



E - Tender

For

Automated Data Flow  
And  
Management Information System Reporting

Tender Reference No: IT/EXIM/RFP/2018-19/004

Head Office: Center One Building, 21<sup>st</sup> Floor, World Trade Centre Complex, Cuffe Parade, Mumbai – 400 005.

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TENDER DOCUMENTS FOR	Automated Data Flow and Management Information System Reporting
TENDER DOCUMENT COST	NIL
EMD Amount (INR)	300,000/- (Three Lakh)
Date of Online Notice	31/05/2018 5:00 PM
Pre Bid Meeting	04/06/2018 between 3 – 5 PM
Document Downloading Start Date	31/05/2018 5:00 PM
Bid Submission Start Date	07/06/2018 5:00 PM
Document Downloading End Date	13/06/2018 5:00 PM
Bid Submission End Date and Time	14/06/2018 2:00 PM
Opening Of Tender (Technical Bid)	14/06/2018 02:30 PM
Queries, if any, to be communicated by the bidders Queries to be mailed to Contact Telephone numbers	<a href="mailto:deepakbhatia@eximbankindia.in">deepakbhatia@eximbankindia.in</a> / <a href="mailto:dharmendra@eximbankindia.in">dharmendra@eximbankindia.in</a> 022-2217-2444/2410
Place of pre bid meeting / opening of Bids	Head Office: Center One Building, 21 <sup>st</sup> Floor, World Trade Centre Complex, Cuffe Parade, Mumbai – 400 005.
Place of Receipt of Tender	<a href="https://eximbankindiatenders.procuretiger.com">https://eximbankindiatenders.procuretiger.com</a>

The Bank reserves the right to reject any or all offers without assigning any reason.

Tender offers will be opened in the presence of the bidder representatives who choose to attend the opening of tender on the above-specified date, time and place.

**e-Tendering / Electronic Tendering / Web Tendering / Online Tendering** is the simulation of the manual tendering process on the internet. i.e., the eligible bidders / tenders can log on to the internet site specified using a unique user name & password and place their Technical & Commercial bids. The eligible bidders will be trained by M/s e Procurement Technologies Ltd. (Abc Procure) personnel on the methodology of submitting the bids online using a special digital signature/electronic key / password at the date and time specified. The bids placed by the tenderers are confidential and will be opened by the authorized EXIM Bank officials. No other person can gain access to the information regarding the bids, which is confidential in nature.

**Minimum requirement:**

1. Computer/Laptop with internet connection
2. Operating system – Windows XP Service pack -3 / VISTA/ WINDOWS 7
3. Digital certificate -Class II or III, Signing + Encryption, and it should be organizational certificate.

**CONTACT INFORMATION FOR E-TENDER PROCESS**

Vendor registration can be done online by opening Website:

<https://eximbankindiatenders.procuretiger.com>

Click on “New Bidder Registration” link, create User Id and Password and attach your Digital certificate.  
For any clarification kindly contact

**e-Procurement Technologies Limited**  
**A- 801 – Wall Street - II,**  
**Opposite Orient Club,**

**Nr. Gujarat College, Ellis Bridge, Ahmedabad –**  
**380 006.**  
**Gujarat State, India**

**Phone: +91 (79)-40270566/567/579/580/582/590**

**Fax: +91 (79) 40230847**

## **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 Export Import 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. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is signed and executed by duly authorized officers of the Bank with the selected Bidder.

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### **E-Tendering Process Compliance Statement**

The following terms and conditions are deemed as accepted by you for participation in the bid event:

1. The price once submitted cannot be changed.
2. Technical and other non-commercial queries (not impacting price) can be routed to the respective contact personnel of EXIM Bank indicated in the tender document. Bidding process related queries could be addressed to M/s e Procurement Technologies Ltd personnel indicated in the tender document.
3. Inability to bid due to telephone line glitch, Internet response issues, software or hardware hangs will not be the responsibility of M/s e Procurement Technologies Ltd or the EXIM Bank. However, M/s e Procurement Technologies Ltd, shall make every effort to ensure availability of technology resources to enable continuous bidding.
4. M/s e Procurement Technologies Ltd does not take responsibility beyond the bid event. Order finalization and post order activities would be transacted directly between bidder and the EXIM bank.
5. Bids once made cannot be withdrawn or modified under any circumstances.
6. EXIM Bank can decide to extend or reschedule or cancel an e-tendering.
7. The bidders are advised to visit <https://eximbankindiatenders.procuretiger.com> for any corrigendum etc.

I/ We have read, understood and agree to abide by the e-tendering process compliance statement.

Date:

Organization Name:

Name:

Designation:



**Seal and Signature of the Bidder/s not required since the document is Digitally Signed.**

## **QUOTATION BID NOTICE**

Export-Import Bank of India (EXIM Bank), a corporation established under the Act Export-Import Bank of India, 1981 and having its registered office at 21st Floor, World Trade Centre Complex, Cuffe Parade, Mumbai 400 005 invites bids for “Automated Data Flow and Management Information System Reporting for Export Import Bank of India.” from eligible bidders.

1. The mode of tendering is through e-Tendering. E-Tendering is the process by which the physical tendering activity is carried out using internet and associated technologies in a faster and secure environment.
2. Vendor registration can be done online by opening Website:  
<https://eximbankindiatenders.procuretiger.com> Click on “New Bidder Registration” link, create User Id and Password and attach your Digital certificate.
3. Tender document will be allowed for download from above web site after successful vendor registration (hard copies of the tender document will not be provided) and submission of tender document cost.
4. EXIM Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons there for.
5. **CONTACT INFORMATION FOR E-TENDER PROCESS**

### **e-Procurement Technologies Limited**

**A- 801 – Wall Street - II,  
Opposite Orient Club,  
Nr. Gujarat College, Ellis Bridge, Ahmedabad – 380 006.  
Gujarat State, India  
Phone: +91 (79)-40270566/567/579/580/582/590  
Fax: +91 (79) 40230847**

**Mandatory Information**

**Required for Prequalification of the Tenderer**

I/We confirm that to the best of our knowledge this information is authentic **and accept that any deliberate concealment will amount to disqualification at any stage.**

Sr. No.	Particulars	Details
1. Name of the Firm		
2. Name of the Proprietor, Partners/Directors		
A (Mobile No.)		
B (Mobile No.)		
3. Office Telephone Nos.		
a.		
b.		
c.		
4. Head Office Address		
5. Email Address a.		
b.		
6. Year of Establishment		
7. Registration No. & Date of Registration.		
8. Status Of Firm. (Proprietor/Partnership/Co. etc.)		
9. Name of Bankers	a.	
	b.	
10. PAN Card No.		
11. GSTN/GST Provisional ID.		
12. Service Tax No.		

**Seal and Signature of the Bidder/s not required since the document is digitally signed.**

**Date:**

**Place:**

**Note:** Please upload scanned copies of the above mentioned documents with sr. nos. marked on it.

## **TENDER FORM**

**Mr. Dharmendra Sachan**  
**General Manager**  
**Export- Import Bank of India**  
**21<sup>st</sup> Floor, Centre One, World Trade Centre.**  
**Cuffe Parade, Mumbai 400 005**

Dear Sirs,

**Ref:** Automated Data Flow and Management Information System Reporting for Export Import Bank of India.

**Ref.No: IT/EXIM/RFP/2018-19/004.**

I/we further agree to execute and complete the work within the time frame stipulated in the tender scope of document. I/we agree not to employ Sub-Service Providers without the prior approval of the EXIM Bank. I/We agree to pay Sales Tax, Works Contract Tax, Excise Tax, GST, LBT, Duties, all Royalties and all other applicable taxes prevailing and be levied from time to time on such items for which the same are liable and the rates quoted by me/us are Exclusive of the same.

I/we understand that you are not bound to accept the lowest tender or bound to assign any reasons for rejecting our tender. We unconditionally agree Exim Bank's preconditions as stipulated in the tender documents and empanelment process.

I/We agree that in case of my/our failure to execute work in accordance with the specifications and instructions received from the Exim Bank, during the course of the work, Exim Bank reserves the right to terminate my contract.

Yours truly,

Seal and Signature of the Bidder/s not required since the document is Digitally Signed.

Place:  
Date:  
Seal:

Name:  
Designation:

**Important Clarifications:**

Following terms are used in the document interchangeably to mean:

1. Bank means 'EXIM Bank '
2. Recipient, Bidder, Respondent, Vendor, and Service Provider means the respondent to the RFP document
3. Vendor / SI /Bidder – the company submitting the bid who is solely responsible for the delivery of the scope of work of this RFP.
4. RFP means the Request for Proposal document
5. Service provider, Bank shall be individually referred to as 'Party' and collectively as 'Parties'
6. "PO" means Purchase Order
7. "ADF" means Automated Data Flow
8. "MIS" means Management Information System
9. "CBS SI" means System Integrator implementing CBS
10. "CDR" means Centralized Data Repository
11. "RBI" – Reserve Bank of India
12. "FIU" - Financial Inclusion Unit
13. "CMIE" – Centre for monitoring Indian economy
14. "CSO" – Central Statistical Organization
15. "IBA" – India Bank Association
16. "ORFS" - Online Return Filing system
17. "NESL" – National E-Governance Services Limited
18. "JSON" - JavaScript Object Notation

## 1. INTRODUCTION

The Objective of this RFP is to select technically competent and commercially competitive system integrator (vendor) for supply, installation, operationalization and maintenance of completely centralized **MANAGEMENT INFORMATION SYSTEM** for EXIM Bank which not only satisfies the requirements of Automated Data Flow(ADF) as set by RBI, but also bank's internal MIS requirements including historical data archival, retrieval and reporting.

## 2. Eligibility Criteria for Bidders

A. the Vendor needs to comply with **ALL** the eligibility criteria mentioned below to be evaluated. Non-compliance to any of these criteria would result in outright rejection of the Vendor's proposal without any recourse, except with appropriate indulgence by the bank entirely at its discretion. **Photocopies of relevant documents / certificates should be uploaded as proof in support of the claims made.** The proof provided has to be in line with the details mentioned in the eligibility criteria. All credential letters should be appropriately bound, labelled and segregated in the respective areas. There is no restriction on the number of credentials a Vendor can provide. EXIM Bank reserves the right to verify /evaluate the claims made by the vendor independently. Any decision by the bank in this regard shall be final, conclusive and binding upon the bidder. Only those Bidders who fulfil the following criteria are eligible to respond to the RFP. Offers received from the bidders who do not fulfil any of the following eligibility criteria are liable to be rejected.

Sr.No.	Bidder Financial and other information	Supporting Required
1	The bidder must be a Limited Company, registered in India under the companies Act 1956 (Proof required).	Certificate of Incorporation
2	The Bidder should be in the business of developing Central Data Depository (CDR) and <b>Automated Data Flow [ADF] solution</b> , The bidder must have implemented ADF solution at least in two Banks in India and out of which one must be public sector bank.	Client Certificates and Purchase orders
3	The bidder should be an OEM as well as Original Software Developer or their authorized representative. In case of authorized representative, a letter of authorization from original manufacturer must be furnished.	OEM letter of authorization
4	The bidder should have an average minimum turnover of ` 2 Crore during last 3 years to apply for the bidding process.	CA Certificate for Turnover Confirmation
5	The bidder should have a net profit during each of the last 3 years to apply for the bidding process.	CA Certificate for positive Net worth for last 3 years
6	Any bidder, who is already debarred / blacklisted by any commercial Bank for non- performance or any other reason, is not eligible to participate. An undertaking to this effect in the letterhead of the company to be submitted.	Self-Declaration

### 3. OBJECTIVE

- a) To provide software to extract data from Finacle Core 10.x, Finacle Treasury 10.10.x, legacy application “Exim Re-engineering Application(ERA) – In-house enterprise wide application ” and other applications and pool it at a single location (CDR).
- b) To install, develop, customize, and implement a centralized ADF/MIS Solution and on-site support for 5 years which caters to following requirements:
  - i. Have a solution that meets the requirement of controller (RBI) for automatic generation of statutory reports listed in annexure V in CDR/MIS/any other server without manual intervention in the format required by RBI. The solution should satisfy the requirements specified in the **Approach Paper on Automated Data Flow** from Banks to Reserve Bank of India, which has been hosted on the RBI website <http://www.rbi.org.in>.
  - ii. Apart from returns to be submitted to RBI, the solution should be able to satisfy the other MIS & Archival report requirements of the bank listed in **Annexure V**.
  - iii Solution should also have the capabilities to develop the reports in JSON format required for **NESL** upload as listed in Annexure V
- c) To provide application / interface to user departments at Head office and regional offices to view, generate various MIS reports as per requirement
- d) To provide an inbuilt reporting tool to facilitate report design & generation by users on certain pre-defined parameters such as product-wise/age-wise/cost- Wise/location wise etc. position of business.



#### 4. PROJECT DETAILS

***The Bank intends the vendor appointed under the RFP shall have single point responsibility for fulfilling all obligations and providing all deliverables and services required for successful implementation of the project***

System Integration for End to End Centralized MIS Solution including design, supply, installation and maintenance of software for both Data Centre (DC) and Disaster Recovery Centre (DRC).

**The primary site for the CDR infrastructure will be the Head office and the disaster recovery site will be the Bangalore office.**

The Selected Bidder has to design, supply, install and maintain the following

- a. Software
- b. Central Data Repository
- c. Backup & DRS Strategy
- d. Data Extraction & Archival
- e. Complete MIS solution software with reportingservices, performance monitoring, Alerts mailing options
- f. Standardization of existing and new Data

##### 4.1 Project Scope

4.1.1 Selected Bidder shall Study and Understand MIS requirements / Data Archival requirement of the bank based on the MIS requirements as per annexure. Reports may be added/modified/deleted during product development and implementation. The above are only illustrative requirements. Further reports and queries shall have to be discussed & crystallized as per Bank's requirements. The requirement may further increase / decrease based on the requirement Study. Vendor should also be prepared to provide enhancements / modifications keeping in view the fresh / future requirements of the Regulator / Statutory Authorities

4.1.2 The Solution should ensure seamless flow of data from Server(s) to the proposed CDR /MIS Server and generate required returns (**Annexure V**) to be sent to controller i.e. RBI in the format as per requirement of RBI automatically without Manual Interventions.

##### **The solution as envisaged by RBI:**

- Should be capable of data acquisition from Bank's various applications, Data integration and storage
- Data conversion in the form of simple spread sheet to advanced XBRL instance file as required by RBI
- Check Delivery, acknowledgement, generate certificates etc.
- Should be capable of automatic submission of Data/Reports through push / pull mechanism as required by RBI.

- 4.1.3 Provide ETL (Extraction, transformation & Loading) tool to extract data from Finacle 10.x and other applications of the bank and upload the same in the CDR (Central Depository repository). The data to be loaded into the CDR from all applications should be transformed, cleaned, standardized and aggregated before loading.
- 4.1.4 The Solution should obviate need for feeding any data / information already available in any of the Systems / Solutions with the Bank, directly into the CDR or any other System like NESL. All data flows into the CDR/NESL should be automated.
- 4.1.5 The Solution should provide Interface for Entering Data/Download/ incorporate data from any of the Systems / Solutions deployed by the Bank as also from outside sources. This is acceptable only for that data which is not available in the Systems / Solutions deployed by the Bank.
- 4.1.6 The solution should support manual entry through gap data interface in respect of Gaps in data if any at entry/origination points branches /group with maker-checker facility.
- 4.1.7 The Solution should be web based with all User Friendly and Security Features viz. Audit Trail, Access Control, Password Control, and Report Extraction Control etc. in line with such Policies of the Bank, which shall be defined and discussed with finally selected Bidder. Bidders should have clear understanding and acceptance of same.
- 4.1.8 The web based portal should have standard features and options to generate reports outputs in various formats such as TEXT, MS-WORD, MS- EXCEL, XML, XBRL,JSON or any other formats per requirement of the bank or regulatory authority.
- 4.1.9 The Solution should provide a Reporting tool to facilitate report design, generation, distribution and archiving. This is further clarified that for all applications, transactions that occur on the previous day, reports are required on the next day e.g. transactions that occur on the 4th Feb 2018 should be available on 5th Feb 2018. All data loading should occur in a manner that all transactions that have happened on the previous day should be reportable as per requirements on the next day.
- 4.1.10 The solution should enable users to generate their own reports through queries on variety of parameters.
- 4.1.11 The solution should provide a capability to identify the source of each data field so as to ensure that it can be tracked to the relevant source system.
- 4.1.12 The system should come pre-loaded with environmental data from RBI, IBA, CMIE, FIU and CSO on all industry wide parameters which are needed for analysis. This data is available on the websites of these entities and should be periodically updated as per the relevant periodicities of each report. There should be no extra charges for this activity in the course of the contract period. The relevant environmental data should be linked to the relevant analysis undertaken by the bank and the vendor should maintain a mapping document to show the external reports used to be mapped to the internal reports.
- 4.1.13 Training is to be provided to bank's project team & user team and must cover both classroom and hands on. Necessary training material and documents must be provided to the participants. The training should include
- Software application
  - Software implementation
  - Customization
  - Trainers' Training

The Solution should support installation of the MIS Application on Test Environment and assist Bank in carrying out User Acceptance Test (UAT). Selected bidder shall also provide Test Cases and Methodology acceptable to the Bank. The Bank would need separate production & UAT cum test, development and training environments. The vendor has to arrange for pilot testing of reports for RBI reports. The pilot should cover the reports & statements mentioned in the annexure that shall be selected by the bank.

4.1.14 Providing comprehensive documentation of the application including application architecture, description of the interfaces, description of the data model, database table structure, complete description of the data elements (metadata), description of data extraction / transformation / load operation cycles, user manual etc.

4.1.15 providing application maintenance for error fixes, additions / modifications to the software to cater to changes to data sources and/ or new reporting requirements during warranty period of one year as well as during the post- warranty period.

4.1.16 Support: The bidder has to provide at least one onsite technical support engineer at DC. For technical support like system maintenance, data extraction, backup, retrieval, archival, database management/maintenance, adhoc queries etc. for one year after UAT signoff without any charges. This is to be followed by similar support for four years for which the rate will be the same as for the first year.

4.1.17 The vendor must provide 4 year ATS for the entire solution quoted.

#### 4.1.18 Project Implementation:

The project completion should be within 4 months from date of placing of order in phases as under.

<b>Pilot Phase: Delivery</b> and Installation of System Software, Requirement Study, Data Modeling etc for both DC & DR and UAT	Within 1 months of placing order
<b>First Phase:</b> Generation of key reports [RBI ADF, NESL etc]	Within 2 Months of placing order
<b>Second Phase:</b> Generation of other reports	Within 4 months of placing order

- The time lines for requirements of RBI reports could change as per the directives of RBI from time to time.
- The offered solution should have the capability to maintain data for at least next 5 years.

4.1.19 The solution should ensure high uptime of 99.95% with requisite redundancies in the solution to avoid single point of failure. The RPO and RTO should be 15 minutes and 120 minutes respectively.

4.1.20 The vendor shall have to sign separate service level agreement with bank.

4.1.21 The Bank would like to have a set of power users who get access to the CDR system who can generate views and reports based upon their requirements. They should be provided a GUI interface through

which these activities may be enabled. The number of power users will be 10.

#### a) Additional Requirements

- The solution should provide facilities for banks wise, RO wise, group wise, industry-wise, activity-wise, product-wise, sector-wise, risk profile- wise etc analysis. It should facilitate drill-down/drill-up functionalities to enable the user to analyze/forecast macro and micro level trends.
- Solution should be capable of standard dashboard / scoreboard features, 'what if analysis, reports & forecasting on various parameters.

## 4.2 Functional and Technical Requirements

1. The solution should have centralized database which users will access from anywhere across the Bank. Data from core solution as well as other applications running in the bank should be extracted through an extraction tool (ETL) at predefined periodicity & to be pooled at one place.
2. Satisfy all MIS requirements from a separate server other than transaction server (CBS System) with increased efficiency.
3. Satisfy MIS requirements of generating all statutory reports /data required to be sent to RBI automatically without manual intervention in the format required by RBI and also facilitate data transmission through Push/Pull Mechanism when introduced by RBI as mentioned in item 3.2 (A) of the objective stated above. For satisfying the requirement, the software should provide:
  1. Data Acquisition Layer.
  2. Data integration Layer.
  3. Data conversion layer.
  4. Data submission layer.

The details of each layer are enumerated below:

- a) **Data Acquisition Layer:** The Data Acquisition layer captures data from various sources systems e.g – core banking solution and other applications as mentioned above.
- b) **Data Integration & Storage Layer:** The Data Integration & Storage layer extracts and integrates the data from source systems with maximum granularity required for Reserve Bank returns and ensures its flow to the Centralized Data Repository (CDR). To ensure desired granularity, appropriate business rules are to be defined in the Data Integration & Storage layer.
- c) **Data Conversion/Validation Layer:** This layer converts the data stored in the CDR to the prescribed formats using pre-defined business rules. The data conversion structure could be in the form of a simple spreadsheet to an advanced XBRL instance file. The Data Conversion layer will also perform validations on the data to ensure accuracy of the returns. Some common validations like basic data checks, format and consistency validations, abnormal data variation analysis, reconciliation checks, exception report, etc. would be required to be done in this layer.
- d) **Data Submission Layer:** The Data Submission layer is a single transmission channel which ensures secure file upload mechanism in an STP mode with the reporting platforms like ORFS. In all other instances, the required returns may be forwarded from the bank's repository in the prescribed format. The returns submission process may use automated system driven triggers or schedulers, which will automatically generate and submit the returns. When the returns generation process is triggered, the system may check if all the data required to generate this return has been loaded to the central repository and is available for generating the return. It may start preparing the return only after all the required data is available. The Data Submission layer

will acknowledge error messages received from Reserve Bank for correction and further processing.

# for process elements of each layer and other detailed requirements please refer to APPROACH PAPER ON AUTOMATED DATA FLOW FROM BANKS TO RESERVE BANK which has been hosted on the RBI website <http://www.rbi.org.in>

#### 4.2.1 The solution should also facilitate the following:

- Generate all returns mentioned in **Annexure V** as well as any additional requirement from time to time.
- The solution must facilitate merging of branches, creation of new branches.
- The solution should have data replication capability in case the bank opts for the same.

### 4.3 Technical Specifications

#### A. Central Data Repository

- a. The desired future state of the solution should be that for CBS data the database of the report server should be replicated to the CDR database on a daily basis and aggregation and pooling done from it. This will be a full upload initially and an incremental upload subsequently.
  - b. Data from other applications should flow to the CDR database to complete the requirement of the RFP on a daily basis. The vendor is expected to design the CDR database based upon these data inflows and as per the requirement. This will be a full upload initially and an incremental upload subsequently.
2. The data dictionary and other relevant features of the solution should be executed on the CDR database and the tool should have a capability to impose the standard data fields to the CBS production server back.
  3. The solution should have inbuilt optimized data structure for storing data and should have tools like data visualization.
  4. The solution should have ability to accept incremental data and update changes in existing data from incremental data extracted through ETL.

#### B. Logical Data Model

1. Should have a customized model for the Financial Institutions
2. Should be an open format i.e. ability to customize the data model as per Bank's future requirements.
3. Easily customizable to suit the Indian regulatory requirement.
4. Support all business lines across bank
5. Ability to support the single view of the customer across the bank's business lines.

#### C. Data Extraction

1. The data extraction is to be done through an ETL tool capable of analyzing data quality of source data before loading and if required after loading.
2. Should have the ability of scheduling routines and should be platform independent.
3. Capability of incremental loading and ability of extraction from multiple sources concurrently with independent extraction, transformation and loading rules for each extraction routine.
4. Should have a Data Quality tool for identifying gap data, redundant data etc for data cleansing.

5. Should have auditing capability.
6. The ETL solution should be such that for all applications, transactions that occur on the previous day, reports are to be available on the next day e.g. Transactions that occur on 13<sup>th</sup> April , 2018 are available on 14th April ,2018.
7. All the activities for data extraction will be carried out from Bank locations, hence there is no need of using internet for data transfer.
8. All monitoring functionalities to be provided by the bidder and made available to ensure smooth execution of all in scope processes.
9. The bidder has to maintain relevant data stewardship and standardization Frameworks and content within the solution quoted to ensure compliance to RFP requirements
10. The data acquisition strategy has to be finalized by the bidder based upon RFP requirements.

#### **D. User Interface**

Solution should have user friendly web interface with easy to use menu structure and should provide gap interface for manual updating of gap data if required.

#### **E. Report writer /Tool**

1. System should have tool for report designing with all arithmetic and grouping functions and ability to generate reports in various formats like txt, pdf, html, excel, xml, XBRL,JSON etc with appropriate security features incorporated.
2. Templates for different reports should be provided
3. Provision for adhoc report requirements through queries should be available
4. There should be provision for scheduled as well as manual reporting requisition.
5. Printing of reports through various types of printers should be possible.
6. Forwarding of reports through mail should be possible. Lotus Notes is available for the same.
7. These reports would be accessed the users across the Bank.

#### **F. Security features**

1. The solution should ensure user level, data and information security as per Bank's security policy.
2. There should be secure login and password for each user with encryption.
3. The system should support accepted industry based security and directory schemes viz SSL, PKI , Digital certificates, Digital Signatures etc
4. Should enable generation and monitoring of Logs.

#### **G. Audit Trail & Access control list generation.**

- The system should provide comprehensive audit trail features.
- The System should provide daily activity logs as well as history logs.
- Support for recording of unsuccessful attempts to log-in to the system
- System should provide tracking of the client's IP& Network Interface address.

#### **5. SIZING AND SCALABILITY AND LICENSE REQUIREMENTS**

- A. The solution encompassing Software, and ETL tools etc should be scalable to handle bank's

requirement for next 5 years and if required at a later stage should be capable of upgrading to meet the requirements at least of another 5 years.

- B.** Banking Application & Database and other 3rd party solutions integrated / interfaced with Core Banking Solution. The application and database of proposed solution should be sized for individual Active-Passive cluster solutions at DC & Active-Passive cluster at the DRC, if multiple application and database servers are required for the solution.

\*Some of the reports/returns mentioned in **Annexure V** may be replaced or additional reports may be added according to the need of the regulators/Bank. If felt necessary, the system should permit up-gradation to achieve the sizing requirement for additional 5 years after having achieved the above sizing.

**C. License**

The License for ADF and MIS solution provided should be Enterprise.

## **6. SCHEDULE OF IMPLEMENTATION**

The Bidder should deliver the Software within 15 days from the date of Purchase Order.

## **7. PAYMENT TERMS**

7.1 Terms of Payment will be as under: No advance payment will be made.

#	Phase	Payment Amount
1	<b>Pilot Phase: Delivery</b> and Installation of System Software, Requirement Study, Data Modeling etc for both DC & DR and UAT	25 % on completion of pilot phase
2	<b>First Phase: Generation of key reports</b> [RBI ADF, NESL etc]	45 % on completion of pilot first phase
3	<b>Second Phase: Generation of other reports</b>	30% sign off required

### **7.2 Payment of ATS**

- ATS shall start after one year from go-live date [For exp. In case project is completed in May 2019 then ATS will start from May 2020.
- ATS Payment along with applicable taxes for software from second year onwards will be made against submission of invoice, one month prior to expiry of previous year of support. Vendor should ensure that there is no reinstatement of software license.

### **7.3 Payment of Support Staff**

The payment of support staff shall be paid on quarterly arrear basis, on satisfactory level of support services during the quarter and on production of invoices.

The Bank shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within thirty (30) Days after its receipt.

Any objection / dispute to the amounts invoiced in the bill shall be raised by the Bank within reasonable time from the date of receipt of the invoice. Upon settlement of disputes with respect to any disputed invoice(s), the Bank will make payment within thirty (30) days of the settlement of such disputes.

## 8. PAYING AUTHORITY

The payments as per the Payment Schedule covered hereinabove shall be paid by this office (IT, Head Office). However, Payment of the Bills would be payable, on receipt of advice/confirmation for satisfactory delivery/ installation /re-installation, live running and service report from the concerned sites where the purchased equipment's have been delivered.

## 9. PRODUCT WALK THROUGH

The short listed Bidders on the basis of qualifying eligibility criteria, functional requirement etc. will have to make Presentation of their MIS Solution, by way of Product "walkthrough".

Based on the presentations the Bank shall evaluate the Vendors for their readiness of the product and capabilities to meet the functional, operational and other requirements of the Bank and accordingly the Bank shall take a decision for short listing of the Vendors for Commercial Evaluation

Setting of evaluation criteria for selection purposes shall be entirely at the discretion of the Bank. The decision of the bank in this regard shall be final and no correspondence shall be entertained in this regard.

## 10. TENDER DOCUMENT AND FEE

A complete set of tender document can be obtained from the following address

<https://www.eximbankindia.in/tenders-and-notices>

<https://eximbankindiatenders.procuretiger.com/>

Tender Fee - NIL

## 11. EARNEST MONEY DEPOSIT

The Bidder(s) must submit Earnest Money Deposit in the form of Demand Draft/Pay Order/Bank Guarantee in favor of EXIM BANK payable at Mumbai for an amount mentioned hereunder, If a Bank Guarantee is issued it should be valid for a period of 3 months from the date of bid.

Particulars of Job to be undertaken	EMD
Supply, Installation & implementation of Software for MIS Operations	Rs. 3 lakhs

The EMD is required to protect the Bank against the risk of Bidder's conduct. Non- submission of Earnest Money Deposit will lead to outright rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process. The EMD of successful bidder(s) will be returned on submission of Performance Bank Guarantee.

The Earnest Money Deposit may be forfeited under the following circumstances:

- If the bidder withdraws its bid during the period of bid validity (90 days from the date of opening of bid).



- b. If the bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
- c. In case of the successful bidder, if the bidder fails:
  - To sign the contract in the form and manner to the satisfaction of EXIM Bank

## **12. CLARIFICATIONS ON AND AMENDMENTS TO RFP DOCUMENT**

Prospective bidders may seek clarification on the RFP document by e-mail till **06/06/2018 3:00 PM** at the address mentioned in Document's bid details Table. Clarification /Amendment, if any, will be notified on Bank's website.

## **13. SUBMISSION OF OFFER –TWO BID SYSTEM**

The Technical Offer should be completed in all respects and contain all information asked for in the exact format (digitally signed document to be uploaded on procurement portal <https://eximbankindiatenders.procuretiger.com>) of technical specifications given in the RFP, **except prices**. The Technical Offer must not contain any price information. EXIM Bank, at its sole discretion, may not evaluate a Technical Offer in case of non-submission or partial submission of technical details. Any decision of EXIM Bank in this regard shall be final, conclusive and binding upon the bidder.

The Commercial Offer should contain all relevant price information and should not contradict the Technical Offer in any manner.

## **14. ERASURES OR ALTERATIONS**

The Bid should contain no alterations, erasure so over writing except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialed / authenticated by the person/(s) signing the Bid. 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 documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidders risk and may result in rejection of the bid.

## **15. LANGUAGE OF BID**

The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the Bank shall be in the English language only.

## **16. BID OPENING AND EVALUATION CRITERIA**

The Bank will open the technical bids, in presence of bidders representative(s) who choose to attend, at the time and date mentioned in Bid document on the date and venue mentioned. The bidder's representatives who are present shall sign the register evidencing their presence / attendance.

The Bank will evaluate the technical response to the RFP of bidder who are found eligible as per the eligibility criteria mentioned in the RFP.

During the period of evaluation, bidders may be asked to provide more details and explanations about

information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/fax/e-mail seeking explanation.

The Product offered should meet all the technical and functional specifications. **Non-compliance to any of the technical and functional specification may attract rejection of the proposal.**

The technical evaluation will be done on a total score of 100.

S No	Functional & Technical Evaluation Phase	Score
1	Credential Strengths	45
2	Technical Solution Scoring	55
	<b>Total</b>	<b>100</b>

### 16.1 Evaluation Methodology

The objective of evolving this evaluation methodology is to facilitate the selection of the most cost-effective solution (Total Cost of Ownership) over a 5-year period that appropriately meets the requirements of the Bank. The technical evaluation would involve the following major areas:

#### 16.1.1 Credential Strengths

Credential Strengths	Sub Scores	Max Score
Bidder or consortium partner has executed a contract for MIS reporting related assignments in a Bank in India on Finacle 10.x CBS	5 Marks per bank	20
Bidder or consortium partner has executed a contract to Archive data in a Bank in India branches	5 marks per bank	15
Bidder or consortium partner has executed a contract for ODS in a Bank in India on Finacle 10.x CBS	5 marks per bank	10
<b>Total</b>		<b>45</b>

#### 16.1.2 Technical Solution Scoring

We will conduct a review of the solution proposed by the vendor based upon the proposal and annexures submitted. This will be based upon the completeness, comprehensiveness, level of detail, adequacy, logic of the solution configured. The areas covered will be:

Technical Solution	Score
<b>A. Central Data Repository</b>	
Describe how the database of the report server for CBS data would be replicated to the CDR database on a daily basis	4
Articulate how the data from other applications would flow to the CDR database on a daily basis	3
Describe the tool with the capability to impose the standard data fields from the data dictionary back to the CBS production server	3

<b>Sub Total</b>	<b>10</b>
<b>B. Logical Data Model</b>	
Describe how easily customizable is the system's format as per the Bank's future requirements	3
Describe how easily customizable is the system's format in order to meet the Indian regulatory requirements	3
Describe how would the system support all business lines across the bank and support a single view of the customer	4
<b>Sub Total</b>	<b>10</b>
<b>C. Data Extraction</b>	
Describe how the ETL tool would analyze data quality of source data before loading and if required after loading	4
Articulate system's capability of incremental loading and ability of extraction from multiple sources concurrently with independent extraction, transformation and loading rules for each extraction routine	3
Describe how the Data Quality tool would be effective for identifying gap data, redundant data etc for data cleansing	3
<b>Sub Total</b>	<b>10</b>
<b>D. Report Writer Tool</b>	
Describe the tool for designing reports with all arithmetic and grouping functions and ability to generate them in various formats like txt, pdf, html .excel, xml, XBRL, JSON etc	4
Articulate through queries, the provision of adhoc report requirements	3
Describe the provisions for scheduled as well as manual reporting	3
<b>Sub Total</b>	<b>10</b>
<b>E. Security Features</b>	
Articulate how the system would provide daily activity logs with comprehensive audit trail features	5
Describe the user level, data and information security going to be provided	5
User interfaces	5
<b>Sub Total</b>	<b>15</b>
<b>Grand Total</b>	<b>55</b>

## 16.2 Evaluation and Comparison of Bids

The bidder meeting the General Eligibility Criteria will be considered for technical evaluation. The Bidder needs to comply with all the eligibility criteria. Non-compliance to any of these criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation.

## 16.3 Technical Evaluation Scoring

- a. The objective of designing this evaluation method is to facilitate the selection of the most technically capable system which can appropriately meet the business requirements of the Bank. The bidders would be screened based on General Eligibility Criteria. Post qualification of a Bidder on these criteria, bid would be evaluated on technical soundness. All bids shall be evaluated by an Evaluation Committee set up for this purpose by the Bank.
- b. The first stage of evaluation will be evaluating the technical proposals of the shortlisted bidders after the eligibility screening. The bidders scoring less than 70 marks (cut-off marks) out of 100 marks in the technical evaluation shall not be considered for further evaluation. Once the evaluation of technical proposals is completed, the bidders who score more than the prescribed cut-off score will be invited for next stage of techno-commercial evaluation process.
- c. The decision of the Bank in regards to Evaluation would be final and binding on all the Bidders to this document. The Bank may accept or reject an offer without assigning any reason what so ever.
- d. The Technical bid would be rated on a total score of 100 with the major areas as follows and the ranking of Technical score would be derived for each Bidder.

## 16.4 Techno- Commercial Evaluation

- i. The Commercial Bid will be opened only if the Technical Bid is cleared and accepted.
- ii. Bank reserves the right to modify / amend the evaluation process at any time during the Bid process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change. Any time during the process of evaluation Bank may seek specific clarifications from any or all Bidders.
- iii. EXIM Bank's decision in respect to evaluation methodology will be final and binding and no claims whatsoever in this respect will be entertained.
- iv. EXIM Bank also reserves the right to re-issue / re-commence / cancel the Bid/Bid process. Any decision in this regard by EXIM Bank shall be final, conclusive and binding on the Bidders.
- v. At the sole discretion and determination of the Bank, the Bank may add any other relevant criteria for evaluating the proposals received in response to this RFP. The evaluation of the response to this RFP will be done on a 70-30 techno-commercial evaluation method. 70% weightage is to the response to Table below – "Technical Bid evaluation criteria" and 30% weightage to the response to "Commercial Bid". The evaluation will be done on a total score of 100. An illustration of the techno-commercial evaluation methodology has been given below

$$\text{Total score} = 0.70 \times T(s) + 0.30 \times F(s)$$

Where:

$$F(s) = (LEC / EC) \times 100$$

Acronyms:

T(s) stands for percentage of technical evaluation score out of 100.

F(s) stands for percentage of a consultant's commercial price compared to the lowest quoted

price.

EC stands for Evaluated Cost of the Commercial offer quoted for by the consultant.

LEC stands for Lowest Evaluated Cost of the Commercial offer amongst the consultants

- vi. The consultant scoring the highest marks based on the criteria given above will be awarded all the assignments given in scope of work.
- vii. Commercial Bid of only technically qualified bidders will be opened in the presence of technically qualified Bidder's representatives on date and time which will be communicated to the qualified Bidders in due course.
- viii. In any of the evaluation phases, if the bidder fails to score for any line item, the bank reserve the right to score them '0' (zero).

## **17. CLARIFICATION OF OFFERS**

To assist in the scrutiny, evaluation and comparison of offers/bids, EXIM Bank may, at its sole discretion, ask some or all bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of EXIM Bank in this regard shall be final, conclusive and binding on the bidder/vendor.

## **18. SELECTION PROCESS**

Technically qualified bidder with the lowest quote based on t e c h n o - c o m m e r c i a l will be considered as the L1 bidder

## **19. CONTRACT PERIOD**

The selected bidder need to execute a **Service Level Agreement (SLA)** with EXIM Bank covering all terms and conditions of this RFP. SLA will cover performance and availability of the solution deployed. The contract period will be for a period of Five Years from the date of Agreement.

The performance of the selected bidder shall be reviewed every quarter and the Bank reserves the right to terminate the contract at its sole discretion by giving two months' notice without assigning any reasons. Any offer falling short of the contract validity period is liable for rejection.

## **20. ORDER CANCELLATION (TERMINATION)**

EXIM Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by EXIM Bank under the following circumstances:-

- The selected bidder commits a breach of any of the terms and conditions of the bid.
- The bidder goes into liquidation, voluntarily or otherwise.
- An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
- If the selected bidder fails to complete the assignment as per the time lines prescribed in the RFP and the extension if any allowed, it will be a breach of contract. The Bank reserves its right to cancel the order in the event of delay and forfeit the bid security as liquidated damages for the delay.

- If deductions of account of liquidated damages exceeds more than 10% of the total contract price.
- In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, EXIM BANK reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected bidder.
- After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, EXIM BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which EXIM BANK may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.
- EXIM BANK reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking the bank guarantee under this contract.

## **21. CONSEQUENCES OF TERMINATION**

- a. In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], EXIM BANK shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.
- b. In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by EXIM BANK, the Vendor herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as EXIM BANK may specify including training, where the successor(s) is a representative/personnel of EXIM BANK to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.
- c. Nothing herein shall restrict the right of EXIM BANK to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to EXIM BANK under law or otherwise.
- d. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

## **22. ACCEPTANCE TESTS**

The selected bidder in presence of the Bank authorized officials will conduct acceptance test at the site. The test will involve installation and commissioning and successful operation of the hardware, software, communication equipment etc. No additional charges shall be payable by the Bank for carrying out these acceptance tests.

## **23. UPTIME**

The bidder shall guarantee an uptime of 99.95% for the software which shall be calculated on quarterly basis. The 'Uptime' is equal to total contracted hours in a quarter less Downtime. The 'Downtime' is the time between the time of report by the Bank and time of restoration of service within the contracted

hours. 'Restoration' is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same. For SLA purpose a quarter will be treated as 90 days. If the bidder fails to maintain guaranteed uptime on quarterly basis, Bank shall impose penalty. If the uptime is below 95%, the Bank shall have full right to terminate the contract under this RFP.

## **24. AUDIT BY THIRD PARTY**

Bank at its discretion may appoint third party for auditing the activities of onsite services and operations of entire services provided to the Bank.

## **25. PENALTY**

- The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- In the event of failure of maintaining the uptime SLA (As mentioned in this document) penalty of 1% of the cost of concerned Software per day would be levied subject to a maximum of 10% of the total hardware cost.
- Bank may recover such amount of penalty from any payment being released to the vendor, irrespective of the fact whether such payment is relating to this contract or otherwise.
- If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
- Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of Bidder.
- The Bank shall implement all penalty clauses after giving due notice to the bidder.
- If the Bidder fails to complete the due performance of the contract in
  - accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non- performance.

## **26. DISPUTE RESOLUTION MECHANISM**

The Bidder and the Bank shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between General Manager (IT) of EXIM BANK/Purchaser and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Pune and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to

appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at Pune. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Pune alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

## **27. JURISDICTION**

The jurisdiction of the courts shall be Mumbai.

## **28. NOTICES**

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed followed by hand-delivery with acknowledgement thereof, or transmitted by pre-paid registered post or courier. Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on expiry of seven days from the date of posting.

## **29. AUTHORIZED SIGNATORY**

The selected bidder shall indicate the authorized signatories who can discuss and correspond with EXIM BANK, with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the bidder to discuss, sign agreements/contracts with EXIM BANK, raise invoice and accept payments and also to correspond. The bidder shall provide proof of signature identification for the above purposes as required by EXIM BANK.

## **30. CANCELLATION OF TENDER PROCESS**

EXIM Bank reserves the right to cancel the tender process partly or fully at its sole discretion at any stage without assigning any reason to any of the participating bidders.

## **31. PUBLICITY**

Any publicity by the bidder in which the name of EXIM Bank is to be used should be done only with the explicit written permission of EXIM Bank. The Vendor shall not make or allow to make a public announcement or media release about any aspect of the Contract unless EXIM BANK first gives the Vendor its prior written consent.



### **32. FORCE MAJEURE**

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or EXIM BANK as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

1. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics
2. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
3. Terrorist attack, public unrest in work area

Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The bidder or EXIM BANK shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

### **33. CONFIDENTIALITY**

The bidder must undertake that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder has also to agree:

- To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by EXIM BANK;
- To only make copies as specifically authorized by the prior written consent of EXIM Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
- To restrict access and disclosure of Information to such of their employees, agents, strictly on a “need to know” basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause and to treat all Information as Confidential Information.
- Conflict of interest: The Vendor shall disclose to EXIM BANK in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Vendor or the Bidder’s team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

### **34. NON-TRANSFERABLE OFFER**

This Request for Proposal (RFP) is not transferable. Only the bidder who has purchased this document in its name or submitted the necessary RFP price (for downloaded RFP) will be eligible for participation in the evaluation process.

### **35. PERIOD OF VALIDITY OF BID**

Bids shall remain valid for 180 (One Hundred eighty) days after the date of bid opening prescribed by EXIM BANK. The Bank holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence. In exceptional circumstances, EXIM BANK may solicit the Bidder’s consent to an extension of the validity period. The request and the response t h e r e t o s h a l l b e made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The Bid Security provided shall also be suitably extended. A bidder acceding to the request will neither be required nor

be permitted to modify its bid. A bidder may refuse the request without forfeiting its bid security. In any case the bid security of the bidders will be returned after completion of the process.

### **36. ADDRESS OF COMMUNICATION**

**Head Office:**  
**Center One Building,**  
**21<sup>st</sup> Floor,**  
**World Trade Centre Complex,**  
**Cuffe Parade, Mumbai – 400 005.**  
**Ph. 022-22172600, 2410**  
**E-Mail: [deepakbhatia@eximbankindia.in](mailto:deepakbhatia@eximbankindia.in)/**  
**[dharmendra@eximbankindia.in](mailto:dharmendra@eximbankindia.in)**

### **37. PRELIMINARY SCRUTINY**

EXIM BANK will scrutinize the offers/bids to determine whether they are complete, whether any errors have been made in the offer/bid, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.

EXIM BANK may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer/bid. This shall be final, conclusive and binding on all bidders and EXIM BANK reserves the right for such waivers.

### **38. NO COMMITMENT TO ACCEPT LOWEST OR ANY OFFER/BID**

EXIM BANK shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. EXIM BANK has the right to re-issue tender/bid. The Bank reserves the right to make any changes in the terms and conditions of purchase that will be informed to all bidders. The Bank will not be obliged to meet and have discussions with any bidder, and/or to listen to any representations once their offer/bid is rejected. Any decision of EXIM BANK in this regard shall be final, conclusive and binding upon the bidder.

### **39. FORMAT FOR TECHNICAL OFFER/BID**

The Technical offer/Technical bid must be made in an organized and structured manner in the following form:

1. Index
2. Undertaking to be submitted by authorized signatory in Bidder's letter head stating that the user requirements as per scope of work mentioned in RFP is clearly understood by the bidder.
3. Technical Offer/Technical bid with Specifications (Annexure –II)
4. General Details of the bidder (Annexure –III)
5. Copy of Manufacturer's Authorization letter (if applicable) (Annexure –IV)
6. Letter for Authorized representative.
7. Letter for acceptance and compliance of all the Terms and Conditions of RFP.
8. Valid Bank Draft/Pay Order / Bank Guarantee as EMD.
9. Bidder's Financial Details (audited balance sheets etc.) and other supporting Documents, as asked in the RFP.

All Claims made by the bidder will have to be backed by documentary evidence.

#### **40. FORMAT FOR COMMERCIAL OFFER/BID**

The commercial offer should be quoted in Indian Rupees as per the format given in annexure –III.

The short listed bidder has to keep the finalized price valid for a period of one year from the date of the purchase order. There should not be any escalation due to fluctuation in foreign currency or change in duty structure or for any other reasons. However, impact of fall in prices, taxes, duties or any other external factors like downward movement of foreign exchange rates etc. would be passed on to the Bank suo moto.

#### **41. SIGNING OF THE BID**

The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the bid shall be signed by the duly authorized officers and supported by internal corporate authorizations.

#### **42. COSTS OF PREPARATION & SUBMISSION OF BID**

The bidder shall bear all costs for the preparation and submission of the bid. EXIM BANK shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.

#### **43. CONFIDENTIALITY OF THE BID DOCUMENT**

The bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and confidential.

#### **44. RIGHT TO ALTER QUANTITIES**

The software quantity mentioned in the scope of work of this RFP are only indicative. The exact number of software licenses required could only be finalized based on the server processor quoted by the bidder, bank shall accordingly order the required number of licenses at the time of placement of Purchase Order.

The Bank reserves the right to alter the number of software specified in the tender in the event of changes in plans of the Bank. Any decision of EXIM BANK in this regard shall be final, conclusive and binding on the bidder.

#### **45. OWNERSHIP AND RETENTION OF DOCUMENTS**

- EXIM BANK shall own the documents, prepared by or for the selected bidder arising out of or in connection with the Contract.
- Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by EXIM BANK, the Vendor shall deliver to the Bank all documents provided by or originating from EXIM bank / Purchaser and all documents produced by or from or for the Vendor in the course of performing the Service(s), unless otherwise directed in writing by the Bank at no additional cost.
- The selected bidder shall not, without the prior written consent of EXIM BANK/ Purchaser store, copy, distribute or retain any such Documents.
- The selected bidder shall preserve all documents provided by or originating from EXIM BANK/ Purchaser and all documents produced by or from or for the Vendor in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of EXIM BANK/Purchaser in this regard.

**Annexure I****A. Bidder's General Information with respect to tender no IT/EXIM/RFP/2018-19/004 of EXIM Bank**

Sr. No.	Particulars	Details
1. Name of the Firm		
2.Name of the Proprietor, Partners/Directors		
A (Mobile No.)		
B (Mobile No.)		
3. Office Telephone Nos.		
a.		
b.		
c.		
4. Head Office Address		
5. Email Address a.		
b.		
6. Year of Establishment		
7. Registration No. & Date of Registration.		
8. Status Of Firm. (Proprietor/Partnership/Co. etc.)		
9. Name of Bankers	a.	
	b.	
10. PAN Card No.		
11. GSTN/GST Provisional ID.		
12. Service Tax No.		

**Annexure I A**

Sr.No.	Bidder Financial and other information	Supporting Required
1	The bidder must be a Limited Company, registered in India under the companies Act 1956 (Proof required).	Certificate of Incorporation
2	The Bidder should be in the business of developing Central Data Depository (CDR) and <b>Automated Data Flow [ADF] solution</b> , The bidder must have implemented ADF solution at least in two Banks in India and out of which one must be public sector bank.	Client Certificates and Purchase orders
3	The bidder should be an OEM as well as Original Software Developer or their authorized representative. In case of authorized representative, a letter of authorization from original manufacturer must be furnished.	OEM letter of authorization
4	The bidder should have an average minimum turnover of ` 2 Crore during last 3 years to apply for the bidding process.	CA Certificate for Turnover Confirmation
5	The bidder should have a net profit during each of the last 3 years to apply for the bidding process.	CA Certificate for positive Net worth for last 3 years
6	Any bidder, who is already debarred / blacklisted by any commercial Bank for non- performance or any other reason, is not eligible to participate. An undertaking to this effect in the letterhead of the company to be submitted.	Self-Declaration

## Annexure II

### B. Product Information with respect to Tender no IT/EXIM/RFP/2018-19/004 of Export-Import Bank of India.

Sr no	Parameters	Details
1.	Name of Application & version	
2.	Product Details	
3	Work Flow of the solution	Separate sheet giving details to be

**Annexure III**

C. Reference Site Details with respect to tender no IT/EXIM/RFP/2018-19/004 of Export-Import Bank of India.

Sr no	Information required	
1.	Project Name	
2.	Location	
3.	Client Name	
4.	Client address	
5.	Client Contact/reference Address Telephone Fax Mobile Email	
6	Project Started on (month/Year)	
7	Project Elapsed Time (months)	
8	Man-months effort	
9	Name of	
10	Project Details	
11	Implementation time taken	
12	Test Run Date	
13	Go live date for pilot	
14	Go live date for all offices	
15	Number of Branches /offices using software	
16	Modules used at Head office	
17	Modules used at Branches/Offices	
18	Total Number of concurrent users	
19	Maximum number of concurrent user in one branch/office other than HO.	

Signature of Referred Client (with Seal) Name

Designation

Place

Date

Signature of Vendor

## Annexure IV

### PRICE BID

Table - 1 Cost of Automated Data Flow and Management Information System Reporting for Export Import Bank of India. ( for DC and DR)

S No.	Particulars	Quantity	Price
1.	Cost of Comprehensive MIS Solution & ETL etc (1+1)	1	
	<b>Total</b>		

Table - 2 Cost of ATS etc and On-Site Support (for DC & DR)

Sr	Particulars	Yr-2	Yr-3	Yr-4	Yr-5	Total
1.	Cost ATS of Application for next 4 years (after 1st year					
2.	On Site Support Cost per resource					

**\*\*—**The services offered for the 1st year would be without charges.

The cost of MIS solution should include efforts for complete project implementation including travelling, boarding, and lodging And local conveyance etc for resources placed by vendor for onsite support required in the RFP.



## Annexure V

### Reports required by EXIM

#### 1> XBRL ADF reports required by RBI

#### ADF\_XBRL

Sr. No.	Report Name	Requirement
		Sub Report
1	Infrastructure Returns	i. Funded / Non-Funded
		ii. Borrower Name
		iii. No Of projects, implementation status, SPV/Non SPV
		iv. Sanctioned Limit, Amount Disbursed, Loan Outstanding
		v. Industry Sector
		vi. Group MIS
2	Borrowers defaulted during the week	i. PAN
		ii. Borrower Name
		iii. Date of default
		iv. Funded Amount outstanding
		v. Non-funded Amount outstanding
		vi. Total amount outstanding (sum of iv + v)
	Borrowers moved out of default category during the week	i. PAN
		ii. Borrower Name
		iii. Date of moving out of default (date of upgrade)

		iv. Funded Amount outstanding
		v. Non-funded Amount outstanding
		vi. Total amount outstanding (sum of iv + v)
3	FRMS Returns	i. Additional value, 'FRAUD' to be included in 'Account Type' field.
		ii. Date of FRAUD reported to be captured
		iii. Total amount involved (Funded+Non-funded outstanding)
		iv. Amount recovered
		v. Amount frozen (Difference of iii - iv)
		vi. Date of occurrence (date of default)
		vii. Provisions held

#### CRILC

Sr. No.	Report Name	Requirement
		Field data to be captured
1	CRILC	1. PAN
		2. Borrower Name
		3. Industry Sector
		4. Industry sub-sector
		5. Sector code, Banking Arrangement, Lead Bank Name (New fields to be provided, list will be shared by MIS)
		6. Internal rating, External rating
		7. Asset classification, date of NPA
		8. Borrower Classified as Fraud or Wilfull Default
		9. Funded sanctioned limit
		10. Cash credit / overdraft (as deemed necessary)

	11. Working capital demand loan outstanding
	12. Inland bills
	13. Packing credit outstanding
	14. Export bills
	15. Term loan outstanding
	16. Other funded outstanding
	17. Total funded outstanding (sum of 10+11+12+13+14+15+16)
	18. Amount Eligible for netting from Funded Exposure
	19. Funded credit exposure (difference 17-18)
	20. Non-funded sanctioned limit
	21. LC outstanding
	22. BG outstanding
	23. Acceptances
	24. FC contracts
	25. Interest rate derivatives (including FC)
	26. Other non-funded outstanding
	27. Total funded outstanding (sum of 21+22+23+24+25+26)
	28. Amount Eligible for netting from Funded Exposure
	29. Non-funded credit exposure (difference 27-28)
	30. Total sanctioned limits (sum of 9+20)
	31. TCE (sum of 19+29)
	32. Total investment exposure
	33. Total Exposure (sum of 31+32)

		34. Total Provisions Held for NPAs
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## OSMOS\_ROR

<b>Domestic - SOL ID</b>	0099, AH08, BA07, CA16, CH03, GU12, HO00, HY11, KO02, ND01, PU10, MU06
<b>Overseas - SOL ID</b>	AB15, AD15, BD05, DU14, JO09, LB00, MY18, SI05, WA04
<b>Row Labels</b>	<b>Sub GL</b>
A. Interest Income (including Interest Tax) [I to VII]	
(xi) Bonds and Debentures of other Corporates	65085 / 65053 /65041
(xiii) Commercial Paper	65083
(i) Interest /Discount on loans and advances	65000 / 65001 /65002 /65003 /65004 /65007 /65009 /65010 /65011 /65013 /65016 / 65024 / 65050 / 65069 / 65080 / 65100 / 65102 / 65104 /65105 / 65106 /65200 / 65250 /65251 /65257 / 65258 /65265 /65300/65450 /65451/65500 /65501 /65600 /65601 /65602 / 65604 /65605 / 65999 / and sub GL 69
(ii) Interest on Government Securities	65039
V. Interest/ Discount on Deposits	65048 / 65043 / 65043
VI. On other interest earning assets	65041 /65044 /65089
B Risk Provisions	
Provision	GL code - 84
D. Interest Expense [XI + XIV + XV + XVI]	
XII. On Borrowings through Bond	75009
XIII. On other rupee borrowings (including deposits)	75028 / 75010 / 75011
XIV. On foreign currency borrowings	75012 / 75013 / 75024 / 75033
XV. All others	75005
XVI. Interest Paid on Deposits	75001 / 75007 / 75012 / 75014
F. Other Operating Income [XVII to XXIV]	

XVIII. Fee Income (Commission, Exchange and Brokerage)	GL Code - 63 and 66
XX Profit/(loss) on sale of Trading Instruments	67002 / 67008
XXIV Miscellaneous income	67004 / 67005 / 67011
G Provision For Income Taxes	
Tax Expenses	GL Code - 85
K. Capital Gains/(Losses)	
(i) Profit/(loss) on Sale of Fixed Assets	67003
XXV Staff Expenses [Sum of ((a) to (d)) = Sum of ((i) to (vi))]	
(a) Top Executives (CMD/MD/ED/CEOs)	Data given by HRM
(b) Officer Staff	
(c) Clerical Staff	
(d) Subordinate Staff	
(i) Salary Expenses/Provisions	78005/ 78007 / 78009 / 78011 / 78014
(ii) Pension Expenses/Provisions	78021
(iii)Gratuity Expenses/Provisions	78019
(iv) Leave Encashment/Provisions	78002
(v) Provisions for Wage Revision	
(vi) Other Expenses/Provisions	78001 / 78002 / 78003 / 78005 / 78010 / 78011 /78015
XXVI. All other Operating Expenses	
XXVI. All other Operating Expenses	GL Code - 76 / 77 / 76 / 80 / 81 / 82 / 83
<b>Grand Total</b>	

**OSMOS\_RLC**

Report Name	Requirement
	Fields data to be captured
RLC (Report on Large Credits)	1. Borrower Name
	2, PAN number
	3. Industry sector
	4. Sector code, Banking Arrangement, Lead Bank Name (New fields to be provided, list will be shared by MIS)
	5. Internal rating, External rating
	6. Asset classification
	7. Infrastructure TCE for each borrower (Funded)
	8. Non-infrastructure TCE for each borrower (Funded)
	9. Total funded exposure (sum 7+8)
	10. Infrastructure TCE for each borrower (Non-funded)
	11. Non-infrastructure TCE for each borrower (Non-funded)
	12. Total non-funded exposure (sum 10+11)
	13. Indian Bank's Name
	14. Principal country of operation for 13.
	15. Funded exposure for 13.
	16. Non-funded exposure for 13.
	17. FI's Name
	18. Principal country of operation for 17.
	19. Funded exposure for 17.
	20. Non-funded exposure for 17.

## Reports from ERA

## **2> JSON reports required for National E-Governance Services Limited**

## Annexure VI

General Manager -IT  
Center One Building,  
21<sup>st</sup> Floor,  
World Trade Centre Complex,  
Cuffe Parade,  
Mumbai – 400 005.  
Ph. 022-22172600, 2410

Dear Sir,

Sub: Your RFP No IT/EXIM/RFP/2018-19/004 for Automated Data Flow and Management Information System Reporting for Export Import Bank of India.

We here by enclose our offer for Providing ADF/MIS solution as required by you in the captioned RFP.

We have read and understood the requirements of the RFP. We also accept the terms and conditions contained in the RFP.

We furnish hereunder the details of Demand Drafts furnished towards cost of Bid Document and Earnest Money Deposit enclosed in separate envelopes

Item	Amount Rs.	DD/ PO no	Date of instrument	Issuing Bank
EMD Amount	Rs.300000			

Yours faithfully,

(Authorized Signatory)



## Annexure VII

### FORMAT FOR NON-DISCLOSURE AGREEMENT

THIS AGREEMENT made and entered into at Pune on this the      day      of  
.....2018 between, a body corporate constituted under  
the Banking Companies (Acquisition  
& Transfer of Undertakings) Act 1970, having its Head Office, ' Center One Building, 21st Floor, World Trade  
Centre Complex, Cuffe Parade, Mumbai – 400 005. , herein after called the "BANK" which term shall wherever  
the context so require includes its successors and assigns

AND

..... a company incorporated under the Companies Act  
1956 with its registered office at and its local office at  
..... Hereinafter called the "COMPANY" which term shall wherever the  
context so require includes its successors and assigns,

#### **WITNESSETH: WHEREAS**

The Bank is interalia engaged in the business of banking and in the course of such business activity  
implemented " Management Information System" (MIS) Solution a c r o s s various locations in the Country.  
The Bank has short-listed the Company after completion of open tendering process for "Implementation of MIS  
Solution at various locations in the country. The details of such activities are as per Scope of work  
document of the Bank, duly accepted by the Company. The parties intend to engage in discussions and  
negotiations concerning establishment of business relationship between themselves. In the course of  
discussions and negotiations, it is anticipated that the parties may disclose or deliver to the other certain or  
some of its trade secrets or confidential or proprietary information for the purpose of business relationship.

NOW THEREFORE THIS AGREEMENT WITNESSETH and it is hereby agreed by

and between the parties hereto as follows:

#### **1. Confidential information-**

Confidential information means all information disclosed/furnished by either party to another party in  
connection with the business transacted/ to be transacted between the parties. Confidential information shall  
include any copy, abstract, extract, sample, note or module thereof and electronic material or records. The  
Company may use the information solely for and in connection with the purpose the information was conveyed.

#### **2. Use of Confidential Information.**

i. Each party agrees not to use the others confidential information for any purpose other than for the  
specific purpose. Any other use of such confidential information by any party shall be made only  
upon the prior written consent from the authorized representative of the other party or pursuant to  
subsequent agreement between the Parties hereto.

ii. The Company shall not commercially use or disclose for commercial purpose any confidential information  
or any materials derived there from, to any other person or entity other than persons in its direct  
employment who have a need to access and knowledge of the said information, solely for the purpose  
authorized above.

iii. The Company shall not make news release, public announcements, give interviews, issue or publish  
advertisements or Agreement, the contents/provisions thereof, other information relating to this  
agreement, the purpose, the Confidential information or other matter of this agreement, without the prior  
written approval.

### 3. Exemptions

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

1. Is already known to the receiving party (i.e. the party receiving the information) at the time of the disclosure without an obligation of Confidentiality
2. Is or becomes publicly known through no unauthorized act of the receiving party
3. Is rightfully received from a third party without restriction and without breach of this agreement
4. Is independently developed by the Receiving party without use of the other party's Confidential information and is so documented
5. Is disclosed without similar restrictions to a third party by the Party owning the confidential information
6. Is approved for release by written authorization of the disclosing party; or
7. Is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however that the Receiving party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the confidential information and / or documents so disclosed be used only for the purposes for which the order was issued.

### 4. Term

This agreement shall be effective from the date of the execution of this agreement and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the parties. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or all disclosures or uses of confidential information and at the request of the disclosing party, the receiving party shall promptly return or destroy all written, graphic or other tangible forms of the confidential information and all copies, abstracts, extracts, samples, note or modules thereof. The obligations of the Company respecting disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain.

### 5. Title and Proprietary rights

Notwithstanding the disclosure of any confidential information by the Company, the bank shall retain title and all intellectual property and proprietary rights in the confidential information. No license under any trademark, patent or copyright or application for the same, which exist or thereafter may be obtained by the Bank is either granted or implied by the conveying of confidential information.

6. Return of confidential information: Upon written demand of the Bank, the firm shall

(i) cease using the confidential information

(ii) return the confidential information and all copies, abstracts, extracts, samples, note or modules thereof to the disclosing party within seven (7) days after receipt of notice and (iii) upon request of the disclosing party, certify in writing that the firm has complied with the obligations set forth in this paragraph. Notwithstanding anything contained in this Agreement, the Company may retain sufficient documentation to support any opinion/ advice that it may provide. Such documentation shall continue to be governed by the terms and conditions of this Agreement.

### 7. Remedies:

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

#### 8. Entire agreement-

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

#### 9. Indemnity.

The Company agrees to keep confidential all information concerning the Bank that could be considered as "Confidential Information". The Company agrees that in the event of the breach of the clause above by disclosure of confidential information mentioned hereinabove the Company would indemnify and keep the Bank indemnified against all losses or damages and all action, suit, litigations or proceedings (including all costs, charges, expenses relating thereto) that the Bank may incur or suffer any damage to its property or reputation or otherwise howsoever as part of the assignment or other related jobs entrusted and done by the Company. The firm agrees that the amount of compensation as decided by the Bank will be final. The Company agrees that the above compensation payable is in addition to any other right or remedy available to the Bank due to the breach of the covenants contained in this agreement including disclosure of confidential information.

#### 10. Severability:

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

#### 11. Dispute resolution mechanism:

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

#### 12. Jurisdiction

The parties to this agreement shall submit to the jurisdiction of courts in Pune.

#### 13. Governing laws

The provisions of this agreement shall be governed by the laws. In witness whereof the parties hereto have set their hands through their authorized signatories BANK VENDOR

**MANUFACTURERS'/PRODUCERS' AUTHORIZATION FORM**

No.

Date:

To:

Dear Sir:

**Ref: Your RFP IT/EXIM/RFP/2018-19/004 for Automated Data Flow and Management Information System Reporting for Export Import Bank of India.**

We who are established and reputable manufacturers / producers of Having factories/ development facilities at(*address of factory / facility*) do hereby authorize M/s(*Name and address of Agent*) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

(a) Such Products as the Bank may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and

(b) in the event of termination of production of such Products:

i. Advance notification to the Bank of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and

ii. Following such termination, furnishing at no cost to the Bank, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name)

(Name of Producers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

## Annexure- IX

### Functional Specification Compliance

Functional			
S. No.	Functional Specifications	Compliance Status (Y or N)	Additional Information
	The solution should have centralized database which users will access from branches located across the country as well as users located at Head Office. Data from core solution as well as other applications running in the bank should be extracted through an extraction tool (ETL) at predefined periodicity & to be pooled at one place.		
2	Satisfy all MIS requirements from a separate server other than transaction server (CBS System) with increased efficiency.		
3	<p>Satisfy MIS requirements of generating all statutory reports/data required to be sent to RBI automatically without manual intervention in the format required by RBI and also facilitate data transmission through Push/Pull Mechanism when introduced by RBI as mentioned in item 3.2 (A) of the objective stated above. For satisfying the requirement the software should provide:</p> <ul style="list-style-type: none"> <li>• Data Acquisition Layer</li> <li>• Data integration Layer</li> <li>• Data conversion layer</li> <li>• Data submission layer</li> </ul>		
	<b>The details of each layer are enumerated below:</b>		
	<b>Data Acquisition Layer:</b> The Data Acquisition layer captures data from various source systems e.g. - Core Banking Solution and other Applications mentioned above.		
	<b>Data Integration &amp; Storage Layer:</b> The Data Integration & Storage layer extracts and integrates the data from source systems with maximum granularity required for Reserve Bank returns and ensures its flow to the Centralized Data Repository (CDR). To ensure desired granularity, appropriate business rules are to be defined in the Data Integration & Storage layer.		

	<b>Data Conversion/Validation Layer:</b> This layer converts the data stored in the CDR to the prescribed formats using pre-defined business rules. The data conversion structure could be in the form of a simple spreadsheet to an advanced XBRL instance file. The Data Conversion layer will also perform validations on the data to ensure accuracy of the returns. Some common validations like basic data checks, format and consistency validations, abnormal data variation analysis, reconciliation checks, exception report, etc. would be required to be done in this layer.		
	<b>Data Submission Layer:</b> The Data Submission layer is a single transmission channel which ensures secure file upload mechanism in an STP mode with the reporting platforms like ORFS. In all other instances, the required returns may be forwarded from the bank's repository in the prescribed format. The returns submission process may use automated system driven triggers or schedulers, which will automatically generate and submit the returns. When the returns generation process is triggered, the system may check if all the data required to generate this return has been loaded to the central repository and is available for generating the return. It may start preparing the return only after all the required data is available. The Data Submission layer will acknowledge error messages received from Reserve Bank for correction and further processing.		
	<b>The solution should also facilitate the following:</b>		
	Generate all returns mentioned in annexure V as well as any additional requirement from time to time.		
	The solution should have data replication capability in case the bank opts for the same.		
	<b>Requirements for Business Intelligence</b>		
	Create business reports, dashboard and adhoc queries.		
	Publish reports in all desired formats: Email, HTML, PDF, Excel, CSV, XML etc.		
	Explore & analyze large volumes of data across multiple dimensions		

	Capability for Analysis, Planning, Budgeting & forecasting on various parameters		
	Capability for Trend analysis, expense analysis, renewal pattern analysis, budgeting, down to top process and forecasting		

## Annexure-X

### Technical Specification Compliance:

Technical				
S. No.		Technical Specifications	Compliance Status (Y or N)	Remark
1	A. Central Data Repository	1.The desired future state of the solution should be that for CBS data the database of the report server should be replicated to the CDR database on a daily basis and aggregation and pooling done from it. This will be a full upload initially and an incremental upload subsequently.		
		1. Data from other applications should flow to the CDR database to complete the requirement of the RFP on a daily basis. The vendor is expected to design the CDR database based upon these data inflows and as per the requirement. This will be a full upload initially and an incremental upload subsequently.		
		2.The data dictionary and other relevant features of the solution should be executed on the CDR database and the tool should have a capability to impose the standard data fields to the CBS production server back. This step will be approved by the bank only after a successful POC based upon requirements.		
		4.The solution should be able to support volumes of data as mentioned in item 6, Sizing & Scalability requirements for a period of next 5 years and if required at a later stage should be capable of upgrading to meet the requirements at least of another 5 years.		
		5.The solution should have inbuilt optimized data structure for storing data and should have tools like data visualization.		
		6. The solution should have ability to accept incremental data and update changes from incremental data extracted through ETL.		



2	<b><u>B. Logical Data Model</u></b>			
		1. Should have a customized model for the Banking Industry		
		2. Should be an open format i.e. ability to customize the data model as per Bank's future requirements.		
		3. Easily customizable to suit the Indian regulatory requirement.		
		4. Support all business lines across bank		
		5. Ability to support the single view of the customer across the bank's business lines.		
3	<b><u>C.Data Extraction</u></b>			
		1. The data extraction is to be done through an ETL tool capable of analyzing data quality of source data before loading and if required after loading.		
		2. Should have the ability of scheduling routines and should be platform independent.		
		3. Capability of incremental loading and ability of extraction from multiple sources concurrently with independent extraction, transformation and loading rules for each extraction routine.		
		4. Should have a Data Quality tool for identifying gap data, redundant data etc for data cleansing.		
		5. Should have auditing capability.		
4	<b><u>D.User Interface</u></b>	Solution should have user friendly web interface with easy to use menu structure and should provide gap interface for manual updating of gap data if required.		

5	<b><u>E.Report writer /Tool</u></b>	1. System should have tool for report designing with all arithmetic and grouping functions and ability to generate reports in various formats like txt, pdf, html .excel, xml, XBRL etc with appropriate security features incorporated.		
		2. Templates for different reports should be provided		
		3. Provision for adhoc report requirements through queries should be available		
		4. There should be provision for scheduled as well as manual reporting requisition.		
		5. Printing of reports through various types of printers should be possible.		
		6. Forwarding of reports through mail should be possible.		
6	<b><u>F.Security features</u></b>			
		1. The solution should ensure user level, data and information security as per Bank's security policy.		
		2. There should be secure login and password for each user with encryption.		
		3. The system should support accepted industry based security and directory schemes viz SSL, PKI , Digital certificates, Digital Signatures etc		
		4. Should enable generation and monitoring of Logs		