



REQUEST FOR PROPOSAL

SUPPLY, INSTALLATION, IMPLEMENTATION, COMMISSIONING AND MAINTENANCE OF ELECTRONIC OFFICE AUTOMATION SYSTEM [E-OFFICE] FOR EXPORT-IMPORT BANK OF INDIA, MUMBAI

E-Tender Reference No: EXIM/RFP/2020-21/040

Head Office:

Export-Import Bank of India, Centre One Building, 21st Floor,
World Trade Centre Complex, Cuffe Parade, Mumbai – 400 005

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1. QUOTATION BID NOTICE

- 1.1 Export-Import Bank of India (EXIM Bank), a corporation established under the Act Export-Import Bank of India Act of Parliament, 1981 and having its registered office at 21st Floor, World Trade Centre Complex, Cuffe Parade, Mumbai 400 005 invites bids from eligible bidders for “ **Supply, Installation, Implementation, Commissioning and Maintenance of Electronic Office Automation System**” for EXIM Bank.
- 1.2 The mode of tendering is through e-Tendering. E-Tendering is the process by which the physical tendering activity is carried out using the internet and associated technologies in a faster and secure environment.
- 1.3 Vendor registration can be done online by opening the Website: <https://eximbankindiatenders.procuretiger.com> Click on the “New Bidder Registration” link, create User ID and Password, and attach your Digital certificate.
- 1.4 Tender document will be allowed for download from the above web site after successful vendor registration (hard copies of the tender document will not be provided) and submission of tender document cost.

1.5 **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

Landline Numbers: 079 6813 6857/ 6848/ 6842/ 6820/
6880/6837/ 6895

Primary Contact Numbers: -

M:- 9081000427/ 09904406300

E-mail ID: nandan.v@eptl.in, fahad@eptl.in,

devendra.r@eptl.in, nikhil@eptl.in

- 1.6 EXIM Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons, therefore.

2. IMPORTANT INFORMATION

| | |
|---|---|
| Tender Document for | Supply, Installation, Implementation, Commissioning, and Maintenance of Electronic Office Automation System for Export-Import Bank of India. |
| Tender Reference No. | EXIM/RFP/2020-21/040 |
| Tender Document Cost | ₹ 5000.00 |
| EMD Amount | ₹ 10,00,000.00 |
| Date of Online Notice | February 11, 2021 4:00 PM |
| Document Downloading Start Date | February 11, 2021 4:00 PM |
| Pre-Bid Meeting | February 22, 2021 3:00 PM [Meeting will take place online. Meeting ID will be sent to those Bidders who have completed successfully the vendor registration process and who have paid Tender Document Cost. |
| Document Downloading End Date | March 04, 2021 5:00 PM |
| Last Date and Time for Submission of Tender | March 05, 2021 2:00 PM |
| Place of Submission of Signed tender document hardcopy. | Export-Import Bank of India, Center One Building, 21 st Floor, World Trade |
| Opening of Tender | March 05, 2021 5:00 PM |
| Address for communication | E-Mail: johny.souriar@eximbankindia.in |
| Place of Receipt of E-Tender | https://eximbankindiatenders.procuretiger.com |

Note: Commercial bids will be opened online only. E-Tendering is the simulation of the manual tendering process on the internet. I.e. the eligible Bidders / Service Providers can log on to the internet site specified using a unique username and 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 Bidders 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 and encrypted in nature.

Minimum requirement for e-tender participation:

1. Computer / Laptop with internet connection
2. Operating system – Windows 7/ Windows 10
3. Digital certificate - Class II or III, signing + Encryption, and **it should be an organizational certificate only**
4. Vendor registration can be done online by opening the Website: <https://eximbankindiatenders.procuretiger.com> Click on the “New Bidder Registration” link, create a User Id and Password and attach your Digital certificate.

For any clarification kindly contact –

e-Procurement Technologies Limited

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Nr. Gujarat College, Ellis Bridge,

Ahmedabad – 380 006 , Gujarat State, India

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3. MANDATORY INFORMATION REQUIRED FOR PRE-QUALIFICATION OF THE BIDDER

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.

| Contents | | 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. and Date of Registration | | | |
| 8. Status of the firm (Proprietor/Partnership/Co. etc.) | | | |
| 9. Name of Bankers | a. | | |
| | b. | | |
| 10. PAN Card No. | | | |
| 11. GST No. | | | |

Seal and Signature on the document and uploaded on the E-tender portal.

Date :

Place :

Note :

4. INFORMATION FOR BIDDERS

- 4.1** Bids shall be submitted online only at website:
<https://eximbankindiatenders.procuretiger.com/EPROC/>
- 4.2** The bidders can enroll themselves on the website:
<https://eximbankindiatenders.procuretiger.com/>. Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of a smart card/e-token in the Company's name is a prerequisite for registration and participating in the bid submission activities through this web site.
- 4.3** The tenderers should have Digital Signature Certificate (DSC) for filling up the Bids. The person signing the tender documents should be authorized for submitting the online e-tender.
- 4.4** Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- 4.5** Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with a black and white option which helps in reducing the size of the scanned document.
- 4.6** Please make sure that all formats are asked as per Sr. No. 4 and 5 [*Information For Bidders & Condition for MSEs*] of the tender document are properly uploaded on the online Website for E-Procurement
<https://eximbankindiatenders.procuretiger.com/>
- 4.7** Any person signing a Tender shall submit documentary evidence that his signature on the Tender, submitted by him, is legally binding upon himself, his firm. If it is detected that the person so signing the Tender has no authority to do so, the General Manager, Exim Bank may, without prejudice to other civil and criminal remedies, not consider the Tender and hold the signatory liable for all costs and damages. Bidders should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates that have been engaged by the Purchaser to provide consulting services for the preparation of the design, specifications, and other documents to be used for the

procurement of the goods and services to be purchased under this Invitation of Bids. The bidder or his agent must have an office in India. That the Bidder will assume total responsibility for the fault-free operation of equipment, application software, if any, and maintenance during the warranty period and provide necessary maintenance services after the end of the warranty period if required. Bidders who meet the criteria given above are subject to be disqualified if they have made an untrue or false representation in the forms, statements, and attachments submitted as a proof of the qualification requirements or have a record of poor performance, not properly completing the contract, inordinate delays in completion or financial failure, etc. The Bidder should be a manufacturer or their dealer specifically authorized by the manufacturer to quote on their behalf of this tender as per manufacturer authorization form and Indian agents of foreign principals, if any who must have designed, manufactured, tested, and supplied the equipment(s) similar to the type specified in the "Technical Specification". Such equipment must be of the most recent series/models incorporating the latest improvements in design. The models should be in successful operation for at least one year as of the date of Bid Opening in India and is engaged in R&D activities.

- 4.8** The bidder shall offer only a single Technical Solution to meet the specifications and scope of work as per the tender document.

5. CONDITIONS FOR MICRO AND SMALL ENTERPRISES (MSMEs)

5.1 As per Public Procurement Policy (PPP) for Micro & Small Enterprises (MSEs) Order, 2012 issued vide Gazette Notification dated 23.03.2012 by Ministry of Micro, Small and Medium Enterprises of Govt. of India, MSEs must be registered with any of the following to avail the benefits/preference available vide Public Procurement Policy MSEs Order, 2012.

1. District Industries Centers (DIC)
2. Khadi and Village Industries Commission (KVIC)
3. Khadi and Village Industries Board
4. Coir Board
5. National Small Industries Corporation (NSIC)
6. Directorate of Handicraft and Handloom
7. Any other body specified by the Ministry of MSME (MoMSME)
8. Udyog Aadhaar Acknowledgment/ Udyog Aadhaar Memorandum issued by MoMSME.

5.2 MSEs participating in the tender must submit a valid & authorized copy of the certificate of registration with any one of the above agencies. In case of bidders submitting DIC registration certificate shall attach an original notarized copy of the DIC certificate. The MSE's Bidder to note and ensure that nature of services and goods/items manufactured mentioned in MSE's certificate matches with the nature of the services and goods /items to be supplied as per Tender.

5.3 The registration certificate issued from any one of the above agencies must be valid as on Bid closing date of the tender. Bidder shall ensure the validity of the registration certificate in case the bid closing date is extended.

5.4 The MSEs who have applied for registration or renewal of registration with any of the above agencies/bodies but have not obtained the valid certificate as on the close date of the tender is not eligible for exemption/preference.

5.5 The MSEs registered with the above-mentioned agencies /bodies are exempted from payment of Earnest Money Deposit (EMD) & tender fees.

- 5.6** Pre-qualification criteria concerning Prior Turnover and Prior experience may be relaxed for Micro & Small Enterprises as per GOI guidelines subject to meeting of quality and technical specifications.
- 5.7** However, there may be circumstances like procurement of items/services related to public safety, health, critical security operations and equipment, etc., wherein EXIM Bank reserves the right to not consider relaxation of Prior Turnover and Prior Experience for Micro and Small Enterprises as per GOI guidelines.

6. GENERAL CONDITIONS OF RFP

The Bidder is required to confirm their acceptance of the General Conditions of the Request for Proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of the bid submitted by the Bidder.

- 6.1 Law:** The Contract shall be considered and made following the laws of the Republic of India. The contract shall be governed by and interpreted under the laws of the Republic of India.
- 6.2 Effective Date of the Contract:** The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.
- 6.3 Standard Arbitration Clause:** All disputes or differences arising out of or in connection with the present contract including the one connected with the validity of the present contract or any part thereof should be settled by bilateral discussions. Any dispute, disagreement of the question arising out of or relating to this contract or relating to construction or performance (except as to any matter the decision or determination whereof is provided for by these conditions), which cannot be settled amicably, shall within sixty (60) days or such longer period as may be mutually agreed upon, from the date on which either party informs the other in writing by a notice that such dispute, disagreement or question exists, will be referred to a sole Arbitrator. Within sixty (60) days of the receipt of the said notice, an arbitrator shall be nominated in writing by the authority agreed upon by the parties. The sole Arbitrator shall have its seat in Mumbai or such other place in India as may be mutually agreed to between the parties. The arbitration proceedings shall be conducted under the Indian Arbitration and Conciliation Act, 1996 and the award of such Arbitration Tribunal shall be enforceable in Indian Courts only. Each party shall bear its own cost of preparing and presenting its case. The cost of arbitration including the fees and expenses shall be shared equally by the parties unless otherwise awarded by the sole arbitrator. The parties shall continue to perform their respective obligations under this contract during the pendency of the arbitration proceedings except in so far as such obligations are the subject matter of the said arbitration proceedings.

(Note - In the event of the parties deciding to refer the dispute/s for adjudication to an Arbitral Tribunal then one arbitrator each will be appointed by each party and the case will be referred to the Indian Council of Arbitration (ICADR) for the nomination of the third arbitrator. The fees of the arbitrator appointed by the parties shall be borne by each party and the fees of the third arbitrator, if appointed, shall be equally shared by the buyer and seller).

- 6.4 Penalty for use of Undue influence:** The Seller undertakes that he has not given, offered, or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage, or inducement to any person in service of the Buyer or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act about the obtaining or execution of the present Contract or any other Contract with the EXIM Bank. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Seller towards any officer/employee of the Buyer or to any other person in a position to influence any officer/employee of the Buyer for showing any favor about this or any other contract, shall render the Seller to such liability/ penalty as the Buyer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the Buyer.
- 6.5 Non-disclosure of Contract documents:** Except with the written consent of the Buyer/ Seller, the other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample, or information thereof to any third party.
- 6.6 Liquidated Damages:** In the event of the Seller's failure to submit the Bonds, Guarantees, and Documents, supply the stores/goods and conduct trials, installation of equipment, training, etc. as specified in this contract, the Buyer may, at his discretion, withhold any payment until the completion of the contract. The Buyer may also deduct from the Seller as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered stores/services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores/services.
- 6.7 Termination of Contract:** The Buyer shall have the right to terminate this Contract in part or in full in any of the following cases:
1. The Seller is declared bankrupt or becomes insolvent.

2. The Buyer has noticed that the Seller has utilized the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.
3. With mutual agreement
4. As per the decision of the Arbitration Tribunal.

6.8 Notices: Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by registered pre-paid mail/airmail or email, addressed to the last known address of the party to whom it is sent.

6.9 Patents and other Industrial Property Rights: The prices stated in the present Contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks, and payments for any other industrial property rights. The Seller shall indemnify the Buyer against all claims from a third party at any time on account of the infringement of any or all the rights mentioned in the previous paragraphs, whether such claims arise in respect of manufacture or use. The Seller shall be responsible for the completion of the services and supplies including spares, tools, technical literature, and training aggregates irrespective of the fact of infringement of the supplies, irrespective of the fact of infringement of any or all the rights mentioned above.

6.10 Amendments: No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.

6.11 Evaluation and Comparison of Bids:

1. 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.
2. The decision of the Bank would be final and binding on all the Bidders to this document. The Bank may accept or reject an offer without assigning any reason whatsoever. 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 will be a two-stage process. The stages are:

- I. General Eligibility and technical specification evaluation
- II. Commercial evaluation

6.12 Notices to local bodies:

1. The Service Provider shall comply with and give all notices required under any law, rule, regulations, or bye-laws of parliament, state legislature, or local authority relating to works.
2. No Bidder shall contact the Bank on any matter relating to its Bid, from the time of the Bid opening to the time the Contract is awarded to the successful bidder(s).
3. Any effort by a Bidder to influence Bank's Bid evaluation, bid comparison or contract award decisions may result in the rejection of the Bid.
4. I / We hereby declare that I / We have read and understood the above instructions for the guidance of the Tenderers. Seal and Signature of the Bidder/s not required since the document is Digitally Signed.

7. TERMS OF RFP

- 7.1** This Request for Proposal (RFP) document has been prepared solely for selection of OEM / **System Integrator for Supply, Installation, Implementation, Commissioning and Maintenance of Electronic Office Automation System for EXIM Bank**. The RFP document is not a recommendation, offer, or invitation to enter a contract, agreement, or any other arrangement in respect of the services. This document is meant to provide information only and upon the express understanding that the recipients/bidders will use it only for the purpose set out herein.
- 7.2** While this document has been prepared in good faith, neither the Bank nor any of its employees make any representation or warranty or shall have any liability to any person, including any applicant or bidder under any law, statute, rules or regulations for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in this bid.
- 7.3** The bidders shall bear all costs associated with the preparation and submission of the tender including but not limited to additional information required by the Bank, attendance of the meetings, etc. and Exim Bank will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the tendering process.
- 7.4** The bidders must apply their care and conduct their investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.
- 7.5** Exim Bank reserves the right to reject any or all the bids without assigning any reasons thereof without thereby incurring any liability to the bidders or any obligation to inform the affected bidders on the grounds for the Bank's action or without assigning any reasons, whatsoever. The decision of Exim Bank shall be final, conclusive, and

binding on all the bidders/parties directly or indirectly connected with the bidding process and the same shall not be questioned/challenged.

- 7.6** Exim Bank also reserves the sole right for carrying out any amendments/modifications/changes including any addendum to this RFP. Such amendments/modifications/changes including any addendum to this RFP shall be notified on the Bank's website www.eximbankindia.in and these will be binding on the bidders.
- 7.7** Exim Bank reserves the sole right to cancel the RFP at any stage without assigning any reason.
- 7.8** Before tendering, the bidders are requested to carefully examine the tender bid documents, terms & conditions of the assignment, Terms of Reference, etc. and if there is or appears to be any ambiguity therein, they should immediately refer the matter to Exim Bank, for clarification.
- 7.9** The proposal submitted by the bidder will remain valid and open for evaluation according to their terms for a period of at least 90 days from the RFP closing date.
- 7.10** All queries relating to the RFP, technical or otherwise, must be by written communication/email only and will be entertained by the Bank only in respect of the queries received up to the date and time specified in RFP. The Bank will respond to all the queries in the pre-bid meeting. Bank may, in its absolute discretion seek, but being under no obligation to seek, additional information or material from any bidder after the closure of RFP and all such information and material provided will be taken to form part of that bidder's response.
- 7.11** The Bank expects a single bidder having in-house capabilities to deliver the scope as per the Terms of Reference. Formation of consortium, joint venture, or association of consultants or sub-contracting of services in whole or part with other firms shall not be permitted. In case the bidder is found to not possess the requisite capabilities, it will be summarily disqualified from the process for this assignment.

8. TERMS OF REFERENCE

- 8.1** Exim Bank of India was set up in 1981 by an Act of Parliament and commenced business in March 1982. In its initial years, it engaged in vanilla ECA business, mainly medium/long term post-shipment credit for project exports, along with some packing credit and overseas investment finance. With the opening of the Indian economy, it took up finance for export capability creation, spanning export marketing, R&D, export production, export facilitation etc. Over the past decade and a half, it has also assumed the role of the GOI's policy instrument for its economic diplomacy initiatives viz. Lines of Credit, Buyer's Credit etc. Information on Bank's products & services and past financial performance can be accessed from the Bank's website: www.eximbankindia.in.
- 8.2** The scope of implementation of e-office automation envisages a complete turnkey solution which may inter-alia includes supply, Install and maintain e-office software, third-party software (if any), customization of the e-office automation system, system integration, and training to end-users in EXIM Bank.
- 8.3** The Electronic Office automation Solution shall create a long-term foundation of having an integrated platform for performing key business functions. Following is the vision of Electronic Office System in a matured state:
- Establish a centralized document repository & route documents electronically, to reduce paper-based working & achieve Paperless Office functioning in the Bank.
 - Provide a digital platform to perform business transactions in a paperless manner from start to end.
 - Provide a unified platform for the users to transact with inter/intra divisions and existing or upcoming IT systems/applications.
 - Provide a platform for the generation of various MIS reports, Dashboards, Alerts, and customised report generations at various levels in the Organization structure.
 - Integration of Digital Signature Certificate for approvals.
 - Seamless Document Management and easy retrieval along with transactions.

- Highly Secured Web Interface with Two Factor Authentication [2FA] for external customers to share the documents, and real-time report.
- Implementation of Robotic Process Automation [RPA] to reduce the periodic and repetitive tasks and reports.
- Integration with Office 365 Email solution.

8.4 The proposed e-office automation software must have the following minimum functionalities/Modules:

- Correspondence/DAK Management
- Document Management System [DMS]
- File Management
- Workflow Management
- Office Note Management
- Committee & Meeting Management
- Collaboration & messaging suite
- Knowledge Management
- Regulatory Reports under Right to Information Act, 2005
- Management of Reports to Parliamentary Questions Management
- Rajbhasha Compliance
- Circular Management
- Budget allocation and Management
- Litigations/ Court Cases Management
- Helpdesk Management
- External Web Interface for customers.
- Dynamic Workflow Builder Functionality
- Integration with Microsoft Office 365.
- Department wise / Unit Wise / User Wise Dashboard.
- Project/Task Management
- Management Information System [MIS]
- Reports with Charts and Graphs

The detailed **Scope of the Project** is attached at **Annexure XII & XIII**

9. PROCESS & SYSTEM STUDY

9.1 The selected bidder is expected to study the RFP to gain an understanding of the current and proposed business processes in the Bank. The selected bidder is expected to identify business process areas where the Bidder may need to obtain further understanding. The Bidder is expected to identify further process improvement opportunities. The successful Bidder will be required to create a detailed **System Requirement Specification [SRS]** document with the understanding. The SRS preparation team of the successful Bidder should be experienced, with full functional knowledge of the software. It is preferable to have bidder and OEM as part of the solution provider. The Bank reserves the right to ask for the replacement of any team member if the Bank feels he/ she is not adequately qualified for the same. The Bank on acceptance of the same shall sign off the SRS Document.

9.2 We intend to take up this project in a phased manner and follow the broad steps indicated below:

1. Kick-off Meeting of the Project
2. System Requirements Study [SRS]
3. Design and Build
4. Deployment
5. Testing
6. Data Migration
7. Implementation
8. Training
9. Go-Live
10. Post Implementation
11. Warranty
12. AMC and Onsite Technical Support
13. E- Data Room

9.3 **Kick-Off Meeting of the Project:**

Kick-off should be the first activity after the award of the project, focusing on the project objective, milestones, and resource roles and responsibilities.

9.4 **System Requirement Study [SRS]:**

The selected bidder will conduct a detailed Systems Requirements Study and provide a document/Manual relating to the functionalities as required for the

Electronic Office Automation System. The SRS will be conducted for each Group / Unit / Office (both domestic and overseas offices). The selected bidder is also expected to provide suitable Business Continuity Planning applicable to the proposed solution for Electronic Office Automation System so that the solution is available at anytime, anywhere or any site. EXIM Bank will identify the content provider coordinators for each Group / Regional Office / Overseas Office and other offices, who would be responsible for the review, comments, and sign-off the SRS Document. The bidder team may be required to visit Exim Bank's office within Mumbai and New Delhi for requirement gathering.

9.5 Design and Build:

1. Post finalization and signing off of the SRS document by the Bank, Bidder is expected to start with the design and build of the application.
2. Development of the application will be carried out at Bidder's Development Centre.
3. Bidder is expected to ensure complete confidentiality and security of the Bank's Data as per the agreement entered with the Bank.
4. Bidder should facilitate the Bank or any of its entities to carry out an audit at their Development Centre to check the progress of the project at any point in time.
5. Bidder is expected to follow Secure Coding standards as part of the application development.
6. Bidder is expected to submit all their deliverables, i.e. High-Level Design (HLD), Low-Level Design (LLD) for Bank's approval before proceeding with the build of the application.
7. Bidder should complete unit testing and required security tests before deploying the System in the Bank's test environment.

9.6 Deployment:

1. The test environment for deployment as per Route to Live (RTL) will be provided by the Bank to the Bidder.
2. The Bidder's resources will be required onsite during the deployment phase.
3. Setting of up the test environment at EXIM Bank test environment will be Bidder's responsibility.
4. Bidder is expected to provide user and technical documentation including Installation, Commissioning, Implementation, security check Manuals.

9.7 Testing:

The vendor would assist EXIM Bank in the following: -

1. Functional tests to demonstrate that each component as well as the entire completed system performs the functions as is designed to function.
2. Load tests to demonstrate the ability of the system to perform without performance degradation under maximum traffic load-carrying conditions as defined in the OEM's specifications. For Electronic Office Automation System, we are expecting peak load to be at 500 concurrent users at any given point in time with response times.
3. The Bidder is expected to use industry-standard tools for performance and load testing and share the results with EXIM Bank. In case, if such a tool needs to be procured, the procurement will be the bidder's responsibility.
4. Performance tests to demonstrate satisfactory performance during the testing phase before Go-Live.
5. The bidder shall conduct the tests, rectify any problems, and provide an operational & efficient system.
6. The bidder to provide an automated regression test suite and all testing documentation for future testing purposes on product enhancement.
7. The bidder to run automated testing suites (where applicable) as determined by the test scripts and document all test results, as well as any deviations that have been discovered in a format acceptable to EXIM Bank.
8. UAT will be firstly done by the identified content coordinators from Groups / Offices/ Regional Offices / Overseas Offices of EXIM Bank and later by a third party, if EXIM Bank so desires.
9. Vulnerability Assessment and Penetration [VAPT] after data migration as per Open Web Application Security Project [OWASP].
10. Standard Benchmark to ensure that all parties have a common understanding of any security issues uncovered, the Bank will conduct VAPT which will provide vulnerability ratings (preferably) based on industry standards as defined by First's Common Vulnerability Scoring System (CVSS) and Mitre's Common Weakness Enumeration (CWE). Third-party testing, third-party audit (application, data, and process) and vulnerability assessment and penetration testing (VAPT) will be carried out by Bank before going Live. The vendor should make necessary arrangements to facilitate all these activities without separate charges to the Bank. Also, the vendor must ensure that all the solutions should be in conformity with the Information Security (IS) policy of the Bank. All the aspects of IS policy should be adhered to by the bidder.

11. The vendor should provide an official signed document accepting the system ("Final Systems Acceptance") from the EXIM Bank.
12. VAPT exercise shall be conducted by the Bank, it shall be the Bidder's responsibility to rectify the gaps unearthed during the VAPT at no additional cost to the Bank during the contract period.

9.8 Data Migration

Data migration will be the responsibility of the Bidder. All necessary tools/ queries required for extraction/ transformation and migration must be provided by the Bidder. It is the Bidder's responsibility to ensure accuracy, integrity, and completeness of the data migration from legacy DMS application used in the Bank to the new Electronic Office Automation System.

9.9 Implementation

1. On successful completion of UAT and SIT, the Bidder should deploy the code in the Production site.
2. The Bidder will ensure a mirror copy of the Production site is replicated in the Disaster Recovery (DR) site as per the Bank's requirement.
3. The implementation phase shall be deemed as completed in all respects only after
 - All applications and services are implemented as per the intent of this RFP.
 - Application meets all the necessary security tests as part of the Bank's Secure Software Development Lifecycle (SSDLC) methodology.
 - All functionalities mentioned in this RFP have gone live.
 - All the related trainings are completed, and a post-training assessment is carried out by the Bank.
 - VAPT observations are complied.

9.10 Training

Bidder should provide training to EXIM Bank's officials for using and managing the system, which will include end-user, technical, and System Administration training as well as DBA level training. All arrangements and expenditure in this regard are to be undertaken by the bidder with no claim on the Bank. The training phase includes the preparation of user manuals, handbooks, tutorial videos etc. besides hands-on classroom training sessions for the end-users. The purpose of these trainings is to

enable the officials of Exim Bank to handle the day-to-day system operation.

1. Scanning/Imaging system.
2. Document Management System.
3. Workflow/Business process management.
4. System Administration.
5. Operating System, Back up procedure etc.
6. Any other aspect as necessary

A. Administrator Level Training (Technical): A comprehensive technical training to users should be provided by Bidder at one or more locations in India on the following topics:

- i. User management
- ii. Configuration/ Parameterization of Application software
- iii. Management of Application software
- iv. Report writing / Business Activity Monitoring
- v. Troubleshooting etc.

B. User Level Training (on-site): A set of user-level training depending on the roles and responsibilities (separately for senior / other staff) of the users at different locations by the bidder at Head Office, Mumbai and New Delhi Office on the following topics:

- i. All the functionality available in the application
- ii. User and Workflow Process Management
- iii. Use of the application
- iv. Easy adoption by the user
- v. Troubleshooting at the user level

On-site training must synchronize with the phased manner implementation plan and in any case, be completed before the start of live operations. An on-line/off-line self-learning mechanism with appropriate screenshots and markings should be prepared and made available for all users in softcopy to learn and use the product themselves. Tutorial videos should also be prepared to explain the various features and modules of the application.

Online training module to be included in the Electronic Office Automation System suite for self-learning.

9.11 Go – live

Go-Live is the phase in which the application is made available to all the users to carry out live transactions.

1. Before the final Go-Live, the Bidder must complete the development/ customization of the application as per the Functional and Technical Specifications agreed with the Bank.
2. The Go-Live is an end-to-end responsibility of the Bidder who will manage total planning, handholding support as per the scope of work.
3. Global common workflow plus seven specific work process Modules as under need to be developed at the time of Go-Live.
 - I. Global common workflow for external/Internal suo moto Office note Inward and outward workflow.
 - II. Bill Processing Workflow
 - III. Legal Cases Workflow
 - IV. Procurement process Workflow
 - V. Internal Audit Bill testing Workflow
 - VI. Business Group Automation Workflow along with legal documentation verification
 - VII. Workflow for Monthly Work Certificate / Statutory Compliance/Monthly Vigilance Reports etc. Regular Compliance reporting by any office unit.

The completion shall include satisfactory installation, testing, data migration, non-functional requirements, etc.

4. Bidder should provide 90 days of hand-holding support post-Go-Live.
5. On satisfactory performance of application post 90 days from Go-Live, the Bank will issue Completion Certificate.
6. In case of the Go-Live delays by the Bidder, the financial Penalty as per the Banks discretion will be imposed on the Bidder at 5% of the total contract value per month of delay, to the maximum of 10% of the total contract value as per the agreement between the Bank and the successful Bidder.

9.12 Post Implementation

The post-implementation period will start after 90 days of successful “Go-Live” of the project. Post-implementation will begin from the date of issue of the Completion Certificate by the Bank. **Bidder would be required to specify the cost of 2 years of Warranty period and 3 years of Annual Maintenance Contract (AMC) after the expiry of the Warranty.**

9.13 Warranty

It would be mandatory for the Bidder to provide a Warranty for 2 years for the system. The Warranty period of two (2) years will commence from the date of issue of the Completion Certificate by the Bank. During the Warranty Period, the Bidder would be required to undertake all necessary modifications not falling under the purview of “Continuous development” such as updates, bug fixes, changes in the application or any other support as and when required at no extra cost.

9.14 ON-SITE SUPPORT

On-site support team is required during the first year after “Go-Live”.

1. The Bank will require 2-3 resources at Head Office after go-live to handle application and user issues. The contract of some resources may be increased or decreased based on the requirement at the same cost quoted by the bidder. The resources required are as under:

Key responsibilities of the on-site resources deployed (L1, L2) are:

1. Assist EXIM Bank employees in case of any support needed for using the application
2. Closely work with EXIM Bank’s stakeholders to carry out user management and other administrative activities
3. Work with EXIM Bank’s stakeholders to gather inputs for any issues in application faced by the users and communicating the same to the vendor’s offsite team.
4. Carry out solution demonstration to end-user
5. Requirement gathering or any future enhancements or Continuous Development.
6. Application Support
7. Coordination with OEM nodal support team and/or off-site team for ticketing/call log and issue resolution support.
8. Application Management etc.
9. Service Level Agreement [SLA] Management.

10. PROCESS OF SELECTION

The process of selection would include the following:

1. Issuance of RFP.
2. Pre-Bid Meeting.
3. Submission of Bids.
4. Opening of Eligibility & Technical Bids.
5. Presentations by the bidders meeting eligibility criteria to Selection Committee.
6. Opening of financial bids of the bidders that are technically qualified (Technically qualified bidders will be ones that have scored above the predefined threshold decided by the Bank).
7. Award of contract, based on the final score of the bidder

11. ELIGIBILITY CRITERIA

11.1 Eligibility Criteria of the Bidder

Bidders meeting the following criteria are eligible to submit their bids along with supporting documents. If the bid is not accompanied by the required documents supporting eligibility criteria, the same would be rejected. **The Bidder must submit Eligibility Criteria Compliance details as a single document sequentially and proof of document.**

| Sr. No. | ELIGIBILITY CRITERIA | SUPPORTING DOCUMENTS TO BE SUBMITTED | COMPLIANCE (YES/NO) |
|---------|---|---|---------------------|
| 1 | The bidder and the OEM should be a registered company in India under the Companies Act 1956 / 2013 and should have been in operation at least for five years on the date of tender publication. | Registration or certificate of commencement or certificate of incorporation issued by Registrar of Companies. | |
| 2 | The Product / Services quoted price validity should be 180 days from the tender opening date | Consent on letterhead to be submitted. | |
| 3 | Integrity Pact Agreement (IPA) to be executed. | Download the IPA (attached as Annexure VIII) and sign on Rs. 500 stamp paper. Scanned copy to be uploaded on the E-tender portal. Original document to be sent to Exim Bank, Head Office, Mumbai as per the date and time mentioned in the tender | |
| 4 | The Bidder should have a minimum turnover of > ₹ 250 Crores per annum in each of the last three financial years. Bidder and the OEM should have a positive net worth in the last three financial years. | 1. Audited statement for the Financial Year 2017-18, 2018-19 and 2019-20. 2. CA Certificate indicating sales turnover for the above-mentioned years. | |
| 5. | The Bidder / OEM must have implemented an e-Office solution in bilingual (Hindi and English) with a full suite of Office Automation as stated in Point No. 6 below. | Bidder to provide self-declaration on letterhead with references of implemented institution's officials with contact details such as Name, Designation, Address, Email and Phone Number. | |

| | | | |
|---|--|---|--|
| 6 | <p>The Document Management with workflow automation solution software product offered should have been implemented by the OEM / bidder (Bidder/OEM should have implemented the proposed OEM solution for these three) at least three projects related to E-Office automation solutions (full suite) in bilingual (Hindi and English) i.e. Office Note Management, Correspondence management module, Committee & Meeting Management Module, RTI Management, Raj Bhasha Compliance, Workflow / Collaboration and Messaging etc. in:</p> <p>A. at least one Banking / Financial Institutions / Regulators / PSUs</p> <p>AND</p> <p>B. at least one implementation should be in Scheduled Commercial Bank / Financial institution / Financial Sector Regulator.</p> <p>AND</p> <p>C. One in any other organization/institution in India.</p> <p>The employee strength of the clients where e-Office has been implemented must be more than 500.</p> | <p>Bidder must provide documents as proof of document in the form of purchase order and completion certificate with full scope of work at the time of submission of bids.</p> <p>Bidder to provide self-declaration on their letterhead</p> | |
| 7 | <p>All the software modules of the e-office solution must be from a single OEM.</p> | <p>Self-declaration with details on the Bidder's letterhead duly signed by the authorized person should be submitted.</p> | |
| 8 | <p>The Bidder should have a Technical Support Centre / Offices operational in Mumbai as on date. The minimum employee strength of Bidder in India must be 100.</p> | <p>Self-declaration with details (Office address, Phone numbers etc.) on the Bidder's letterhead duly signed by an authorized person should be submitted at the time of submission of bid.</p> | |

| | | | |
|----|--|--|--|
| 9 | The Bidder must be an IT services provider having valid ISO 27001 and ISO 9001 certifications Or CMM Level 3 and above | Copies of the certificates shall be submitted along with the bid, as a proof. | |
| 10 | For MSE Bidder | MSE certificate to be submitted as proof at the time of submission of bids | |
| 11 | The Bidder must not have been blacklisted by any Government Department/PSU/PSU Banks /Autonomous Bodies /Statutory Bodies in India at the time of submission of bid. | Self-declaration with details on the Bidder's letterhead duly signed by the authorized person should be submitted. | |
| 12 | The successful bidder must submit a Performance Bank Guarantee equivalent to 10% of the Project Cost. | Acceptance on the Bidder's letterhead duly signed by the authorized person should be submitted. | |

Non-submission of any of the specified documents by the Bidder would result in rejection of the bid. Exim Bank reserves the right to ask for additional/ alternate documents from the Bidder. The firms meeting the above eligibility criteria will be eligible for the next stage of technical evaluation.

11.2 Technical Bid

Technical Bid will include details of an overall approach to the assignment along with specific proposals/solutions on each of the deliverables mentioned in the TOR covering the conceptualization, design, and delivery. The technical proposal should also clearly articulate the deliverables. The Technical Bid should be complete in all respects and contain all information required in the document. The Technical Proposal shall not include any financial information. The Technical Bid containing financial information may be declared non-responsive and is liable to be rejected.

12. EVALUATION OF BIDS

12.1 Opening of Bids

The bids received within the prescribed date and time will be opened as per the schedule mentioned in the 'Important Information' page given at the beginning of the RFP. During the opening of the bids, the bidders can depute an authorized representative (only one) to attend the bid opening process. No separate information will be given in this regard to the bidders for deputing their representatives. The representative must submit an authorization letter authorizing him/her to represent and attend the Bid opening on behalf of the firm. The authorized representative having photo identification, present shall sign a register of attendance. However, bids would be opened even in the absence of any or all representatives of the bidders.

12.2 Preliminary Scrutiny

The Bank will scrutinize the offers received to determine whether they are complete and as per RFP requirement. The firms meeting the eligibility criteria will be taken forward to the next stage of technical evaluation.

12.3 Technical Evaluation

The technical bid submitted will be evaluated by a Committee appointed by the Bank. The Bidders who have met the eligibility criteria will make a presentation to the Selection Committee on the understanding of the key challenges before the Bank, proposed Approach and Methodology to be adopted to develop an effective plan, experience of the proposed team, etc. The technical capabilities and competence of the bidder should be reflected in the presentation. The Bank will inform the date, time, and venue of the presentation to the bidders that have met the eligibility criteria. It may be noted that the key members of the team proposed in the Technical Proposal will need to necessarily be made available to the Bank for delivery of the proposed work and they should be present during the presentation. The Bank shall reserve the right to seek the change of Key members of the team proposed in case of need. The Bank

reserves the right to review the decision of appointment in the event the Bank is not satisfied with the performance.

Based on the details submitted by the bidders in the Technical Proposal and the Presentation to the Committee of the Bank, the Technical Evaluation of the eligible firm will be carried out as outlined below:

| Evaluation Parameter | Marks |
|--|--------------|
| A. Product Presentation | 20 |
| B. Company credentials – Corporate and Employee Profiles, Financials etc. [Experience of the Bidder/OEM of carrying out similar assignments in India, Capacity of the bidder to provide future support and Organization and management] | 10 |
| C. Experience of Bidder/OEM with similar project scope implementation in India – Number of projects implemented in BFSI; Number of projects implemented in PSUs; Number of other projects implementation. | 15 |
| D. Technical and Functional Specifications in the proposed Solution. Scoring / Review will be done as per the Functional and Technical Specification Compliance Bid mentioned at Annexure XIII. | 35 |
| E. Proof of Concept will include two references where the Bidder/OEM has implemented a full suite of Electronic Office Automation System as stated under [11.1 Eligibility – Point No. 6] with bilingual functionality and Rajbhasha Compliance as per Government of India requirement including क ख ग reporting. The user interface of the application should have Hindi and English labels together. | 20 |
| Total Technical Score | 100 |

Note: The bidders must provide maximum factual, relevant information of their experience/projects. The technical evaluation will be carried out based on the information provided.

12.4 Opening of Financial Bids and Final Score

The evaluation criteria will be based on Quality and Cost Based Selection (QCBS) on 70:30 valuation [Techno-Commercial]. Financial proposals of only those bidders who are technically qualified (scoring 80 and above) shall be opened on the date and time to be advised to the qualified bidders, in the presence of the bidders and/or their representatives who choose to attend. The marks scored in the technical bid which essentially rates the bidder on technical criteria will be given a weightage of 70%. The financial bids will be given a weightage of 30%. The final score of technical and financial will determine the ranking of the bidder, who are technically qualified. In case of a tie in the final score between bidders, the bidder with a higher technical score will be given a higher rank. The final score will be calculated as per the calculation methodology given below:

Calculation of Final Score

| | | |
|------------------------|---|--------------------------|
| Commercial Scores (CS) | = | $\frac{C_{low}}{C} * 30$ |
| Technical Score (TS) | = | $T * 0.7$ |
| Final Score (S) | = | $CS + TS$ |

C_{low} – The lowest commercial bid

C – Commercial quote of the bidder

T – The marks obtained by the bidder as per the technical evaluation

12.5 Notification of Outcome

Exim Bank shall issue a Letter of Intent to the selected bidder as per the above evaluation process followed by negotiation and notify all other bidders by email/letter who have submitted proposals about the decision taken. The Bank is not obliged to provide any reasons for any such acceptance or rejection. The decision of Exim Bank shall be final, conclusive, and binding on all the bidders/parties directly or indirectly connected with the bidding process and the same shall not be questioned/challenged.

The selected bidder shall sign the contract within 15 days from the issuance of the purchase order and is expected to commence the work soon thereafter. If the selected bidder based on the highest final score fails to enter the contract due to whatsoever reasons, the Bank will invite the next ranked bidder for negotiations and award of the contract.

A. INSTRUCTIONS TO BIDDERS

| | |
|------------|--|
| 1.0 | Location |
| | Export-Import Bank of India, 21st Floor, Centre One Building, World Trade Center, Cuffe Parade, Mumbai 400 005, and Regional Offices in pan India |
| 2.0 | Request for Clarifications |
| | Tenderers must get acquainted with the proposed work, specifications, conditions of contract, and other conditions carefully before tendering. The Tenderer shall email requests or clarifications up to February 18, 2021 . |
| 3.0 | Errors in Tender Documents |
| | Any printing or typographical errors /omission in the tender document shall be referred to EXIM Bank and their interpretation regarding correction shall be final and binding on Service Provider. |
| 4.0 | Transfer of Tender Documents |
| | Transfer of tender documents purchased by one intending Bidder to another is not permitted. |
| 5.0 | Rates |
| | The EXIM Bank is not concerned with any rise or fall in the product/resource prices during the price validity period of 180 days from the tender opening date. |
| 6.0 | Payments |
| | <p>The payment will be made based on Project Milestone Completion mentioned in the Annexure X “Timelines and payments Milestones” within 15 working days from receipt of the original invoice (s) either in hard copy or digitally signed invoices.</p> <p>Payments shall be subject to deductions of any amount for which the Bidder is liable under the agreement against this contract. Late delivery charges/Penalties will be deducted from the next due payment. Similarly, late installation charges will be deducted from the payment due after installation and commissioning etc. Further, all payments shall be made subject to deduction of TDS (Tax deduction at Source) as per the income-Tax Act, 1961 including addendums from time to time and any other taxes.</p> |
| 7.0 | Obligations of Successful Bidder |
| | a. The successful bidder must deploy all resources onsite at Exim Bank Head Office, Mumbai and when required at Exim bank’s Office in New Delhi to comply with all terms and conditions stated under the scope of work. |
| | b. The successful Bidder shall deploy fully trained and experienced resources to execute the scope of work. |
| | c. The bidder shall ensure that during implementation/ resolving issues, the |

| | |
|-------------|---|
| | critical services hosted at the Bank shall not face any downtime due to any breach / improper configuration. |
| 8.0 | Signing of the contract |
| | a. The successful shall execute a non-disclosure agreement (NDA) with Exim Bank within 30 days from the date of receipt of the notice of acceptance of tender. In the event of failure on the part of the successful Bidder to sign the agreement in the above- stipulated period, EXIM Bank may cancel the order. |
| | b. Until the agreement is formally signed, the Work Order / Letter of Acceptance of tender issued to the successful bidder and accepted by him may be operative and binding on the EXIM Bank of India and the Service Provider. |
| 9.0 | On acceptance of the tender, the name of the accredited representatives of the Bidder who would be responsible for taking instructions from EXIM Bank shall be submitted by the Bidder. |
| 10.0 | If decided EXIM Bank reserves the right to appoint PMC (Project Management Consultant) or any other agency to get the quality of works checked, measurements recorded, including certification of bills etc. |
| 11.0 | EXIM Bank has the right to reduce or increase the scope of work. The Bank may give 1 months' notice period for termination of contract if service is not satisfactory to the Bank. |
| 12.0 | Notices to local bodies |
| | The Bidder shall comply with and give all notices required under any law, rule, regulations, or bye-laws of parliament, state legislature, or local authority relating to works. |

I/We hereby declare that I/We have read and understood the above instructions for the guidance of the Bidders.

Sign:

Date:

Place:

B. FORMAT FOR PAST RELEVANT EXPERIENCE

The Bidder/OEM is requested to use the format below to provide information on past engagement relevant to the RFP/Terms of Reference. A separate sheet may be used for each client.

| | |
|---|--|
| Name of the Client, Location | |
| Client's Employee Strength | |
| Project Name | |
| Entity where the project was implemented [As stated under Eligibility Criteria Point No. 6] | |
| Project Start date | |
| Project End date | |
| Brief description of the scope of project and modules implemented. | |
| Contact details of Senior executives of the entity where the project was implemented Name Address Email ID Contact number | |

Place:

Name:

Date:

Designation:

Seal:

B. E-TENDERING PROCESS COMPLIANCE STATEMENT

The following terms and conditions are deemed as accepted by Bidder for participation in the bid event (Tender Ref: **EXIM/RFP/2020-21/040**)

1. The price once submitted cannot be changed.
2. Technical and other non-commercial queries (not impacting price) can be routed to the contact person of the EXIM Bank indicated in the tender document. Bidding process related queries could be addressed to personal of M/s E-Procurement Technologies Ltd personnel as indicated in the tender document.
3. Inability to bid due to glitch in telephone lines, 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 the 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 the Bidder and the EXIM Bank.
5. Bids once made cannot be withdrawn or modified under any circumstances.
6. The EXIM Bank reserves the right to extend or reschedule or annul the e-tender process.
7. The bidders are advised to visit <https://eximbankindiatenders.procuretiger.com> for any corrigendum, addendum etc.

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

Date:

Organization Name:

Designation:

C. UNDERTAKING FROM THE BIDDER

(On Company Letterhead)

To,
General Manager
Information Technology Group
Export-Import Bank of India, 21st Floor, Centre One Building,
World Trade Centre Complex,
Cuffe Parade, Mumbai 400 005

Dear Sir,

Ref: Supply, Installation, Implementation, Commissioning, and Maintenance of Electronic Office Automation System for Export-Import Bank of India.

Ref. No: EXIM/RFP/2020-21/040

I/we further agree to execute and complete the work within the time frame stipulated in the tender scope of the 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, octroi, LBT, VAT, GST, Duties, all Royalties and all other applicable taxes prevailing and which may 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 with Exim Bank's preconditions as stipulated in the tender documents and the contract.

I / We agree that in case of my/our failure to execute work under 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:

Name:
Designation:
Seal:

D. SELF-DECLARATION FOR COMPLIANCE

(On Company Letterhead)

I < **Name**> working as < **Designation**> in < *M/s. Company Name* > hereby declare that I am entrusted with the responsibility of ensuring compliance with various laws applicable to the company in the Administration of business and affairs of the company.

After having examined and considered all relevant information and based on the information furnished by the concerned officers, I, do hereby certify that;

1. My company complied with all applicable laws, enactments, orders, rules, regulations, and other statutory requirements of the Central Govt. Of India, State Govt. and other statutory and local authorities concerning the business and affairs of the company.
2. Paid all applicable statutory dues on due dates.
3. Maintained proper registers, records, documents, and books and filed proper returns, forms, and statements, and furnished necessary particulars to the relevant authorities.
4. Not done or committed any act or entered any transactions in violation of any statutory provisions.
5. My company shall strictly follow and comply with the Export-Import Bank of India's policies, procedures, and security measures during the contract period.
6. My company will produce all documents for the verification process as per Exim Bank's requirements and various audit compliance.

Date:

Authorised Signatory Name:

Place:

Designation:

Company Seal:

F. Commercial Proposal For E-office Automation

| Sr. No | Description | Qty | Unit Rate (₹) | Total Amount (₹) |
|----------------------------------|---|-----|---------------|------------------|
| A | Electronic Office Automation Software Enterprise licenses with Active-Active Mode between DC and DR (As per scope of work) | 500 | | |
| B | Onsite System study, Development, Testing, Integration, customization, and implementation of the Project. | 1 | | |
| C | Onsite Operation and Administration Training Cost | 300 | | |
| D | Onsite three L2 Resources [Minimum experience in product required is 3 years] for support (8 Hrs X 5 Days) for five years from the date of go-live. Bidder to quote yearly costing per resource per year. | 3 | | |
| E | Product Annual Maintenance Contract [AMC] for Three years after two years of warranty period starting from project completion certificate date. | 3 | | |
| F | Data Migration from Existing DMS, Intranet Portal and any other Software) Charges [Lum sum] | 1 | | |
| G | Project Implementation Charges. [Lum sum] | 1 | | |
| H | Man-month Rate for Continuous additional Development / Customization/Change Request /Workflow [100 Man-months] which will be utilised after go-live on an actual basis. | 1 | | |
| Total Project Cost * in ₹ | | | | |

Special Note: *Quoted price should be exclusive of all taxes and duties.

G. NON-DISCLOSURE AGREEMENT

This Agreement is made on the _____ day of _____ by and between

_____, (an _____ incorporated under the _____) having its office at _____ (hereinafter referred to as “_____” or the “**Receiving Party**”, which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the **ONE PART**;

AND

Export-Import Bank of India, a corporation established under the Export-Import Bank of India Act, 1981 and having its Head Office at Floor 21, Centre One Building, World Trade Centre Complex, Cuffe Parade, Mumbai 400 005 and one of its Regional Office at _____ hereinafter referred “EXIM Bank” or “**Disclosing Party**”) which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the **OTHER PART**.

_____ & EXIM Bank are hereinafter collectively referred to as the “**Parties**” and individually as a “**Party**”.

WHEREAS

The Parties intend to engage in a business relationship which includes _____. In the course of such business relationship, it is anticipated that EXIM Bank may disclose or deliver to _____ certain or some of its trade secrets, policies, technical and business information, pricing, financial analysis, customer names, customer list, customer data or any other confidential or proprietary information, for the purpose of _____ (hereinafter referred to as “**the Purpose**”).

NOW, THEREFORE, THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

1. **Confidential information:** For this Agreement, “Confidential Information” means any information or data that is proprietary to the Disclosing Party and not generally known to the public, whether in tangible or intangible form, in whatever medium provided by the Disclosing Party to the Receiving Party or its representative(s) in connection with the Purpose and the business transacted/to be transacted between the Parties. Confidential Information shall include any copy, abstract, sample, notes, or module thereof.

The Receiving Party shall use the Confidential Information solely for and in connection with the Purpose.

Notwithstanding the foregoing, “Confidential Information” shall not include any information which the Receiving Party can show: (a) is now or subsequently becomes legally and publicly available without breach of this Agreement by the Receiving Party, (b) was rightfully in the possession of the Receiving Party without any obligation of confidentiality prior to receiving it from the Disclosing Party and can be shown by documentary evidence in support thereof, (c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality and can be shown by documentary evidence in support thereof, (d) was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or (e) is disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Receiving Party shall endeavour to, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.

2. **Non-disclosure:** The Receiving Party shall not commercially use or disclose any Confidential Information to any other person or entity other than persons in the direct employment of the Receiving Party who need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Receiving Party may with the prior written permission of the Disclosing Party, disclose the Confidential Information to its affiliates, consultants, advisors, and

such other persons who need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above, subject to their entering into an agreement containing terms and conditions no less restrictive than as set out in this Agreement. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing Party's Confidential Information in violation of the terms of this Agreement. The Receiving Party undertakes to take full responsibility for the Confidential Information given to their Consultants, Advisors, Affiliates, and other persons referred in above and consequently, any breach by such Consultants, Advisors Affiliates, and other persons referred in above shall be treated as a breach by the Receiving Party and accordingly will be liable to the Disclosing Party.

3. **Publications**: Neither Party shall make news releases, public announcements, give interviews, issue or publish advertisements or publicize in print or electronic media or any other manner whatsoever in connection with this Agreement, the contents/provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of the other Party.
4. **Term**: This Agreement shall be effective from the date hereof and shall continue till the earlier to occur of (i) the expiration of 3 (three) year from the date of this Agreement unless renewed by both the parties in writing and (ii) till expiration or termination of this Agreement due to cessation of the business relationship between _____ and EXIM Bank. However, the confidentiality obligations shall survive the termination of this Agreement. Upon expiration or termination as contemplated herein the Receiving Party shall immediately, cease any disclosures or uses of the Confidential Information and at the request of the Disclosing Party promptly return or destroy all written, graphic, or other tangible forms of the Confidential information and all copies, abstracts, extracts, samples, notes or modules thereof. That portion of the Information which consists of analyses, compilations, studies, or other documents or data prepared by the Receiving Party or its representatives, will continue to be held by the Receiving Party and will be treated as confidential.

5. **Title and Proprietary Rights:** Notwithstanding the disclosure of any Confidential Information by the Disclosing Party to the Receiving Party, the Disclosing Party shall retain title and all intellectual property and proprietary rights in the Confidential Information. No license under any trademark, patent or copyright, or application for same which are now or hereafter may be obtained by such Party is either granted or implied by the conveying of Confidential Information. The Receiving Party shall not conceal, alter, obliterate, mutilate, deface or otherwise interfere with any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Disclosing Party on any copy of the Confidential Information, and shall reproduce any such mark or notice on all copies of such Confidential Information. Likewise, the Receiving Party shall not add or emboss its own or any other mark, symbol, or logo on such Confidential Information.
6. **Return of Confidential Information:** Upon written demand of the Disclosing Party, the Receiving Party shall (i) cease using the Confidential Information, (ii) return the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof to the Disclosing Party within seven (7) days after receipt of the notice, and (iii) upon request of the Disclosing Party, certify in writing that the Receiving Party has complied with the obligations outlined in this agreement.
7. **Remedies:** Both parties acknowledge that the Confidential Information to be disclosed hereunder is of a unique and valuable character and that the unauthorized dissemination of the Confidential Information would destroy or diminish the value of such information. The Receiving Party acknowledges that if the Receiving Party fails to comply with any of its obligations hereunder, the Disclosing Party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The Receiving Party agrees that, in addition to all other remedies provided at law or in equity, the Disclosing Party shall be entitled to injunctive relief hereunder.
8. **Entire Agreement, Amendment, and Assignment:** This Agreement constitutes the entire agreement between the Parties relating to the matters discussed herein and supersedes any prior oral discussions 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 right granted hereunder shall be assignable or otherwise transferable.

9. **Notices:** Any notice or other communication under this Agreement shall be in writing and shall be delivered personally, or sent by pre-paid first-class post or recorded delivery or by commercial courier or by electronic mail, to a party at its address as set out below:

Disclosing Party: Export-Import Bank of India

Receiving Party: _____

or as otherwise specified by a party by notice in writing to the other party.

Any notice or other communication shall be deemed to have been duly received:

- i. if delivered personally, when left at the address and for the contact referred to in this clause; or
- ii. if sent by pre-paid first-class post or recorded delivery, at 11.00 am on the fourth business day after posting; or
- iii. if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed; or
- iv. if sent by electronic mail, on the day of receipt, if received before 11.00 a.m on a business day, or otherwise on the first business day after receipt.

10. **Governing Law and Jurisdiction:** The provisions of this Agreement shall be governed by the laws of India and the parties submit to the jurisdiction of courts/tribunals at Mumbai.

11. **General:** The Receiving Party shall not reverse-engineer, decompile, disassemble or otherwise interfere with any Confidential Information disclosed hereunder.

All Confidential Information is provided on an "as is" basis. In no event shall the Disclosing Party be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by the Parties constitutes any representation, warranty, assurance, guarantee, or inducement by either Party to the other concerning the fitness of such Confidential Information for any particular

purpose or infringement of trademarks, patents, copyrights, or any right of third persons. Each party agrees to maintain and go by all the extant laws, regulatory guidelines, and other similar regulations.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first above written.

Disclosing Party

Receiving Party

By_____

By_____

Name:

Name:

Title:

Title:

H. INTEGRITY PACT

Between

Export-Import Bank of India (EXIM BANK) hereinafter referred to as “**The Principal**”,
And

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

Preamble

The Principal intends to award, underlaid down Organizational procedures, contract/s for “Supply, Installation, Implementation, Commissioning, and Maintenance of Electronic Office Automation System for Export-Import Bank of India”. The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources, and fairness/transparency in its relations with its Bidder(s) and/or Contractor(s).

To achieve these goals, the Principal will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of the Principal

- (1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand; take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage to the tender process or the contract execution.
 - c. The Principal will exclude from the process all known prejudiced persons.
- (2) If the Principal obtains information on the conduct of any of its employees which is a criminal offense under the IPC/PC Act, or if there be a substantive Suspicion in this regard, the Principal will inform the Chief Vigilance Officer and also can initiate disciplinary actions.

Section 2 - Commitments of the Bidder(s)/ Contractor(s)

- (1) The Bidder(s) / Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s) / Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.

- a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, to obtain in exchange any advantage of any kind whatsoever during the tender process or the execution of the contract.
 - b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into an undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices specifications, certifications, subsidiary contracts, submission or non-submission of bids, or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
 - c. The Bidder(s)/ Contractor(s) will not commit any offense under the relevant IPC/PC Act; further, the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d. The Bidder(s)/ Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/ Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.
 - e. The Bidder(S)/ Contractor(s) will, when presenting their bid, disclose any payment made, are committed to or intends to make to agents, brokers, or any other intermediaries in connection with the award of the contract.
 - f. Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
- (2) The Bidder(s)/ Contractor(s) will not instigate a third person to commit offenses outlined above or be an accessory to such offenses.

Sanction 3 - Disqualification from tender process and exclusion from future contracts

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

Sanction 4 – Compensation for Damages

- (1) If the principal has disqualified the Bidder(s) from the tender process before the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.

- (2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

- (1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
- (2) If the Bidder makes an incorrect statement on this subject, he can be disqualified from the tender process.

Section 6 — Equal treatment of all Bidders / Contractors / Subcontractors

- (1) In ease of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.
- (2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
- (3) The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 - Criminal charges against violating Bidder(s) / Contractor(s) / Subcontractor(s)

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

Section 8 - Independent External Monitor

- (1) The Principal has appointed a competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. Names and Addresses of the Monitors are given below;

| | |
|--|---|
| Shri Debabrata Sarkar Ex-CMD, Union Bank of India Mayfair Boulevard (Narayan Apartment) Flat No.701, Main Avenue Road Santacruz (West) , Mumbai – 400054 Email: dsarkar53@gmail.com | Shri S K Goel Ex-CMD, IIFCL Villa No.77, Kelso Town Homes, Jaypee Wish Town, Sector-128 Noida-202303 Email: subodhgoel22@gmail.com |
|--|---|

The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him/her to treat the information and documents of the Bidders/Contractors as confidential. He/ she reports to the Managing Director (MD), EXIM BANK.
- (3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same applies to Sub-contractors.
- (4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising later, the IEM shall inform Managing Director (MD), EXIM BANK, and recuse himself/herself from that case.
- (5) The Principal will provide to the Monitor enough information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- (6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action, or tolerate action.
- (7) The Monitor will submit a written report to the Managing Director (MD), EXIM BANK within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
- (8) If the Monitor has reported to the Managing Director (MD), EXIM BANK, a substantiated suspicion of an offense under relevant IPC/ PC Act, and the Managing Director (MD), EXIM BANK has not, within the reasonable time taken visible action to proceed against such offense or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(9) The word '**Monitor**' would include both singular and plural.

Section 9 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders, 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by the Managing Director (MD) of EXIM BANK.

Section 10 - Other provisions

1. This agreement is subject to Indian Law. The place of performance and jurisdiction is the Registered Office of the Principal, i.e. Mumbai.
2. In the event of any contradiction between the Integrity Pact and its Annexure, the Clauses in the Integrity Pact will prevail.

(For & On behalf of the Principal)
(Office Seal)

(For & On behalf of Bidder/Contractor)
(Office Seal)

Place _____
Date _____

Witness 1:
(Name & Address)

Witness 2:
(Name & Address)

I. STATEMENT OF NIL DEVIATIONS

(To be submitted on the Bidder's letterhead)

To,

General Manager - IT,
Export-Import Bank of India, 21st Floor, Centre One,
World Trade Centre,
Cuffe Parade, Mumbai 400 005

Re: Tender RFP Ref: **EXIM/RFP/2020-21/040**

Dear Sir,

There are no deviations (Nil deviations) from the terms and conditions of the tender.
All the terms and conditions of the tender are acceptable to us.

Yours faithfully,

(Authorized Signatory of Bidder)

Designation:

Date:

(Company Seal)

J. TIMELINE & PAYMENT MILESTONES

The timelines to be met by the bidder during the execution of the project and contract period and release of payment of a phase after submission of deliverables as under:

| SrNo | Phase | Milestone | Completion in Weeks* | Payment Milestone** |
|------|--|--|----------------------|--|
| 1 | Initiation and Discovery | Issue of LOA to the selected bidder. | T | |
| 2 | | Date of acceptance of Purchase Order by the bidder | T1= T + 1 | |
| 3 | | Nominate team from EXIM Bank and selected Bidder, Kick-off meeting, System Study, develop system Environment and implementation sequence, Process definition / Documentation, Preparation of SRS Document and Signing of Contract including SLA between EXIM and the bidder | T1+5 | |
| 4 | Software | Supply of Electronic Office software licenses and Software installation at DC | T1+6 | 40% of the License Cost |
| 5 | | Software Installation at DR | T1+7 | 20 % of the License Cost |
| 6 | Implementation of Electronic Office Automation | Development, Integration with existing and upcoming IT system and customization as per scope of work and SRS | T1+19 | 20% of the Implementation Cost. |
| 7 | Training | Onsite Functional and IT training to all users | T1+20 | 100% of the training Cost |
| 8 | UAT | User Acceptance Testing and Sign Off | T1+22 | 20% of the Implementation Cost |
| 9 | Go-Live of the Project | Go-Live of the Electronic Office Automation System and Sign Off | T1+23 | 20% of the Implementation Cost. 10% of the License Cost |
| 10 | Stabilization Phase | Post-Go-Live complete 1-month stabilization period | T1+27 | 10% of the Implementation Cost. 30% of the License Cost |

| | | | | |
|----|---------------------------------------|--|--------|--------------------------------|
| 11 | Warranty and Onsite Technical Support | Onsite Technical Support during post-stabilization phase | T1+123 | 30% of the implementation cost |
|----|---------------------------------------|--|--------|--------------------------------|

* Each Week is equal to 7 calendar days

** All Payments shall be released only after submission of Performance Bank Guarantee & after signing of contract agreement.

K. LIST OF DELIVERABLES

The List of Deliverables in phase wise are mentioned below:

| Sr. No | Phase | Deliverables |
|---------------|--------------------------|--|
| 1 | Initiation and Discovery | <ul style="list-style-type: none">• Project Kick-Off• Project Charter and Project Plan• Onsite Resource Deployment Plan• Initial Demonstration on Electronic Office Solution's Module functionality• Software Requirement Specification [SRS], Gaps, and Way forward• Master data collection templates• Training Plan• Risk Mitigation Plan (Backup and Disaster Recovery Guide)• Signed Contract Agreement between EXIM and the bidder. |
| 2 | Software | <ul style="list-style-type: none">• Electronic Office software licenses• SRS Documentation and Sign Off• Configuration document for all modules consisting of system setting and parameters• Customization-design, development, and technical documents.• UI and Form Creation• Workflow automation.• Software Installation at DC and DR |
| 3 | Training | <ul style="list-style-type: none">• Training materials/ user manuals• Training completion certificate from Bidder• Training completion Report from Bidder and EXIM Bank jointly.• IT training |
| 4 | Testing | <ul style="list-style-type: none">• Testing Strategy document - Testing Plan, Test data, and results.• Test cases• OEM Performance/ Load testing report• System Acceptance Testing Report• Baseline testing report• Integration testing report• Issue log for all testing• UAT Sign Off Document |

| | | |
|---|--|---|
| 5 | Go-Live | <ul style="list-style-type: none"> • Cut-over strategy and Go-Live plan • Standard Operational Procedure [SOP] manuals • Full system documentation • System Administration Manuals • Toolkit guides and troubleshooting guide. |
| 6 | Stabilization phase | <ul style="list-style-type: none"> • Issue logs • Updated user and configuration manuals • Onsite Resource and Support Plan • Escalation Matrix |
| 7 | Operation and Maintenance/Post-Go-Live Support | <ul style="list-style-type: none"> • Issue logs • SLA reports • Reports related to operations • Post-Go-Live Resource and Support plan • Escalation Matrix |

L. DETAILED SCOPE OF PROJECT:

1 General Requirements:

1. The scope of work and requirements and tender terms and conditions is indicative only and not exhaustive in any manner. The scope of work may undergo minor changes as per Exim Bank requirements at the time of signing of the contract or in the implementation phase. The Bidders will independently assess the requirements, customize and configure the proposed solution to manage all the activities/processes required for implementation of the electronic office solution. The proposed solution shall use enterprise-class components that are suitable to scale up to meet the large requirements of Exim Bank, as also specified in this RFP.
2. The proposed solution shall incorporate industry best practices, Cyber Security Compliance, Data Security and be compliant with the legal, regulatory and statutory requirement of working in a paperless environment and digital transactions.
3. The proposed solution shall be web-based and provide an interface with Core Banking System [CBS] and business IT Systems to PUSH or PULL data from respective applications. The proposed setup shall have separate environments for Development, Training, Test, and Production. The solution design shall consider the Primary Data Centre and the Disaster Recovery site implementation and Configuration.
4. Exim Bank will provide IT infrastructure such as Servers, Operating System, Oracle and MS SQL Database license, SWITCHES, LAN and WAN connectivity, and DR sync software. All other software and licenses are under the scope of the bidder. The bidder shall be responsible for operationalizing the proposed Electronic Office solution in the Exim Bank environment. The bidder is expected to

carry out the necessary due diligence to assess the current state of the IT environment at Exim Bank before submitting the bid. The bid must mention the requirements to be provided by Exim Bank to operationalize the solution e.g. Server Configuration, Operating System, Bandwidth etc.

5. The bidder shall provide onsite support for operations and maintenance of the system after roll-out/ go-live as specified in RFP. The Backend support from OEM shall also be made available, as & when required.
6. The primary Data Centre [**DC**] for the Electronic Office solution will be in Mumbai and the Disaster Recovery [**DR**] site at Bangalore.
7. The successful bidder must deploy enough technical and functional expert team at Exim Bank Head Office, Mumbai throughout the project execution to meet the project Go-Live deadline.
8. The bidder must test Carry out change management and control for customizations required during the contract period and provide all technical and functional documentation created during implementation of the project and for maintenance and operations.
9. The successful bidder must execute Service Level Agreement [**SLA**], Non-Disclosure Agreement [**NDA**] with Exim Bank, and source code of the software to be shared under Escrow arrangement.
10. The Implementation of Electronic Office Solution across all offices of Exim Bank would entail a total user base of approximately 500 users.
11. Any additional licenses required due to incorrect sizing by the successful bidder shall be supplied by the successful bidder at no extra cost to Exim Bank.
12. The proposed solution must have a workflow builder to create and modify the workflow management.
13. The successful bidder shall supply all customization scripts to Exim Bank for all custom developments made during the implementation. Exim Bank shall possess all rights including changes to the script, if

any, as and when required. The AMC Support for the Electronic Office Solution shall include Software support from OEMs and O&M Support. Same shall start from the date of completion of warranty for a period of a maximum of 3 years at the discretion of Exim Bank. The O&M Support and Software support from OEM (Software AMC) would include all version upgrades, patches/fixes, upgrades, 8 Hours X 6 Days support for Electronic office solution within agreed SLAs, compliance of mandates (legal guidelines of GOI as per Gazette of India, regulatory authorities, etc.), performance fine-tuning, problem resolution for the database, middleware and the application software for a total solution, etc

14. The successful bidder shall provide complete documentation (including legal documentation) of all subsystems, licensed system software, licensed utility software, and other licensed software. The documents at a minimum should include hard copies and soft copies (two sets each) to be supplied along with Electronic Office Solution licenses and associated solution software of the following:
 - a. Technical manuals
 - b. Installation guides
 - c. User manuals
 - d. System administrator manuals
 - e. Toolkit guides and Troubleshooting guides
15. The successful bidder should share the minimum hardware configurations to meet the SLA, best application performance, and transaction/user growth at 10% on year on year basis to Exim Bank.

2 Implementation Scope

The implementation scope refers to installation, deployment, testing, and integration with existing systems, handover, and associated services to be provided by the bidder to operationalize the proposed Electronic office automation solution at Exim Bank. The business

requirements for implementation of Electronic Office Solution are mentioned below:

1. Implementation of e-office across all offices of Exim Bank would entail a total user base of approximately 500 users.
2. As part of the project, Exim Bank intends to implement Electronic Office System in a corporate office, which shall lead to:
 - Correspondence/DAK Management
 - Document Management
 - File Management
 - Workflow Management
 - Office Note Management
 - Committee & Meeting Management
 - Collaboration & Messaging suite
 - Knowledge Management
 - Regulatory Reports under Right to Information Act, 2005
 - Management of Reports to Parliamentary Questions Management
 - Rajbhasha Compliance
 - Circular Management
 - Workflow Management
 - Budget allocation and Management
 - Litigations/ Court Cases Management
 - Helpdesk Management for IT and Administration
 - Workflow Builder Functionality
 - Integration with Microsoft Office 365.
 - Department wise / Unit Wise / User Wise Dashboard.
 - Robotic Process Automation [RPA]
 - Project/Task Management
 - Digital Signature Certificate [DSC] Integration
 - Tracking & Monitoring of each file/document/workflow

- Business process automation
 - External Web Interface for customers.
 - E-Data Room with high-security access
3. The bidder shall confirm the proposed Electronic office solution's OEM vendor that the proposed solution is adequate to meet the Exim Bank's functional requirements.
 4. The implementation scope would include all such activities required to make the Electronic Office Solution operational. The activities under implementation would include:
 - Project Preparation
 - Design and build
 - Configuration / Customization
 - Testing
 - System Acceptance
 - Training and Change Management
 - Documentation
 - Final Preparation
 - Cutover and Go-Live
 - Post-Go-Live Stabilization Support

3 Integration Scope

1. The proposed Electronic Office solution shall integrate and interface with various existing and upcoming IT Systems and application(s), as per details given below:
 - Integration with Finacle Core Banking Solution [CBS]
 - Integration with Microsoft Office 365
 - Integration with Microsoft SharePoint Intranet portal.
 - Integration with Bank's Website
 - Integration with Digital Signature – Class III (Sign & Encryption)
 - Integration with other BPM solutions.
2. The integration with third-party applications should be done using standard connectors/equivalent mechanisms.

3. In addition to the above, Exim Bank has an existing file and document repository (ContentVerse DMS). Data from such repository along with meta-data shall have to be migrated to the proposed Electronic Office Solution. After migration, the existing system shall be phased out. However, any incremental data in this system in the transition phase (User migration from current to new system) shall be directly stored in the proposed Electronic Office Solution through the same user interface.

4 Operation and Maintenance [O&M] Scope

Export-Import Bank Of India [Exim Bank] desires to have Operations & Maintenance Support Services (Software support from OEM and O&M Support for Software Solution by SI) for all the Software supplied, installed, customized, developed, and implemented under Electronic Office Project in Exim Bank.

Operations & Maintenance Support Services to be provided during the support period shall include the following:

- All minor and major version upgrades at no extra cost to EXIM Bank.
- Program updates, Patches, fixes, and critical security alerts as required.
- Documentation updates.
- 8 Hrs X 6 Days support for Electronic Office solution within agreed SLAs
- The OEM/bidder shall meet a response time of 2 hours and a resolution time of 4 hours for the Electronic Office solution.
- Performing any other day-to-day administration and support activities
- Supporting Disaster Recovery activities for the in-scope applications
- Resolving migration-related issues
- Resolving issues related to report generation, report creation, report customization, any other issues reported by Exim Bank.
- Performing patch updates and software updates for in-scope applications.
- Performing periodic review of access and take corrective actions in consent with Exim Bank.
- Bug fixes of the application.

- Performing performance tuning of applications
- Performing vendor/ OEM interaction for resolving application related issues.
- Perform database maintenance along with EXIM Bank DBA.
- The service window for Application Management Services is 8 Hours X 6 Days.
- The service window for Helpdesk Management Services is 8 Hours X 6 Days.
- During non-office hours the manpower should reach the site within four hours for critical calls.

The support of other software would include all version upgrades, patches/fixes, upgrades, compliance of mandates (legal guidelines of GOI as per Gazette of India, regulatory authorities, etc.), performance fine-tuning, problem resolution for the database, middleware, and the application software for total solution provided by the bidder.

5 Exit Management Scope

In the event of termination or expiry of the contract, the bidder shall be responsible for the following transition activities to be completed across a transition period of 6 months (within the contract period). These activities shall also be applicable in case of a reduction in the scope of services if applicable.

1. The transition period shall begin when the successful bidder has completed the following:
 - a. List of Hardware and Software assets
 - b. Handover of Technical documentation
 - c. Handover of Configuration and design documents
2. The successful bidder should provide knowledge transfer to the new operations team through workshops, discussion sessions, and responses to queries.
3. The successful bidder should provide at least two months of shadow Operations and Maintenance Support services, where the new operations team and the successful bidder's operations team shall work in parallel.

4. The successful bidder shall ensure that the infrastructure (software and hardware (in case contract is terminated during stabilization phase)) are handed over to Exim Bank in a complete operational condition to the satisfaction of Exim Bank. In case the successful bidder is unable to address such issues, Exim Bank may invoke the Performance Bank Guarantee of the Successful Bidder.
5. The Successful Bidder shall ensure that all the documentation including diagrams, policies, procedures, asset registers, configuration documents, original licenses, and all other documents about the Works as per the agreed terms are kept up to date and all such documentation is handed over to Exim Bank.
6. Also, any information/ data (such as business data, Exim Bank specific information, internal policy documents, data from helpdesk tool etc.) gathered or generated by the successful Bidder during the term of the Contract would be the property of Exim Bank and the same should be handed over to Exim Bank in native format/ decrypted format at the end or termination of the Contract.
7. Exim Bank reserves the right to assign the contract for operations and maintenance to any third party on the termination or expiry of the contract.
8. During the transition phase, the successful bidder shall deploy a dedicated Transition Manager to enable the successful transition.
9. In case of Exim Bank observes a lack of willingness to manage transit's/ sharing of information or lack of support from the Service Provider end (selected through this RFP), Exim Bank shall have absolute discretion to levy severe penalties and deduct the amount from monthly billing or performance bank guarantee.
10. During the transition phase, the successful Bidder shall not change or remove their key resources at any location to enable the successful transition. In case of any such happening, Exim Bank will have the right to penalize the successful Bidder appropriately.
11. The transition period is within the contract period, the Bidder shall continue to be responsible for the in-scope activities under Operations and Maintenance support, unless otherwise specified by Exim Bank.
12. The transition period is within the contract period, the Bidder shall continue to be responsible for the in-scope activities under Operations and Maintenance support, unless otherwise specified by Exim Bank.

M. FUNCTIONAL AND TECHNICAL SPECIFICATION COMPLIANCE BID

Bidder needs to provide Solution Type against each Functional/Technical Requirement listed in **TABLE NO. 1** below and marks shall be assigned as per **TABLE NO. 2** accordingly for each Functional/Technical Requirement. Against Each Functional/Technical Requirement bidder must fill compliance as **S, C, N** as defined in the below table.

TABLE NO.1:

| Sr. No | Solution Type Offered by Bidder for Table-2 Functional/Technical Requirement | Marks | Description |
|--------|--|-------|--|
| 1 | Standard [S] | 5 | If the functionality is in standard product. |
| 2 | Customization [C] | 3 | If bidder will customize the standard product to meet the functionality. |
| 3 | Not Available [N] | 0 | If the functionality is not feasible. |

TABLE NO. 2

The offered functional solution shall be evaluated through in-built features and features through customization. **The solution must achieve more than 75% marks to become acceptable.**

| Sr. No | Functional/Technical Requirement | Mandatory Requirement | Solution Type [S] / [C] / [N] | Marks Obtained |
|-----------------------------|---|-----------------------|----------------------------------|----------------|
| GENERAL REQUIREMENTS | | | | |
| 1 | The solution should be available in multiple languages i.e. should have Unicode support. [English and Hindi] | Yes | | |
| 2 | The solution should be fully web-based with preferably no client component installation required on the user's workstation. | Yes | | |
| 3 | The solution should be platform Independent. It should support commonly used open-source and proprietary platforms (OS, DB, Web Server, App Server, monitoring platforms etc) | Yes | | |
| 4 | The solution should be device-independent and work seamlessly on devices such as mobiles, iPad, laptops, tablets etc. | Yes | | |
| 5 | The solution should be secure with complete access and role management features. | Yes | | |
| 6 | The solution must not, by its architecture or design, impose any practical limit | Yes | | |

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| | on the number of files/ documents that can be created/ handled at any point. | | | |
| 7 | The system must offer full application security and information on all security events must be recorded in an audit trail. | Yes | | |
| 8 | The solution should be able to be accessed remotely, via VPN or Internet | Yes | | |
| 9 | The solution should have the capability to offer context-specific "HELP" to users and should accessible from each screen in the solution. | Optional | | |
| 10 | The Solution must have an advanced Global Search facility based on an access matrix. | Yes | | |
| 11 | Inward date should be equal to the current date with the Administrator having the right to change the inward date to less than a current date in special cases. | Yes | | |
| 12 | The Outward date should be equal to the current date with the administrator having the rights to change the outward date to less than the current date | Yes | | |
| 13 | Inward and outward details should be saved and enable filing of the data fields | Yes | | |
| 14 | The system should allow printing of documents, disabling of printing of documents, editing or printing option. | Yes | | |
| 15 | The system should allow the classification of documents as Public, Confidential, Internal and Secret as per the Exim Bank's policies and accordingly restrict users access to the | Yes | | |

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| | documents based on the rights delegation. | | | |
| 16 | Recent and global search option should be populated based on the search history | Optional | | |
| 17 | The system should facilitate printing of the documents created within the System and the printing of enclosures (if any) as well | Yes | | |
| 18 | The system should be able to generate a preview of supporting documents in a split-screen style | Yes | | |
| 19 | Application should have the capability to host Web-Based User Interface over internet and support inward/outward creation through Web-Based User Interface. | Optional | | |
| 20 | E-Office automation system to provide provision to enter all Annual Maintenance Contract [AMC] details in a structured format. System to track and generate alerts two months before renewal. Provision to generate a report for a given period. | Yes | | |
| 21 | The system should be capable of creating all HRM-related workflows/processes. Some workflows and processes are Internal Group Structure, Medical Insurance, Issue NOCs etc. | Yes | | |
| 22 | Robotic Process Automation [RPA] for standard process | Yes | | |
| 23 | Highly Secured E-Data Room | Yes | | |

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|-----------------------------------|---|-----|--|--|
| 24 | The system should be capable of creating all Rajbhasha Group-related workflows/processes. Some workflows and process are Training Roster, Quarterly Progress Report (QPR), Town Official Language Implementation Committee (TOLIC) Report, online Competition, capturing notings/notes written in Hindi | Yes | | |
| 25 | The system should be capable of creating workflows/processes for Business Groups activities such as Regional Offices, MRO → BDG → CAG1, CAG2 → LOG → LMG → SSG and integration with key data flows from Finacle CBS | Yes | | |
| 26 | The system should be capable of creating dynamic workflow for various Business and Service Groups in the Bank such as Commercial Business Units, LOC, TAG, Buyer's Credit, Admin, IT, Legal, IAG, RAG etc. | Yes | | |
| DOCUMENT SCANNING FEATURES | | | | |
| 27 | Should have a well-defined capture module for support of document processing, validation, index building, and image enhancements. | Yes | | |
| 28 | Should be able to support the capture of digital records of at least the following formats: Emails and attachments OCR documents Images - .tiff, jpeg, gif, PDF etc. | Yes | | |

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| 29 | Should provide an integrated scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning and document management solution should be from the same OEM to provide an integrated solution right from capture to archival of documents. | Yes | | |
| 30 | The proposed solution should provide for automatic correction of parameters like format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning. The scanning solution should provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository. There should be an independent software quality check service available as part of the overall scanning solution which can be used to audit scanned documents for resolution, format/ compression, orientation etc. | Yes | | |
| 31 | Solution shall support Bulk Import of image and electronic documents | Yes | | |
| 32 | Should have capability of automatic segregation of documents/records based on Barcode, Blank page, Fixed page, and auto Form recognition | Yes | | |
| 33 | Must have additional security to restrict download, print, and save/save as function for uploaded documents. | Yes | | |

| ARCHITECTURE & SCALABILITY | | | | |
|---|--|----------|--|--|
| 34 | The system should be platform-independent and should support both Linux and Windows for application servers. | Yes | | |
| 35 | Solution should be multi-tier, web-based solution (having web-based front-end for users and as well as for system administrative functions) having centralized database, web and application server with support for clustering. | Yes | | |
| 36 | The system should store only index information in the database while images should be stored in a separate file server. | Optional | | |
| 37 | Solution should be compliant to OWASP / open source standards | Yes | | |
| ARCHIVAL OF ELECTRONIC DOCUMENTS | | | | |
| 38 | The System shall support the categorization of documents in folders-subfolders just like the windows interface. There should not be any limit on the number of folder and levels of subfolder | Yes | | |
| 39 | The System shall provide the facility to link cross-related documents like Application form and Field report, Grievance and reply sent etc. | Yes | | |
| 40 | The system shall provide a search facility in the same interface so that users can search the documents to be linked | Optional | | |
| 41 | The system shall support the versioning of documents with the facility to write version comments. | Yes | | |

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| 42 | The system shall allow Locking of documents for editing and importing them back into the system through check-in/Check-out features | Yes | | |
| 43 | The repository should be format agnostic. | Yes | | |
| 44 | The system should support the configuration of verification processes for different business types. It should be able to handle a multi-user environment for processing files related to different business types. While processing a file, all the data and images for each transaction should be displayed to processing users and processing users should be allowed to accept, reject or send the files for review | Yes | | |
| DOCUMENT VIEW | | | | |
| 45 | The System shall support Applet for viewing Image documents- No third-party viewers should be there for viewing of scanned images. Please specify if third party applets are used and the licensing terms together with cost implication. | Yes | | |
| 46 | The system shall facilitate zoom-in/zoom-out, zoom percentage, and Zoom lens to zoom in on a part of the image and other image operations like Invert, rotate etc. | Yes | | |
| 47 | The system should support viewing and rendering of PDF/A documents in inbuilt viewer. | Yes | | |
| 48 | The System shall support viewing documents in a native application. | Yes | | |
| 49 | The system shall provide the facility of putting text, graphic, and image annotations on scanned document pages. | Yes | | |

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| 50 | Support archival & view of PDF/A format documents (open ISO standard for long term archival of documents) | Yes | | |
| RAJBHASHA COMPLIANCE | | | | |
| 51 | E-Office application should be bilingual (Hindi and English) i.e. the application should have bilingual UI/UX i.e. both Hindi/English labels together and accepts input in Hindi/English content in comments/Search, standard texts, remarks etc. by the officers etc. | Yes | | |
| 52 | The System should be able to search in English, Hindi. The system must provide the ability to search from bi-lingual content sources. Reports should be in Hindi and English. | Optional | | |
| 53 | Hindi text should be properly visible on the screen and not look like junk characters. | Yes | | |
| 54 | Name, Designation, Group/office of the officer creating the office notes/approval notes and the officer to whom it is forward, should be automatically inserted in bilingual text. | Yes | | |
| 55 | There should be provided to maintain the master data in Hindi like Name, Designation, Group/office of the officer | Yes | | |
| ANNOTATIONS | | | | |
| 56 | The Image applet shall support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. | Yes | | |

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| 57 | The frequently used remarks should be available in a bilingual format so that officers can select and insert the same. | Optional | | |
| 58 | The system shall support automatic stamping of annotations with username, date, and time of putting annotations. | Yes | | |
| 59 | The system shall provide a facility for securing annotations for selective users, private and public annotations. | Optional | | |
| 60 | The system shall store annotations as separate files and at no time, the original image shall be changed. The system shall provide the facility of taking printouts with or without annotations. | Yes | | |
| INDEXING / METADATA | | | | |
| 61 | The System shall provide the facility to index folders, files, and documents on user-defined indexes like department, ministry, file number, year etc. | Yes | | |
| 62 | The system shall facilitate manual and automatic indexing using OCR functionality or from other applications. | Yes | | |
| 63 | The System shall support Automatic full-text indexing for Text search | Yes | | |
| SECURITY & USER MANAGEMENT | | | | |
| 64 | The Document management system shall support the definition of Users, Groups, and Roles relation in the system | Yes | | |
| 65 | The system shall support access permissions on Department Files, Folders, Documents, and object level. | Yes | | |
| 66 | The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download). | Yes | | |

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| 67 | System shall support application-based rights | Yes | | |
| 68 | The system shall support system privileges like Create/Delete Users, Define indexes etc. | Yes | | |
| 69 | The system must integrate with the Active Directory [AD] Server of the Bank for secure login through Single Sign-on. | Yes | | |
| 70 | The System must have CAPTCHA and multiple window login must be blocked. Must have user session timeout, blocking copy-paste of passwords. | Yes | | |
| 71 | The system shall support Extensive Audit-trails at IP, Document, Folder, and for highest levels for each action done by the user with username, date, and time | Yes | | |
| 72 | The system shall support integration with PKI infrastructure as well as 2FA for enhanced security. | Yes | | |
| ADMINISTRATION | | | | |
| 54 | The system shall support a web-based administration module for the complete management of the system. | Yes | | |
| 55 | The Admin module shall support Users/Groups/Role definition and granting Access Rights to them. | Yes | | |
| 56 | The Admin module shall provide easy to use interface for Index structure definition that can be used by different users. | Yes | | |
| 57 | The Admin module shall provide an interface for purging old audit trail and do selective logging i.e. select the system or application features for, which the audit trails must be generated. | Yes | | |

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| 58 | The Admin module shall provide the facility to take complete and incremental backups and shall be able to integrate with third-party backup solutions. | Yes | | |
| REPORTS AND AUDIT TRAIL FEATURES | | | | |
| 59 | The System shall support extensive Reports and audit trails and shall also provide data points and facility to design new reports | Yes | | |
| 60 | The system shall support Extensive Audit-trails at user, Folder, Files levels | Yes | | |
| 61 | The system shall provide the facility to generate Audit trails on separate actions, and between specific date/times | Yes | | |
| 62 | The system shall support an extensive reporting facility at document, folder, and user levels. Please specify all inbuilt reports available in the system and also provide effort estimates for new Custom reports to be designed | Yes | | |
| 63 | The System shall have an audit trail to maintain a history of all transactions performed on the system. | Yes | | |
| 64 | The application shall log all the actions done by individual users with username, date, and time and the administrator shall be able to generate detailed audit logs and history of the process instance. | Yes | | |
| REMINDERS AND ALARMS | | | | |
| 65 | The system should have the capability to set automatic reminders and alarms to concerned users (through email/SMS/Dashboard etc.). | Yes | | |
| INTEGRATION AND WEB SERVICES | | | | |

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| 66 | Should be based on open standards and have API support for data import & export. | Yes | | |
| 67 | The System shall support message-based collaboration based on protocols such as HTTPS, HTTP, SFTP, FTP, and SMTP. | Yes | | |
| 68 | The System shall support integration with Microsoft Office 365 Email Solution | Optional | | |
| 69 | The System shall support Web-based interfaces. | Yes | | |
| RECORD MANAGEMENT SYSTEM | | | | |
| 70 | Solution should include Records Management component to comply with regulatory and legal policies for long-term archival of content. | | | |
| 71 | Solution should manage the lifecycle of documents through record retention, storage, retrieval, and destruction policies. | Yes | | |
| 72 | Solution should support managing and tracking of physical location of documents | Yes | | |
| 73 | Solution should have facility to export/import electronic record with metadata in XML format | Optional | | |
| 74 | Solution should provide the configurable capability of record classification as per the record-keeping structure (File Plan) of the department. | Yes | | |
| 75 | Solution should have a provision to define the physical location of the record management facility | Yes | | |
| 76 | Solution should have a facility to define disposition schedule/policies for record | Yes | | |
| 77 | Solution should provide the capability for only authorized individuals to view, create, edit, and delete disposition schedule | Yes | | |

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| | components of record categories. The complete schedules would be as per the organizational policies. | | | |
| 78 | Solution should have a provision to move & track a record among users within office/across locations | Yes | | |
| 79 | When record is moved out of the facility, the system should have the capability to capture the transport/courier detail | Optional | | |
| 80 | <p>Solution should provide a report on the Records in the selected file plan component such as number of records present, number of record folder, Record creation date, etc</p> <ul style="list-style-type: none"> • Report on activities of the selected user • Report on the Request/Return activities • Report on overdue items • Report on items borrowed • Reports on records, whose retention period are getting over in specified time <p>Reports on disposition schedule</p> | Yes | | |
| FILE / OFFICE NOTE MANAGEMENT | | | | |
| 81 | The system shall have an In-built Web-based Text Editor with basic functionalities such as bold, alignment, font, colour etc. | Yes | | |
| 82 | The system shall have a draft folder to save Office Notes that are created through the in-built text editor. | Yes | | |
| 83 | Office Notes in the draft folder shall be available to the user for editing. | Yes | | |
| 84 | Using the workflow feature of a system, the user shall be able to route the Office Note for approval process as per Bank's Policy | Yes | | |

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| 85 | The solution should have the Green Note sheet. | Yes | | |
| 86 | The system shall provide a facility to Add / Edit comment to a Note in a workflow. | Yes | | |
| 87 | All the comments shall be appended to the main content of the Note. | Yes | | |
| 88 | The system shall capture the Digital Signature of the user working on a Note | Yes | | |
| 89 | The system shall capture the complete Revision History of a Note at the top of the Note itself | Yes | | |
| 90 | The system shall have the facility to print the Note with Revision history at any point in time. | Yes | | |
| 91 | The system shall have a facility to “approve” a Note through some actionable control. | Yes | | |
| 92 | The system shall use Digital Signature Certificate for all approvals at various levels. | Yes | | |
| 93 | The system shall provide an interface to search and check the status of a Note in the workflow. | Yes | | |
| 94 | The system shall have a facility to securely archive the Note on approval/completion. | Yes | | |
| 95 | System should differentiate between Administrative general files (Subject Files) and Administrative specific files (Special Files) | Optional | | |
| 96 | The system shall have a facility to create both main as well as part files. | Yes | | |
| 97 | The system shall have a facility to save the file in the desired folder in the system. | Yes | | |

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| 98 | The system shall also generate a Barcode number on the successful creation of a file. This barcode can be pasted on a physical file for tracking, in case a physical file is also used. | Yes | | |
| 99 | The system shall have the facility to print the barcode number of files at any point in time. | Yes | | |
| 100 | The system shall have the facility to add documents in the File, search a file on File number, File Subject | Yes | | |
| 101 | The system should have an index table of all created files | Yes | | |
| 102 | The system should have a provision to define searching attributes for each type of special file | Yes | | |
| 103 | The system should have a separate searching interface for each type of special file | Yes | | |
| 104 | The system shall replicate the Present file handling in the same manner as followed i.e. Electronic files shall give the same look and feel of Physical file | Yes | | |
| 105 | The system shall provide the facility to view all letters/documents at the right-hand side (RHS) of the folder with a note-sheet on the left-hand side | Optional | | |
| 106 | The system shall provide the facility to take print out of the noting for filing in a paper folder as a record | Yes | | |
| 107 | The system shall provide a facility to add new documents in the file by calling native applications like Word, Excel, etc. from the same interface. | Yes | | |

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| 108 | The system shall provide the facility to open multiple documents simultaneously. | Yes | | |
| 109 | Using the workflow feature of a system, the user shall be able to route the file. | Yes | | |
| 110 | The system shall provide a feature to recall a File from another user | Optional | | |
| 111 | The system shall provide an interface to search the status of a file in a workflow. | Yes | | |
| 112 | File view shall provide facility to view all documents inside file, Noting / commenting, Edit file properties | Yes | | |
| SEARCH AND RETRIEVAL | | | | |
| 113 | The System should have full-text search capabilities including index terms associated with the document and content of the document and combination as required (Advance Search) | Yes | | |
| 114 | The system search capability should have the ability to index and search the content from several file types with text, pdf, zip and Microsoft office products. The System should have the ability to highlight search results in the viewer. | Optional | | |
| 115 | The System should allow users to search only for and retrieve inward, outward and office notes they are authorized to access. | Yes | | |
| 116 | The System should have the ability to save searches for re-use. | Yes | | |
| 117 | In System, search results should be displayed in a simple list, with ranking by relevancy. | Optional | | |
| 118 | The System should have the ability to log all searches conducted in the system. | Yes | | |

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| 119 | Facility to search the document based on various criteria like title, name of the creator, date created, date modified, priority set, status, inward/ outward/ office note number, document type, etc or any other user-defined index value. | Yes | | |
| 120 | The System should be capable of searching both in Hindi and English | Yes | | |
| 121 | The system shall support saving of search queries and search results | Yes | | |
| INWARD / CORRESPONDENCE / DAK MANAGEMENT | | | | |
| 113 | The system shall have a repository or predefined folder/area where all new correspondences (DAKs) are received after scanning. | Yes | | |
| 114 | The system shall have a facility to create a Paper profile of a DAK in the repository, in case correspondences (DAKs) are not scanned. | Yes | | |
| 115 | The system shall have a facility to add correspondences (DAKs) in electronic format from the local computer drive. | Yes | | |
| 116 | The system shall provide a facility to view correspondences (DAKs) on RHS and indexing fields on LHS. | Yes | | |
| 117 | The system shall have a facility to add a Note with a correspondences (DAKs) | Yes | | |
| 118 | The system shall have a facility to save the correspondences (DAKs) in an existing file. | Yes | | |
| 119 | The system shall have a facility to route the correspondences (DAKs) using the workflow feature of a system. | Yes | | |

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| 120 | The system shall support ad-hoc routing of a document | Yes | | |
| 121 | The system shall have a facility to prepare response and attach with the correspondences (DAKs) workflow | Yes | | |
| 122 | The system shall provide an interface to track & search the status of a correspondence (DAKs) in a workflow | Yes | | |
| 123 | The system shall have a facility to send the reminders. | Yes | | |
| 124 | The system shall have a facility to generate various reports w.r.t. correspondences (DAKs) workflow such as pending with users, pending since, elapsed time, initiated by, completed by etc | Yes | | |
| 125 | The system shall have a facility to track a department where a correspondence (DAKs) is pending. | Yes | | |
| 126 | The system shall provide an advanced search interface for tracing & searching a correspondence (DAKs) based on dates, subject, pending with, completed by, pending since etc | Yes | | |
| 127 | The system shall have a feature to recall a correspondence (DAKs) from another user | Yes | | |
| 128 | Any User of the System should be able to create the Inward. No user of the system should be able to delete the inward. The Admin user can only modify the inward details and enclosure. | Yes | | |

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| 129 | The System should allow inward of emails (From, mail ID, subject, language, and body) and their respective attachments. | Yes | | |
| 130 | When a postal mail / physical letter is Inwarded directly, the system should capture the details of the incoming physical letter viz. from, address, subject, language, date of sending, date of received, Arrival Mode etc. Data fields like subjects should be auto filled but should be editable. | | | |
| 131 | Scanned file naming convention and folder structure to be used to store the scanned files and would be as per the policies defined by Exim Bank for file naming conventions in bilingual language [Rajbhasha (Hindi)/English] | Optional | | |
| 132 | The system should be able to accept input in Rajbhasha | Yes | | |
| 133 | Quarterly Rajbhasha Progress Report workflow to be designed for all the Groups in the Bank and system to consolidate the report for final submission. | Yes | | |
| 134 | Quarterly Rajbhasha Progress Report to be compiled every six months. | Yes | | |
| 135 | Quarterly Rajbhasha Progress Report workflow to be designed for all the Groups in the Bank and system to consolidate the report for final submission. | Yes | | |
| 136 | Any User of the System should be able to create the Outward | Yes | | |
| 137 | A user should be able to add a “file number” to the Outward. The user should have the option to add the file number at | Yes | | |

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| | any stage from creating the outward to sending the outward. | | | |
| 138 | The system should have a provision to print the address slip carrying the name of the addressee and address which can be printed and affix on the envelope. | Yes | | |
| 139 | The Users should be able to forward the outward to other Groups/offices in Exim Bank as per the rights assigned by the administrator. | Yes | | |
| 140 | The system should start the workflow automatically when a document/inward is added | Yes | | |
| COMMITTEE AND MEETING MANAGEMENT | | | | |
| 141 | The system should have the capability to constitute a committee with its members and convener details. | Yes | | |
| 142 | The system should have the capability to capture various details of the committee such as terms of reference, tenure, committee members, Role of each member, MOM etc. | Yes | | |
| 143 | The system should have the capability to define the message template for sending the notification to respective committee members. | Yes | | |
| 144 | The system should have the capability to create and save the templates for different types of notification messages. | Yes | | |
| 145 | The system should have the capability to define the approval process for committee constituted. | Yes | | |
| 146 | The system should have the capability of User Inbox where committee | Optional | | |

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| | members/approvers can view the pending request for approval. | | | |
| 147 | The system should have the capability to attach the required documents with various committees constituted. | Yes | | |
| 148 | The system should have the capability to define the meeting details such as Agenda, date, time, venue, priority etc along with the required documents. | Yes | | |
| 149 | The system should have the capability to link the members with meeting from the list of pre-approved committees. | Yes | | |
| 150 | The system should have the capability to define the approval workflow for the Meeting scheduled. | Yes | | |
| 151 | The system should have the capability to integrate committee members DSC to sign the MOM. | Yes | | |
| 152 | The system should have the capability to define the Meeting invitation templates for sending the notifications to all the committee members. | Yes | | |
| 153 | The system should provide the calendar view having details about the meeting schedule on a weekly/monthly basis. | Option | | |
| 154 | The system should provide the capability to define the deadlines of submitting the response for defined actionable. | Yes | | |
| CONTRACT MANAGEMENT | | | | |
| 155 | Budget Management | Yes | | |
| 156 | Vendor Management with Escalation | Yes | | |
| 157 | Contract Management | Yes | | |
| 158 | Renewals/AMC Management | Yes | | |

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| 159 | Reports, Charts, and Analytics | Yes | | |
| 160 | Contract Documentation | Yes | | |
| 161 | Internal Sanctions Process, Purchase Order, Audit and Payments automation | Yes | | |
| 162 | CVO and Internal Audit Compliance | Yes | | |
| WORKFLOW / COLLABORATION AND MESSAGING SERVICE | | | | |
| 163 | The system should help users in scheduling appointments, meetings, events, and conventions online and facilitate the sharing of appointments, and updates among users/groups through SMS and email. | Optional | | |
| 164 | The system should provide Instant Messaging (IM) functionality to users through which users can exchange important messages over the electronic office system portal. | Optional | | |
| 165 | The system should provide alerting mechanism for updating users about changes for their items from all modules in the electronic office system. | Yes | | |
| 166 | Integration of User with his/her Office 365 account | Yes | | |
| 167 | Self Help for Administration, HR, and IT | Yes | | |
| 168 | The system should be integrated with existing TICE (SharePoint Technology), FINACLE, Active Directory, and any other system and should fetch relevant information and data. | Yes | | |
| 169 | <p>The System should be capable of supporting:</p> <ul style="list-style-type: none"> a. Sequential routing – Note to be route one after the other in a pre-defined sequence. b. user-defined routing: changing the routing sequence | Yes | | |

| | | | | |
|-----|---|-----------------|--|--|
| 170 | Assign a task to someone and track it. | Yes | | |
| 171 | Notify users of actions with automated e-mail notifications | Yes | | |
| 172 | Send a document for review and approval. | Yes | | |
| 173 | The System should enable Office note creation based on an Inward or Suo moto | Yes | | |
| 174 | The System should enable forwarding/return office to note for review/approval. | Yes | | |
| 175 | The workflow processing should be able to flow horizontally as well as vertically up and down the hierarchy i.e. the workflow can be forwarded to officials in the same level of hierarchy as well as officials higher or lower in a hierarchy | Yes | | |
| 176 | The System should enable the collaboration of the office notes to multiple users simultaneously. It should then enable consolidation and merger of the responses of the Multiple users from different Groups / Office) into a single one. | Optional | | |
| 177 | The System should enable the creation of child workflows and marking each of them to separate users simultaneously so that they can work on this child workflow individually and at a later stage the comments/ discussions in that particular child workflow be merged with the parent workflow. | Optional | | |
| 178 | Approvers can approve or return the document, providing comments and feedback where required. | Yes | | |
| 179 | An "Action Taken Report" sheet should be maintained. It should contain details of | Yes | | |

| | | | | |
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| | action taken at each level along with date, timestamps and comments made. This should be exportable into word/pdf/excel. | | | |
| 180 | Ability to approve/reject any step of workflow through Mobile App (IOS and Android) | Yes | | |
| 181 | Ability to upload /view documents from Mobile App (IOS and Android) | Yes | | |
| 182 | The System should allow module wise delegation to another user (Both Internal Staff users and Outsourced Staff users) say Administrative Officers (AO) or Data Entry Operator. This delegation may be done by the individual user i.e. Group Heads / DMD / MD / CMD who has the access to perform this action. Group / Office Head can provide the access of the application to their Administrative Officers. These modules would be available to both the users. The Administrative Officers can log in to their application and work on behalf of their Group. /Group Head. Proper audit records should be maintained so that it is identifiable that which actions as performed by which user using the delegation feature. | Yes | | |
| 183 | The System should enable the User to view the time, date, days, and number of hours for any due task i.e. since the pending case | Optional | | |
| 184 | Provision to re-assign the workflow (if having authorization to do so) individually or in bulk to another user or to self. Provision to pull the workflow. | Yes | | |
| 185 | The status of a workflow (review, approved, not approved, pending approval, not submitted for approval), date of review, or approval can be easily searched, or a report may be generated. | Yes | | |

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|-----|---|------------|--|--|
| 186 | The System should allow users to define conditions/workflows and/or select the next person in the hierarchy. | Yes | | |
| 187 | The System should allow workflow tasks to be viewed in a calendar/dashboard | Optional | | |
| 188 | Users participating in review or approval workflows are provided with a personalized task list for all tasks assigned to them. Users can see briefly their tasks, a description of a task, who has assigned the task and a timeline for the completion of work. | Yes | | |
| 189 | Provision to acknowledge an entry for the inward documents/office notes in the e-Office Automation System. However, a standard acknowledgment can be given to various types of documents received. | Yes | | |
| 190 | The workflow history must be maintained. | Yes | | |
| 191 | The system should have provision to take bulk action on the multiple workflows pending with user like bulk closure, bulk forwarding, bulk acknowledge, bulk acknowledge and forward, bulk return etc. | Optional | | |
| 192 | The system should have a provision to link existing workflows. | Yes | | |
| 193 | The system should have a provision to reopen the document if required. | Yes | | |
| 194 | The application shall have the provision to outward / inward the document multiple times till it closes. | Yes | | |
| 195 | Handing Over and Taking Over Process: The application should have a provision to transfer all the documents to a particular | Yes | | |

| | | | | |
|-----|--|------------|--|--|
| | user in case of his transfer from the Group / Office. | | | |
| 196 | The System should enable collaboration with multiple users across levels by forwarding the office note to multiple users simultaneously. Admin should be able to configure delegation rights to identified users. | Optional | | |
| 197 | The system should have the ability to postpone the approval of a document in the event that not enough information is provided to approve the document or needs to be sent back to the previous step in the workflow. | Yes | | |
| 198 | The system should alert users when tasks are overdue. These alerts can be repeated at regular defined intervals. | Yes | | |
| 199 | Document under a workflow process can be checked out and modified by a participant in the active workflow activity. | Yes | | |
| 200 | Several documents can be included in a single workflow and can be approved in a single step | Yes | | |
| 201 | The workflow should have the ability to insert a document at any stage of the workflow. | Yes | | |
| 202 | The system must have Workflow Builder to create and modify workflows. | Yes | | |
| 203 | The system shall facilitate workflow engine to support different types of document routing mechanism including: <ul style="list-style-type: none"> • Sequential routing • Parallel/Committee routing • Ad-hoc routing | Yes | | |

| | | | | |
|---|---|------------|--|--|
| 204 | The solution should allow the user to act upon, forward, return, or complete items in the workflow | Yes | | |
| 205 | Dynamic Approver allocation and pre-defined approver allocation facility should be available for workflow. | Yes | | |
| 206 | Different stages of approval mechanism as per Delegation of Power [DOP] of the Bank. | Yes | | |
| 207 | Full data encryption at rest and transmission for data security | Yes | | |
| 208 | Ability to encrypt and store files in files system using 256 Bit Encryption key | Yes | | |
| EXTERNAL CUSTOMER INTERFACE PORTAL | | | | |
| 209 | A secured external customer interface portal to be developed to share and track the repetitive documents, Checklist, and alerts settings. | Yes | | |
| 210 | The external customer portal should be installed on a separate server on a secured network and push and pull the data from the E-office platform. | Yes | | |
| 211 | Encryption of data at rest. | Yes | | |
| 212 | Integration with Data Classification and DLP applications. | Yes | | |

N. PERFORMANCE PARAMETERS

The bidder should consider the performance parameters mentioned below, in addition to other requirements given in the RFP, while sizing the solution: Performance is to be measured on LAN.

| Description | Bidder Responsibility | Criticality | Requirements | Measures |
|--------------------|--|--------------------|--|-----------------|
| Service Level | To ensure the requirements defined are adhered | High | 99% of all Website / Platform operations should respond in less than 05 seconds a. Load the home page b. Navigate from one page to another page c. Search functionality d. Add/Upload task and documents e. Edit tasks To Save f. Delete tasks or document g. Search for information on the system h. Integrated with third party systems response time i. Scheduled or routine data fetch from third party systems | |
| Service Level | To ensure the requirements defined are adhered | High | Search and retrieval at peak usage: 10 sec | |
| Service Level | To ensure the requirements defined are adhered | High | First-time screen load after login: Less than 7 seconds | |
| Service Level | To ensure the requirements defined are adhered | High | 100% of Web pages to be Mobile responsive | |
| Service Level | To ensure the requirements defined are adhered | High | RTO should not be more than 4 Hours which does not include a maintenance window. | |

| Description | Bidder Responsibility | Criticality | Requirements | Measures |
|--------------------|--|--------------------|--|-----------------|
| Service Level | To ensure the requirements defined are adhered | High | The RPO needs to be in line with the backup processes and needs to have the data till the latest back up occurrence | |
| Service Level | To ensure the requirements defined are adhered | High | The maintenance window for upgrades, service packs, and disaster recovery exercise should not exceed 8 Hours per month unless otherwise agreed with the business owner for specified reasons | |

O. Service Levels

| Criticality | Severity | Support services SLA | | Incident Resolution Time |
|----------------------|-----------------|-------------------------------|-------------------------|---------------------------------|
| | | Incident Response Time | Restoration Time | |
| Level 1 / Priority 1 | Severity 1 | 15 mins | 30 mins | 8 hours |
| Level 2 / Priority 2 | Severity 2 | 30 mins | 2 hours | 16 hours |
| Level 3 / Priority 3 | Severity 3 | 2 hours | 8 hours | 36 hours |
| Level 4 / Priority 4 | Severity 4 | 6 hours | 72 hours | 150 hours |

- Successful bidder must sign into Operational Level Agreement [OLA] with OEM as per discretion of Exim Bank. Successful bidder must sign SLA with Exim Bank within 6 [Six Weeks] weeks of Letter of Award.
- The successful bidder shall warrant that, the Bidder under the contract shall be as per the Service Level Agreement (SLA) between the Bidder and Exim Bank.

| Sr. No | Severity Level | Customer Impact |
|---------------|-----------------------|--|
| 1 | Severity 1 | <ul style="list-style-type: none"> ➤ Bank/Group/Unit Impacted. ➤ Critical Service Request. ➤ Data Security Breach. ➤ Application Down. ➤ Senior Management Requirement. |
| 2 | Severity 2 | <ul style="list-style-type: none"> ➤ Individual Impacted and inability to perform the Task. ➤ Important Service Request. ➤ Access Matrix related issues. ➤ DR drill. ➤ Major Change Request |
| 3 | Severity 3 | <ul style="list-style-type: none"> ➤ Low impact issues. ➤ Non-critical Service Request. ➤ New employee boarding, Transfers |
| 4 | Severity 4 | <ul style="list-style-type: none"> ➤ Low priority new requirements and modifications. ➤ Long-term project change. |