tr>
<tr>
<td>1.1.2</td>
<td>Should support top-down, bottom-up or a mix of both for cost allocations. Top down method involves full absorption cost allocations. Bottom up method requires calculation of standard unit costs per activity / transaction.</td>
</tr>
<tr>
<td>1.1.3</td>
<td>Should support allocation of costs on the basis of drivers available either within the system (such as transaction counts, business volume) or required to be fed / extracted from other sources (such as head counts, area occupied).</td>
</tr>
<tr>
<td>1.1.4</td>
<td>The solution should be capable of calculating standard unit costs, if required.</td>
</tr>
<tr>
<td>1.1.5</td>
<td>Should provide an intuitive user interface to construct cost allocation rules. Rules should not be a black box and should not require technical help for initial set up or any changes thereafter.</td>
</tr>
<tr>
<td>1.1.6</td>
<td>Should follow a ‘debit / credit’ convention to allocate costs. Typical the cost source center will be show a ‘debit’ and the recipient of the cost will show a ‘credit’.</td>
</tr>
</tbody>
</table>
1.1.7 Should provide trace back facility on allocations to view origination of costs, basis of allocation and business entities impacted

1.1.8 Should provide a facility to undo or roll back cost allocations without impacting actual data. Should however alert the user wherever there are dependancies

1.1.9 Should store relevant MIS details at customer / account level to facilitate enriched profitability reporting. Example customer demographics, segmentation

1.1.10 Should store relevant information at account level that can facilitate cost allocations. Example number of ATM transactions - required to allocate ATM maintenance cost to a retail banking customer

1.1.11 Bank may want to allocate only certain chosen costs at the branch or the head office. The systems will be expected to filter such costs for allocations.

1.1.12 Should show a report of allocated and unallocated costs

1.1.13 Should show a reconciliation report before and after allocations

1.1.14 Should allow change in cost drivers over time

1.1.15 Should support definition of allocations at a chosen level of detail - at account, customer, business entity /branch level

1.1.16 Should support allocation of capital.

5.4 Security

BOI needs to control the data accessibility and commands that can be executed by a user, according to their status and privileges. All access needs to be provided via personal identification and authentication. The system rights will be defined as per the role hierarchy within BOI. Access to the system must be through secured passwords. Logging of users accessing the system and monitoring of online activity needs to be provided as part of the Solution. In addition the Bank would also like to allow for user permissions to be set by work area (or folder).

5.5 Hardware Requirements

The required hardware infrastructure setup for the system is available with the Bank. Bank has procured the Exadata X4 for its Enterprise Data Warehouse requirements at Primary and Secondary locations. The same is required to be utilized for the implementation of the OFSAA. With regard to running of the application software, Web Server and Reporting server, the Bank will provide the required hardware.

5.6 Network Requirements

Please provide the details of the network requirements for the Proposed Solution.

5.7 Backup and Recovery

The bidder is required to implement and use the infrastructure setup provided by the Bank for backup and recovery.
1. The Proposed Solution should provide monthly validation of database backup. Service includes restoration of database from backup media and validation that all database components are present and not defective. An electronic report of the results is provided at completion of validation.
2. The time window available for backup will be between 10 pm and 2 am.
3. The full backup must be taken at the end of the week, whereas incremental backups must be taken every day. At any given point in time at least two full backups and a week of incremental backups must be maintained.

5.8 Platform installation and administration – To be done by the bidder

5.9 Updates & Upgrades – To be done by the bidder

5.10 Disaster Recovery

Bank WILL setup the DR Site as parallel activity. The successful SI has to coordinate with the Bank to setup the DR facility for OFSAA. No hardware is required to be quoted for the same.

5.11 Warranty Service

The SI must Support the Solution Implemented under the contract for OFSAA components as defined below.

5.12 Software and Database

The SI has to ensure the following:

1. Undertake immediate bug fix actions in the event of software failure causing an interruption of operation of the Host Centre and/or Branch systems as per the response / Resolution times defined in Table A. During the event of any failure (software /hardware /network /etc), the Solution should continue to function seamlessly.
2. Notify about all the detected software errors and correct them in the shortest possible time.
3. The SI will be responsible for notification of new versions / releases of all the provided software including the environmental and Support software and supervise their Implementation in mutually agreed deadlines.
4. Service records must be maintained at the Helpdesk for software warranty Support. In addition, calls to the Helpdesk must be tracked including the disposition and subsequent Resolution of problem. These records are to be reviewed monthly with the Bank.
5. The software service must be conducted in a manner not compromising the security and integrity of Bank’s data and not compromising the quality of operation of BOI, particularly the services rendered to Customers.
6. Conduct DR drills in conjunction with the Bank.
Table A: Service Response & Resolution Time

<table>
<thead>
<tr>
<th>Issue Classification</th>
<th>Warranty Period</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Response Time</td>
</tr>
<tr>
<td>Severity1</td>
<td>0.5hours</td>
</tr>
<tr>
<td>Severity2</td>
<td>1hour</td>
</tr>
<tr>
<td>Severity3</td>
<td>2hours</td>
</tr>
</tbody>
</table>

Severity 1: Any issue which results in either the users not being able to use the system or loss of data resulting in breakdown in the normal functioning of the Bank.

Severity 2: Any issue which results in the system failure but there is an immediate work around available or any issue resulting in an impact on the performance of the system.

Severity 3: Any bug or issue which does not impact normal functioning of the system.

5.13 Onsite Support

The SI will provide onsite Operational and Technical Support for the OFSAA during the entire period of the Project including warranty and warranty periods starting from go-live. The vendor should get the consent of the Bank for the on-site engineers prior to their posting.

Warranty periods starting from go-live. The vendor should get the consent of the Bank for the on-site engineers prior to their posting. The services to be provided are as follows:

- CVs of the professionals / Resources to be deployed in BOI for the entire duration of the Project including post warranty period should be included in the Technical Bid document.
- In no circumstances, the bidder should change the composition of the team. However, bidder should give an undertaking ensuring to replace the Resources with those having matching profile and experience in the case of exigencies.
- Providing BOI with daily hardware utilization reports and alerting BOI in case of any performance issues or hardware up-gradation requirements.
- Note: The threshold will be mutually defined at the time of the requirements gathering phase.
- Switching to the DR site in case of system failure.

5.14. Data governance

Please provide the framework to be adopted for managing the quality, consistency, reliability, usability, security, data integrity and availability of the Solution.

5.15. Deliverables

1. Project Management
• Comprehensive Project Management Plan for each phase of the Project must be provided prior to the inception of the phase. It should include the following processes and timelines:

  • Project Implementation Schedule
  • Requirements Management Process
  • Change Management Process
  • Release Management Process
  • Knowledge Management Process
  • Quality Control/Testing plan
  • Documentation Management Process
  • Project Communication Plan

b. Weekly Progress Reports
c. Dashboards to track milestones and Issue Logs
d. Risk Assessment Plan
e. Knowledge Transfer Plan
f. Governance Structure for the Project

2. Solution Implementation

a. Implementation and customization of the OFSAA software tools to address all functional areas as defined in the RFP.

b. Documentation Requirements - The SI must deliver at the minimum documentation on the following for each Solution implementation:

  • Data Migration Strategy
  • System Requirement Specifications
  • Application Design Document
  • Test Plan and Reports
  • Operations Manual
  • Installation Log

Application Documentation: The following minimum documentation (hardcopy and soft copy) for all the proposed software Applications Components must be made available in English.

1. General functional description
2. Set up and installation guide
3. User guide including:
   a. Screen layouts
   b. Report layouts
   c. Transaction processing rules
   d. Operation authorization descriptions
   e. Error correction procedure descriptions
4. System administrator guide including:
   a. Data base administration guide
   b. Data backup guide
   c. System security and access guide
   d. System audit trail guide
   e. Glossary of terms

• Meta Data Management and Maintenance Documentation
• Specify more if any

5.16. Environment Set-up and configuration
Detailed documentation on system setup and configuration of the User Acceptance Test (UAT), production, DR, development and testing environments configurations and the Backup and Restore procedures for each of these environments. Also provide detailed documentation on fall back/disaster recovery procedures and shifting back to normal production.

5.17. Team Requirements for BOI

Please provide the details of the team structure required to be provided by BOI, for each individual Solution Component, by the phase of the Project. Also, indicate the required Resources to Support the Solution for the warranty and post warranty Support.

5.18 History Data and Archival

At any given point in time 10 years of historic data must be maintained in the Data warehouse to allow for regulatory requirements. Users must be allowed to query historic data. Data will be archived on a rolling basis to ensure that there is no loss of data. It must be possible to restore the archived data for specific queries by the regulators / users.
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<td>6.19</td>
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<tr>
<td>6.20</td>
<td>Bio Data</td>
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<tr>
<td>6.21</td>
<td>Consortium Details</td>
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<tr>
<td>6.22</td>
<td>(Not Required)</td>
</tr>
</tbody>
</table>
FORMAT – 6.1.1

BID FORM (TECHNICAL BID)
(to be included in Technical Bid Envelope)

Date: ..............................

To:

Bank of India,
Information Technology Department,
Head Office
Mumbai-400 051.

Gentlemen:

Re.: Providing OFSAA Upgrade Service
Ref: Your RFF Ref: BOI/HO/MIS(IT): OFSAA:01 dated: 14/07/2014

~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver the OFSAA Solution, in conformity with the said Bidding documents.

We undertake, if our Bid is accepted, to deliver, install and commission the Solution in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to 10 percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid, which shall remain binding upon us.

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

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.

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

Dated this ........ day of ......................... 2014

________________________________________
(Signature) (Name) (In the capacity of)

Duly authorized to sign Bid for and on behalf of _________________________________
FORMAT – 6.1.2

BID FORM (PRICE BID)
(to be included in Price Bid Envelope)

Date :..............................

To:
Bank of India,
Information Technology Department,
Head Office
Mumbai-400 051.

Gentlemen:

Re.: Providing OFSAA Upgrade Service
Ref: Your RFF Ref: BOI/BO/MIS(IT): OFSAA:01 dated: 14/07/2014

~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we,

the undersigned, offer to supply and deliver the captioned Solution, in conformity with the said

Bidding documents as may be ascertained in accordance with the schedule of Prices attached

herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver, install and commission the system in accordance

with the delivery schedule specified in the Schedule of Requirements.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to 10 percent of

the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Bank up

to the period prescribed in the Bid which shall remain binding upon us.

Until a formal contract is prepared and executed, this Bid, together with your written acceptance

thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above

contract, we will strictly observe the laws against fraud and corruption in force in India namely

“Prevention of Corruption Act 1988”.

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

Dated this ....... day of ....................... 2014

(Signature) (Name) (In the capacity of)

Duly authorized to sign Bid for and on behalf of _________________________________
FORMAT 6.2
NON-DISCLOSURE AGREEMENT

WHEREAS, we, ________________________________________, having Registered Office at ________________________________________, hereinafter referred to as the COMPANY, are agreeable to offer the Solution and Services for OFSAA Solution to Bank of India, having its registered office at Star House, C-5, G Block, Bandra Kurla Complex, Mumbai – 400 051, hereinafter referred to as the BANK and, WHEREAS, the COMPANY understands that the information regarding the Bank’s OFSAA Solution shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the COMPANY understands that in the course of submission of the offer for the said OFSAA Solution and Services and/or in the aftermath thereof, it may be necessary that the COMPANY may perform certain jobs/duties on the Bank’s properties and/or have access to certain plans, documents, approvals or information of the BANK;

NOW THEREFORE, in consideration of the foregoing, the COMPANY agrees to all of the following conditions, in order to induce the BANK to grant the COMPANY specific access to the BANK’s property/information

The COMPANY will not publish or disclose to others, nor, use in any services that the COMPANY performs for others, any confidential or proprietary information belonging to the BANK, unless the COMPANY has first obtained the BANK’s written authorization to do so;

The COMPANY agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the COMPANY for the purpose of submitting the offer to the BANK for the said OFSAA Solution and Services, will not be disclosed to during or subsequent to submission of the offer to the BANK, to anyone outside the BANK.

The COMPANY shall not, without the BANK’s written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the COMPANY for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Authorized Signatory
Name:
Designation:

Office Seal:
Place
Date:
<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Item Description</th>
<th>Total Cost exclusive of all taxes/levies etc</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>OFSA-ALM</strong> Application listed in the RFP including building Interfaces / Project Management / Requirement Study / design / coding / existing Customization and Reports / testing / UAT / Training (Both Technical and Functional) / Deployment / Post Deployment &amp; Support / Cost of Installation, Implementation (for both DC and DRC) as per Scope of work defined in the RFP and Go Live</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td><strong>OFSA-FTP</strong> Application listed in the RFP including building Interfaces / Project Management / Requirement Study / design / coding / existing Customization and Reports / testing / UAT / Training (Both Technical and Functional) / Deployment / Post Deployment &amp; Support / Cost of Installation, Implementation (for both DC and DRC) as per Scope of work defined in the RFP and Go Live</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td><strong>OFSA-PM</strong> Application listed in the RFP including building Interfaces / Project Management / Requirement Study / design / coding / existing Customization and Reports / testing / UAT / Training (Both Technical and Functional) / Deployment / Post Deployment &amp; Support / Cost of Installation, Implementation (for both DC and DRC) as per Scope of work defined in the RFP and Go Live</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td><strong>OFSA-LRM</strong> Application listed in the RFP including building Interfaces / Project Management / Requirement Study / design / coding / existing Customization and Reports / testing / UAT / Training (Both Technical and Functional) / Deployment / Post Deployment &amp; Support / Cost of Installation, Implementation (for both DC and DRC) as per Scope of work defined in the RFP and Go Live</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Cost of Additional Customization effort &amp; Change Management, if any (as per Man-days applicable across the contract period and post implementation - for evaluation purpose as 30 days)</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Cost for development of additional MIS/Reports (for evaluation purpose as 50 Reports)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cost for Post Implementation Support up to 3 Months from Go Live</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---------------------------------------------------------------</td>
<td></td>
</tr>
</tbody>
</table>

Authorized Signatory
Name:
Designation:

Office Seal:
Place
Date:

**Important Notes:**

Detailed Specifications of all Software Modules, Components as above to be attached separately in the Technical Bid, Supported by Technical Literature/Product Catalogues/Brochures, etc. This is Mandatory.

1. Price quoted should be inclusive of all costs, duties, levies, taxes and all other applicable charges excluding Sales tax/VAT, road tax, Octroi etc. as applicable in respective State,
2. No increase in costs, duties, levies, taxes, charges, etc., irrespective of reasons (including exchange rate fluctuations, etc.) whatsoever, shall be admissible during the currency of the Contract.
3. All items included are to be quoted. Quote Functional Module-wise charges, as applicable.
4. Service Tax as applicable at the prevalent rates.
5. Bidders to strictly quote in the format and for periods as mentioned above.
6. Warranty period post Go Live should not be less than 3 months.
FORMAT 6.4

BID SECURITY FORM

Whereas ........................................... (hereinafter called “the Bidder”) has submitted its Bid dated ........................................... (date of submission of Bid) for the supply of ........................................... (name and/or description of the Products/system) (hereinafter called “the Bid”).

KNOW ALL PEOPLE by these presents that WE ........................................... (name of bank) of ........................................... (name of country), having our registered office at ........................................... (address of bank) (hereinafter called “the Bank”), are bound unto ........................................... (name of Purchaser) (Hereinafter called “the Purchaser”) in the sum of _________________________ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this ____ day of ________ 2012.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of Bid validity specified by the Bidder on the Bid Form; or

2. If the Bidder, having been notified of the acceptance of its Bid by the Purchaser during the period of Bid validity:

   (a) Fails or refuses to execute the Contract Form if required; or

   (b) Fails or refuses to furnish the performance security, in accordance with the Instruction to Bidders.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including forty five (45) days after the period of the Bid validity, i.e. up to ________, and any demand in respect thereof should reach the Bank not later than the above date.

(Signature of the Bidder’s Bank)

Note: Presence of restrictive clauses in the Bid Security Form such as suit filed clause/clause requiring the Purchaser to initiate action to enforce the claim etc., will render the Bid non-responsive.
FORMAT 6.5
CONTRACT FORM

THIS AGREEMENT made the ......day of.............................., 2002. Between
............................................(Name of Purchaser) (hereinafter called “the Purchaser”) of the one part and
............................................ (Name of Supplier) of ............................ (City and Country of Supplier) (hereinafter
called "the Supplier") of the other part :

WHEREAS the Purchaser invited Bids for certain Products and services
viz.,.................................(Brief Description of Products and Services) and has accepted a Bid
by the Supplier for the supply of those Products and services in the sum of .........................
(Contract Price in Words and Figures) (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are
respectively assigned to them in the Conditions of Contract referred to.

2. The following documents of Bid No.: BOI/HO/MIS(IT): OFSAA:01 dated: 30/06/2014
shall be deemed to form and be read and construed as part of this Agreement, viz.:
   a) the Bid Form and the Price Schedule submitted by the Bidder;
   b) the Bill of Material;
   c) the Functional Specifications;
   d) the Terms and Conditions of Contract;
   e) the Purchaser’s Notification of Award;
   f) Schedule of Dates, Amounts etc. (SDA)

3. In consideration of the payments to be made by the Purchaser to the Supplier as
hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the
Products and services and to remedy defects therein, in conformity in all respects with
the provisions of the Contract.

4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of
the Products and services and theremedying of defects therein, the Contract Price or
such other sum, as may become payable under the provisions of the Contract at the
times and in the manner prescribed by the Contract.
Brief particulars of the Products and services which shall be supplied / provided by the Supplier are as under:

<table>
<thead>
<tr>
<th>SL. NO.</th>
<th>BRIEF DESCRIPTION OF PRODUCTS &amp; SERVICES</th>
<th>QUANTITY TO BE SUPPLIED.</th>
<th>TOTAL PRICE (Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

TOTAL VALUE: (Rs.)

DELIVERY SCHEDULE:

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

Signed, Sealed and Delivered by the

said ..................................................... (For the Purchaser)

in the presence of:.................................

Signed, Sealed and Delivered by the

said ..................................................... (For the Supplier)

in the presence of:.................................
FORMAT 6.6

PERFORMANCE SECURITY FORM

To: (Name of Purchaser)

WHEREAS .......................................................... (Name of Supplier) (hereinafter called "the Supplier") has undertaken, in pursuance of Contract No.................. dated......... to supply........................... (Description of Products and Services) (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein, as security for compliance with the Supplier's performance obligations in accordance with the Contract.

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

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

This guarantee is valid until the ........day of...................

Signature and Seal of Guarantors (Supplier’s Bank)

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

Date..................................................

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

Address:..................................................

..........................................................
FORMAT 6.7

BANK GUARANTEE FORM FOR ADVANCE PAYMENT

To:  (name of Purchaser)
     (address of Purchaser)
     (name of Contact)

Gentlemen:

In accordance with the provisions of the Terms and Conditions of Contract, to provide for advance payment, ______________________ (name and address of Supplier), (hereinafter called "the Supplier") shall deposit with ________________ (name of Purchaser) a bank guarantee to guarantee his proper and faithful performance under the said Clause of the Contract in an amount of (amount of guarantee* in figures and words).

We, the (bank or financial institution), as instructed by the Supplier, agree unconditionally and irrevocably to guarantee as primary obligator and not as Surety merely, the payment to (name of Purchaser) on his first demand without whatsoever right of objection on our part and without his first claim to the Supplier, in the amount not exceeding (amount of guarantee* in figures and words).

We further agree that no change or addition to or other modification of the terms of the Contract to be performed there under or of any of the Contract documents which may be made between (name of Purchaser) and the Supplier, shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This guarantee shall remain valid and in full effect from the date of the advance payment received by the Supplier under the contract until ________________ (expected date of last delivery).

Yours truly,

Signature and seal :  
Name of bank/ 
Financial institution : 
Address : 
Date : 

• An amount is to be inserted by the bank or financial institution representing the amount of the Advance Payment.
FORMAT 6.9

PROFORMA OF CERTIFICATE FOR ISSUE BY THE PURCHASER
AFTER SUCCESSFUL COMMISSIONING OF THE SOLUTION

No.                                             Date :

M/s.                                            

Sub:      Certificate of commissioning of Solution

1. This is to certify that the products / equipment as detailed below has/have been received in good condition along with all the standard and special accessories (subject to remarks in Para No. 2) in accordance with the Contract/Specifications. The same has been installed and commissioned.
   a) Contract No._________________ dated ____________________
   b) Description of the Solution _______________________________
   c) Quantity ____________________________________________
   d) Date of commissioning and proving test __________________

2. Details of products not yet supplied and recoveries to be made on that account:
   S.No.  Description                                  Amount to be recovered

3. The proving test has been done to our entire satisfaction and Staff have been trained to operate the Product.

3. The Supplier has fulfilled his contractual obligations satisfactorily*

   OR

   The Supplier has failed to fulfill his contractual obligations with regard to the following:

   (a)
   (b)
   (c)
   (d)
5. The amount of recovery on account of non-supply of Products is given under Para No. 2.

6. The amount of recovery on account of failure of the Supplier to meet his contractual obligations is as indicated in endorsement of the letter.

Signature _______________________________

Name _______________________________________

Designation with stamp ______________________

* Explanatory notes for filling up the certificates:

(a) The supplier has adhered to the time schedule specified in the contract in dispatching the Products / Manuals pursuant to Technical Specifications.

(a) The supplier has supervised the commissioning of the Solution in time i.e., within the period specified in the contract from the date of intimation by the Purchaser in respect of the installation of the Product.

(c) Training of personnel has been done by the Supplier as specified in the contract.

(d) In the event of Manuals having not been supplied or installation and commissioning of the Solution having been delayed on account of the Supplier, the extent of delay should always be mentioned.

**********
FORMAT 6.10

ORGANISATIONAL PROFILE

(Include in Technical Proposal Only – Not to be included in Price Proposal)

<table>
<thead>
<tr>
<th>CONSTITUTION</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Proprietary</td>
<td></td>
</tr>
<tr>
<td>2. Partnership</td>
<td></td>
</tr>
<tr>
<td>3. Private Ltd.</td>
<td></td>
</tr>
<tr>
<td>4. Public Ltd.</td>
<td></td>
</tr>
</tbody>
</table>

Established since Commercial Production of the Solution on Offer started since

Address of Registered Office

Category

| i. Software Producer / Developer (Principal) |
| ii. Hardware Manufacturer (Principal)      |
| iii. System Integrator / Solution Provider (Third-party) |
| iv. Any Other (please specify)             |

If Consortium, then specify name of members

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Nos. (with STD Codes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
</tr>
</tbody>
</table>

Names of Proprietor/Partners/Directors

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Nos. (with STD Codes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
</tr>
</tbody>
</table>

Number of Engineers familiar with the Solution being offered

Number of Total Employees

Solution being offered, sold so far to:

<table>
<thead>
<tr>
<th>Purchaser, with full address and Details of contact person (Phone, Fax and E-Mail)</th>
<th>Modules in Use</th>
<th>Date of Sale</th>
<th>Whether Warranty/AMC still continues</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Please Support the above facts with documentary evidence. Please also attach Income-Tax Clearance Certificate (latest) Referral Letters from Clients mentioned above

Signature of Bidder: ___________________________
Name: ___________________________
Business address: ___________________________

Place: ___________________________
Date: ___________________________


## Service Support Details Form

<table>
<thead>
<tr>
<th>City / Location</th>
<th>Postal Address, Telephone, Fax, E-Mail and Contact Details of Support Personnel</th>
<th>Office Working Hours (Please mention whether the Support Agency is Owned or Franchisee arrangement)</th>
<th>Number of Software Engineers capable of Supporting the Software being offered</th>
<th>Owned or Franchisee.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Authorized Signatory
Name:  
Designation:

Office Seal:
Place
Date:
FORMAT 6.13
Covering Letter

Format of letter to the Bank on the SI’s letter head

To,

General Manager
Information Technology Department,
8th Floor, Star House, C-5, G-Block,
Bandra Kurla Complex,
Bandra East, Mumbai - 400 051.

Dear Sir

Subject: Response to RFP Ref: BOI/HO/MIS(IT): OFSAA:01 dated: 30/06/2014

1. With reference to the RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for the OFSAA Customization and Implementation Service.

2. We acknowledge having received the following addenda to the bid document:
   - List of Addendum’s with date

3. We agree and undertake that if our proposal is accepted, we shall provide the services comprised in the contract within the timeframe specified, starting from the date of receipt of notification of award from Bank of India.

4. We understand that the Bank is not bound to accept the offer and that the Bank has the right to reject the offer without assigning any reasons whatsoever.

6. We confirm that the offer is in conformity with the terms and conditions as mentioned in RFP and it shall remain valid for 1 year from the last date of the acceptance of this bid.

7. The details of the Bid Cost / EMD are as follows:

<table>
<thead>
<tr>
<th>Particulars</th>
<th>DD / BG No</th>
<th>Issuing Bank with date and validity</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bid Cost</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security Deposit</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Yours Faithfully,

Authorized Signatories
(Name & Designation, Seal of the firm)
Format 6.14

SI Profile

<table>
<thead>
<tr>
<th>Sr.</th>
<th>Description</th>
<th>Details</th>
<th>Supporting Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1)</td>
<td>Name of the Company/Organization</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2)</td>
<td>Constitution (Individual / Sole-Proprietorship/ Partnership/ Private Ltd/ Public Ltd/ Trust/ Government owned)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3)</td>
<td>Date of Incorporation / Year of commencing operation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4)</td>
<td>Corporate Office Address</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5)</td>
<td>Mumbai Office Address</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6)</td>
<td>Name of Contact Person</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7)</td>
<td>Phone Number of Contact Person</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8)</td>
<td>Mobile Number of Contact Person</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9)</td>
<td>Fax Number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10)</td>
<td>Email Address</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11)</td>
<td>Names and Addresses of Directors/ Promoters</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12)</td>
<td>Details of Organizational Structure</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13)</td>
<td>Turnover for the year 2011-2012 (Rs. Crores)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14)</td>
<td>Profit of the year 2011-2012 (Rs. Crores)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15)</td>
<td>Turnover of the year 2012-2013 (Rs. Crores)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16)</td>
<td>Profit of the year 2012-2013 (Rs. Crores)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17)</td>
<td>Turnover of the year 2013-2014 (Rs. Crores)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18)</td>
<td>Profit of the year 2013-2014 (Rs. Crores)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Authorized Signatory
Name:
Designation:

Office Seal:
Place
Date:
# Format 6.15
## Supporting documents for eligibility criteria

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Letter of Incorporation</td>
</tr>
<tr>
<td>2</td>
<td>Audited / Certified Balance Sheet and P&amp;L for last three financial years</td>
</tr>
<tr>
<td>3</td>
<td>Letter awarding contract / memo / copies of invoice to prove the experience</td>
</tr>
<tr>
<td>4</td>
<td>Appropriate Declaration on the Company’s letterhead wherever required</td>
</tr>
</tbody>
</table>

Authorized Signatory
Name: 
Designation: 

Office Seal: 
Place: 
Date: 

---

74
Format 6.16

References

All references that are submitted must be necessarily where the vendor has been awarded the contract at least.

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of the Organization</td>
<td></td>
</tr>
<tr>
<td>Country of Operation</td>
<td></td>
</tr>
<tr>
<td>Whether a bank or a financial Institution</td>
<td></td>
</tr>
<tr>
<td>Address of the Organization</td>
<td></td>
</tr>
<tr>
<td>Annual Turnover of the Organization for the Financial Year 2011-2012</td>
<td></td>
</tr>
<tr>
<td>Date of commencement of Project</td>
<td></td>
</tr>
<tr>
<td>Date of completion of Project</td>
<td></td>
</tr>
<tr>
<td>Scope of Work for Solution Component: OFSAA</td>
<td></td>
</tr>
<tr>
<td>Scope of the project, role of the company; whether end-to-end or for a particular module Number and Names of subject areas / lines of Business, Number and type of source systems covered. Deliverables submitted</td>
<td></td>
</tr>
<tr>
<td>Number of concurrent users and the geographical spread of the implementation</td>
<td></td>
</tr>
<tr>
<td>Average Team size for the entire project (Please mention the names and roles of all the other third parties involved in case of consortium)</td>
<td></td>
</tr>
<tr>
<td>Person-months effort and calendar-time of completion, period of project spread and cost of the project</td>
<td></td>
</tr>
<tr>
<td>Name of the contact person for reference</td>
<td></td>
</tr>
<tr>
<td>Phone number of the contact person</td>
<td></td>
</tr>
<tr>
<td>Mobile number of the contact person</td>
<td></td>
</tr>
<tr>
<td>E-Mail id of the contact person</td>
<td></td>
</tr>
<tr>
<td>Documents submitted as proof</td>
<td></td>
</tr>
</tbody>
</table>

Authorized Signatory
Name:
Designation:

Office Seal:
Place
Date:
The SI and all Consortium Members should provide a self-declaration stating that the vendor has not been blacklisted by Government of India, RBI, State Governments or any Public Sector Undertaking of the Government of India during last 3 years.

Authorized Signatory
Name:
Designation:

Office Seal:
Place
Date:
Format 6.19
Team Composition and Task Assignment

Please provide details of the team composition and the individual task assignments for the complete set of Solution Implementation. Please also provide details of the Staff required from the Bank and the roles to be played by these individuals for each solution separately.

Authorized Signatory
Name:
Designation:

Office Seal:
Place
Date:
<table>
<thead>
<tr>
<th>Format 6.20 – Bio Data</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
</tr>
<tr>
<td>a</td>
</tr>
<tr>
<td><strong>2</strong></td>
</tr>
<tr>
<td><strong>3</strong></td>
</tr>
<tr>
<td><strong>4</strong></td>
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<tr>
<td><strong>5</strong></td>
</tr>
<tr>
<td><strong>6</strong></td>
</tr>
<tr>
<td>(Provide Company name, position held, duration, clients worked)</td>
</tr>
<tr>
<td>a</td>
</tr>
<tr>
<td>b</td>
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<tr>
<td>c</td>
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<tr>
<td>d</td>
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<td>e</td>
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<td>g</td>
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<td>h</td>
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<td>l</td>
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<tr>
<td><strong>7</strong></td>
</tr>
<tr>
<td><strong>8</strong></td>
</tr>
<tr>
<td>(Provide scope, duration, client name and status of assignment)</td>
</tr>
<tr>
<td>a</td>
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<tr>
<td></td>
</tr>
<tr>
<td>Client Name</td>
</tr>
<tr>
<td>-------------</td>
</tr>
<tr>
<td>Main project title and features</td>
</tr>
<tr>
<td>Position held</td>
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<tr>
<td>Activities performed</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>b</th>
<th>Year</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Location</td>
<td></td>
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<tr>
<td>Client Name</td>
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<tr>
<td>Main project title and features</td>
<td></td>
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<tr>
<td>Position held</td>
<td></td>
<td></td>
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<tr>
<td>Activities performed</td>
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</table>

<table>
<thead>
<tr>
<th>9</th>
<th>Education</th>
<th>Degree Obtained</th>
<th>Year of Degree obtained</th>
<th>Institution</th>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>10</th>
<th>Certifications (if any)</th>
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</thead>
<tbody>
<tr>
<td>a</td>
<td></td>
</tr>
<tr>
<td>b</td>
<td></td>
</tr>
<tr>
<td>c</td>
<td></td>
</tr>
</tbody>
</table>

Signature
Name:
Designation:

Office Seal:
Place
Date:
Format 6.21
Consortium Details

Please provide Consortium details for each Consortium formed for execution of the functionalities in the RFP.

Authorized Signatory
Name:
Designation:

Office Seal:
Place
Date:
Annexure – Manpower deployment

Proposed manpower deployment plan for various components.

<table>
<thead>
<tr>
<th>Sr.no.</th>
<th>Component</th>
<th>Minimum staff from the SI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ALM</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>LRM</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>FTP</td>
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<tr>
<td>4</td>
<td>Profitability</td>
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</table>

Authorized Signatory
Name:
Designation:

Office Seal:
Place
Date:
# Annexure – Pre-Bid Queries

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Page No.</th>
<th>Section No.</th>
<th>RFP Text</th>
<th>Query</th>
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<tbody>
<tr>
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</tbody>
</table>

Authorized Signatory  
Name:  
Designation:  

Office Seal:  
Place  
Date:
### PART VII: SCHEDULE OF DATES, AMOUNTS ETC. (SDA)

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Details/Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.1</td>
<td>Bid Security Amount</td>
<td>Rs.25,00,000/-</td>
</tr>
<tr>
<td>7.2</td>
<td>Bid Validity Upto</td>
<td>180 days from the last date stipulated for receipt of responses to the Bid</td>
</tr>
<tr>
<td>7.3</td>
<td>Period within which Performance Security or Amendments thereto is to be submitted by the Successful Bidder upon notification of Award of Contract</td>
<td>21 days</td>
</tr>
<tr>
<td>7.4</td>
<td>Period within which the Successful Bidder should sign the Contract after receipt of the Form of Contract</td>
<td>7 days</td>
</tr>
<tr>
<td>7.5</td>
<td>Period of Performance Contract (from the Date of Award of Contract read with 7.14)</td>
<td>Min 12 months + 3 months of warranty after go live (To be valid up to expiry of warranty)</td>
</tr>
<tr>
<td>7.6</td>
<td>Performance Security Amount</td>
<td>10% of Amount of Contract</td>
</tr>
<tr>
<td>7.7</td>
<td>Minimum Warranty period for the entire Solution</td>
<td>3 months from the date of go live</td>
</tr>
<tr>
<td>7.8</td>
<td>User Acceptance test</td>
<td>Refer 7.17</td>
</tr>
<tr>
<td>7.9</td>
<td>Period within which Supplier to remedy defects after having been notified of the same</td>
<td>7 days</td>
</tr>
<tr>
<td>7.10</td>
<td>Required period of validity of the Performance Security after the completion of performance</td>
<td>Minimum 18 months (to cover warranty period of 3 months also)</td>
</tr>
<tr>
<td>7.11</td>
<td>Period within which Bank will return the Performance Security subject to term mentioned in clause 4.6.4</td>
<td>90 days</td>
</tr>
<tr>
<td>7.12</td>
<td>Minimum Period of Training to be arranged by vendor:</td>
<td>Working Days No. of trainees</td>
</tr>
<tr>
<td></td>
<td>Executive Awareness</td>
<td>1 day 15</td>
</tr>
<tr>
<td></td>
<td>Core Team Training</td>
<td>3-5 days 15</td>
</tr>
<tr>
<td></td>
<td>Technical users Training</td>
<td>3-5 days 15</td>
</tr>
<tr>
<td>7.13</td>
<td>Minimum AMC commitment required for Application software offered to the Bank</td>
<td>Not Required</td>
</tr>
<tr>
<td>7.14</td>
<td>Period within which Services under the Contract are to be implemented/commissioned from the date of signing of Contract</td>
<td>12 months</td>
</tr>
<tr>
<td>7.15</td>
<td>Amount of Bank guarantee required for AMC</td>
<td>Not required</td>
</tr>
</tbody>
</table>
7.16 Payment terms for delivery, installation and commissioning the Solution: as mentioned in the payment details

Acceptance Tests

7.17 User Acceptance Test

Testing of developed deliverables for OFSAA The acceptance testing of developed deliverables follow the following 3 steps after successful completion of all testing processes namely unit testing, Integration testing and system testing before getting ready for this Pre-UAT

- Pre – UAT
- Deployment
- Acceptance

It is mandatory for the bidder to complete the above steps in co-ordination with the Bank team. The bidder is responsible for completing the acceptance for all the functionalities specified in the RFP. Acceptance testing shall broadly cover the testing of the OFSAA application tools, and all such other applications and tools to verify the SOLUTION conformity with the business requirements.

During the testing, the Bank & bidder to notify at regular intervals the Bugs/findings in writing and bidder has to rectify the errors so as to meet the functional requirements of the Bank and meet the uptime of the overall application after go live.

For the implementation phase to be complete all the testing, regression testing should be completed as per respective phased implementation. It will be the Bidder’s responsibility to create the testing environment for the Banks employees to do the testing and the Bidder will be required to assist the Bank in the entire testing phase.

Authorized Signatory
Name:
Designation:

Office Seal:
Place
Date:
DISCLAIMER

The information contained in this Request for Proposal (RFP) document, or information provided subsequently to bidder(s) or applicants, whether verbally or in documentary form, by or on behalf of Bank of India (Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions, subject to which such information is provided.

This RFP is neither an agreement nor an offer, and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis, and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Bank makes no representation or warranty, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

Authorized Signatory
Name:
Designation:

Office Seal:
Place
Date: