



**REQUEST FOR EXPRESSION OF  
INTEREST [EOI] FOR IMPLEMENTATION  
OF COMPREHENSIVE EARLY WARNING  
SYSTEM**

**EXPORT-IMPORT BANK OF INDIA**

**Request for EOI No.: 1  
Dated: 24.03.2021**

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

1. Export-Import Bank of India [Exim Bank] 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](http://www.eximbankindia.in).
2. The Bank has a network of 10 Regional Offices spread across India. The Bank also has 8 overseas representative offices and one London Branch Office.
3. Exim Bank invites Expression of Interest (EOI) from the bidders, which can provide the solutions as per details in this EOI and wishing to be considered for short listing for participating in bidding process of the proposed activities for an end-to-end implementation of COMPREHENSIVE EARLY WARNING SOLUTION for Corporate Banking including Financing Overseas Projects hereinafter referred to as the **Solution**. Bank intends to implement/host the proposed solution at Data Centre, Head Office, Mumbai and at Disaster Recovery Site, Bengaluru.
4. The scope of implementation of Early Warning Signal (EWS) System envisages a complete turnkey solution which may inter-alia includes supply, install and maintain EWS software, third-party software (if any), customization of the EWS system, system integration, and training to end-users in EXIM Bank.
5. **Please note**, this is the first stage of a multi-stage procurement process. The objective of this Request for EOI is to identify and pre-register eligible bidders who are interested in providing the proposed solution and have suitable capacity, capability, and experience.
6. The Bank proposes to acquire licenses and implement a comprehensive Early Warning Solution.
7. Expression of Interest (EOI) is invited in sealed envelope superscribed as [Expression of Interest – COMPREHENSIVE EARLY WARNING SOLUTION]:
  - a. From the bidders who meet the eligibility criteria as set out in **Annexure 'A'**,
  - b. Who have solution strictly in line with the technical parameters as set out in **Annexure 'B'** and
  - c. Agree to abide by the terms and conditions contained in this Request for EOI document.

- d. Sealed envelope containing complete set of hard copy of EOI and a soft copy thereof (in a pen drive) should be submitted by Post to or delivered in person at the below mentioned Office:

The General Manager  
Information Technology Group  
Export-Import Bank of India  
Centre One Building, Floor 21  
World Trade Centre Complex  
Cuffe Parade, Mumbai 400005

## **8. The Bidders Eligibility Criteria:**

This process is open to all bidders who fulfill the eligibility criteria as set out in **Annexure 'A'** of this document. The bidders should furnish information on the lines of Annexure A in their EOI proposal.

## **9. Technical Parameters of the Solution/Scope of Work:**

The bidder should describe how the proposed solution will fulfill the requirements as detailed in **Annexure 'B'** of this document. The bidder should furnish information on the lines of Annexure-B in their EOI proposal.

## **10. Process before submission of EOIs:**

- a. **Raising of queries/clarifications on Request for EOI document:** The bidders requiring any clarification on this document should submit their written queries on or before April 09, 2021 to: [madhes.g@eximbankindia.in](mailto:madhes.g@eximbankindia.in); [dharmendra@eximbankindia.in](mailto:dharmendra@eximbankindia.in)
- b. **Modification in Request for EOI document:** At any time prior to the last date for submission of EOIs, Exim Bank may modify any part of this document. Such change(s) if any may be in the form of an addendum/corrigendum and will be uploaded in Bank's website - <http://www.eximbankindia.in>. All such change(s) will automatically become part of this Request for EOI and binding on all bidders. Interested bidders are advised to regularly refer the Bank's URLs as above for changes uploaded, if any.
- c. **Extension of date of submission of EOIs:** Request for extension of date for submission of EOIs will not be entertained. However, the Bank at its discretion may extend the date in order to allow prospective bidders a reasonable time to take the amendment/changes, if any, into account.

- d. **Briefing session:** Exim Bank may, at its sole discretion, organize a briefing session to respond to the queries received by the scheduled date and time from the bidders. The exact date, time and location of such session will be communicated through Exim Bank website <http://www.eximbankindia.in>. The bidders may also seek clarifications at the briefing session. All clarifications will be e-mailed to the bidders who raise queries and participate in briefing session.

## 11.Format and Signing of EOI:

- i. The bidder should prepare EOI strictly as detailed in this Request for EOI document.
- a. EOI should be typed and submitted on A4 size paper, spirally and securely bound and with all pages therein in serial numbered.
- b. All pages of the EOI should be signed by only the authorized person(s) of the company/firm. Any interlineations, erases or overwriting shall be valid only if the person(s) signing the EOI authenticates them. The EOI should bear the rubber stamp of the bidder on each page except for the un-amendable printed literature.
- c. Contact detail of the authorized signatory and an authorized contact person on behalf of the bidder are to be provided as under:

Particulars	Authorized signatory for signing the EOI	Authorized contact person.
Name		
Designation		
Email ID		
Landline		
Mobile No.		
Fax No.		
Address		

- ii. The bidders should demonstrate in EOIs that they meet all parameters given in **Annexure 'A'** and **Annexure 'B'** of Request for EOI.
- iii. In case any discrepancy is observed between hard and soft copy, the hardcopy will be considered as the base document.

## 12.Last Date for submission of EOI:

The last date for submission of EOI is April 15, 2021 up to 17:00 Hrs. In case the designated day happens to be a holiday; the next working day will be deemed as the last date for submission of EOI.

## 13.Process after submission of EOIs:

- i. All EOIs received by the designated date and time will be examined by the Bank to determine if they meet criteria/terms and conditions mentioned in this

document including its subsequent amendment(s), if any and whether EOIs are complete in all respects.

- ii. On scrutiny, the EOIs found NOT in desired format/illegible/incomplete/not containing clear information, in view of Exim Bank, to permit thorough analysis or failing to fulfill the relevant requirements will be rejected from further evaluation process.
- iii. Exim Bank reserves the right, at any time, to waive any of the requirements of this Request for EOI document if it is deemed in the interest of Exim Bank.
- iv. If deemed necessary, the Bank may seek clarifications on any aspect of EOI from the bidder. If a written response is requested, it must be provided within 7 days beyond which the response received, if any will not be considered. However, that would not entitle the bidder to change or cause any change in the substances of their EOI document already submitted. Bank may also make enquiries to establish the past performance of the bidders in respect of similar work. All information submitted in the application or obtained subsequently will be treated as confidential.
- v. After examining the EOI, some or all of the bidders may be asked to make presentation of the solution and demonstrate proof of concept.
- vi. Exim Bank may shortlist the bidders who fulfill the eligibility criteria, have solution as per the requirement of the Bank and are agreeing to abide by the terms and conditions of the Bank. Bank's judgment in this regard will be final.
- vii. Exim Bank may issue a Request for Proposal (RFP) to shortlisted bidders for inviting technical and indicative commercial bids for next process of procurement. However, please note that short listing of bidders should not be treated as a contract for the proposed work.
- viii. The bidders will be advised about shortlisting of their EOIs or otherwise. However, bidders will not be provided with information about comparative position of their EOIs with that of others.
- ix. Nothing contained in this EOI shall impair the Bank's Right to issue 'Open Tender' on the proposed solution.

#### **14. Terms & Conditions**

- i. Lodgment of an EOI is evidence of an bidder's consent to comply with the terms and condition of Request for EOI process and subsequent bidding process. If an bidder fails to comply with any of the terms, its EOI may be summarily rejected.
- ii. Willful misrepresentation of any fact in the EOI will lead to the disqualification of the

bidder without prejudice to other actions that the Bank may take. The EOI and the accompanying documents will become property of Exim Bank. The bidders shall be deemed to license, and grant all rights to Exim Bank, to reproduce the whole or any portion of their product/solution for the purpose of evaluation, to disclose the contents of submission to other bidders and to disclose and/ or use the contents of submission as the basis for EOI process.

- iii. Exim Bank reserves the right to accept or reject any or all EOIs received without assigning any reason thereof whatsoever and the Bank's decision in this regard will be final. No contractual obligation whatsoever shall arise from the EOI process.
- iv. Any effort on the part of bidder to influence evaluation process may result in rejection of the EOI.
- v. Exim Bank is not responsible for non-receipt of EOIs within the specified date and time due to any reason including postal delays or holidays in between.
- vi. Exim Bank reserves the right to verify the validity of information provided in the EOIs and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of EOI or even after award of contract.
- vii. The bidders shall be deemed to have:
  - a. examined the Request for EOI document and its subsequent changes, if any for the purpose of responding to it.
  - b. examined all circumstances and contingencies, having an effect on their EOI application and which is obtainable by the making of reasonable enquiries.
  - c. satisfied themselves as to the correctness and sufficiency of their EOI applications and if any discrepancy, error or omission is noticed in the EOI, the bidder shall notify the Bank in writing on or before the end date/time.
- viii. The bidder shall bear all costs associated with submission of EOI, presentation/POC desired by the Bank. Bank will not be responsible or liable for any cost thereof, regardless of the conduct or outcome of the process.
- ix. The bidders must advise the Bank immediately in writing of any material change to the information contained in the EOI application, including any substantial change in their ownership or their financial or technical capacity. Copies of relevant documents must be submitted with their advices. For successful bidders, this requirement applies until a contract is awarded as a result of subsequent bidding process.
- x. Shortlisted bidders must not advertise or publish the same in any form without the prior written consent of Exim Bank.

- xi. Brief overview of the proposed procurement/scope of work given in this document may be further elaborated, viz., more details may be included in the Request for Proposal (RFP) document to be issued as a result of evaluation process of EOIs.
- xii. Exim Bank shall have the right to cancel the EOI process itself at any time, without thereby incurring any liabilities to the affected bidders. Reasons for cancellation, as determined by Exim Bank in its sole discretion include but are not limited to, the following:
  - a. Services contemplated are no longer required.
  - b. Scope of work not adequately or clearly defined due to unforeseen circumstance and/or factors and/or new developments.
  - c. The project is not in the best interest of Exim Bank.
  - d. Any other reason.
- xiii. The selected bidders have to adhere to the implementation timelines and to the penalties for the overrun.
- xiv. The selected bidders have to get themselves annually audited by external empaneled Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to the Bank and the bidders are required to submit such certification by such Auditors to the Bank. The Selected bidder and / or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the bidder. The bidders shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.
- xv. Where any deficiency has been observed during audit of the bidder on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the bidder shall correct/ resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the bidder shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.
- xvi. The bidders shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information / reports including auditor review reports undertaken by the bidders (e.g., financial, internal control and security reviews) and findings made on Selected bidder in conjunction with the services provided to the Bank.

## **15.Disclaimer:**

Exim Bank is not committed either contractually or in any other way to the bidders whose applications are accepted. The issue of this Request for EOI does not commit or otherwise oblige the Bank to proceed with any part or steps of the process.

Subject to any law to the contrary, and to the maximum extent permitted by law, Exim Bank and its directors/officers/employees/contractors/agents and advisors disclaim all liabilities (including liability by reason of negligence) from any loss or damage, cost or expense incurred or arising by reason of any person using the information and whether caused by reasons of any error, omission or misrepresentation in the information contained in this document or suffered by any person acting or refraining from acting because of any information contained in this Request for EOI document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, default, lack of care or misrepresentation on the part of EXIM Bank or any of its officers, employees, contractors, agents or advisors.

**Please Note: Since this is not a Request for Proposal (RFP), commercials are not required to be submitted at this stage.**



<b>ELIGIBILITY CRITERIA</b>
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Sr. No.	ELIGIBILITY CRITERIA	SUPPORTING DOCUMENTS TO BE SUBMITTED	(YES/NO)
1	The bidder should be a registered as company in India under the Companies Act, 1956/2013 and should have been in operation for at least three years.	Certificate of Incorporation & Commencement of Business (whichever applicable) should be submitted.	
2	The bidder submitting the offer should have positive net worth in each of the three financial years and should have registered annual turnover of Rs 10 Crores per year during last three financial years i.e. (2017-18, 2018-19 and 2019-20).	Copy of the audited balance sheet and profit and loss statement of the company showing net-worth and turnover of the company for the last three years i.e. (2017-18, 2018-19 and 2019-20) should be submitted.	
3	The bidder should be a profit-making company i.e., Profit after tax for at least any one of the last 3 financial years (2017-18, 2018-19 and 2019-20).	Copy of the audited Balance Sheet showing profit of the company should be submitted.	
4	The Bidder should be Original Software Developer (OSD / OSO) / Original Equipment Manufacturer (OEM)/ Authorized Supplier of the software solution or System Integrator of the OEM whose product they are proposing. In case the OEM does not deal directly then authorized partners or SIs may bid on behalf of OEM.	Manufacturers Authorization letter from OEM in favor of Bidder must be provided on their letter head.	
5	The proposed EWS solution should have been implemented in Corporate Banking in at least two public sector banks and one in large private sector Bank in India in last four year	The bidder must provide Purchase Order and completion certificate. Under implementation project will not be considered for eligibility.	
6	The bidder should have support office in Mumbai.	Self – declaration to be submitted.	

7	The bidder should not have been debarred/black-listed by the Government / Government Agency / Banks / Financial Institutions in India during the last three years	Self-declaration this effect must be submitted in company letter head.	
8	The bidder should not have any other business relationship with Export-Import Bank of India including its Directors and officers and nor have any conflict of interest. The Bidder shall on occurrence of any such event immediately inform the concerned authorities of the same	Self – declaration of the bidder to be submitted	

**Note:**

1. All eligibility requirements mentioned above should be complied by the bidders as applicable and relevant support documents should be submitted for the fulfillment of eligibility criteria failing which the Bids may be summarily rejected. Self- declaration needs to be signed by the Authorized Signatory of the Bidder. Non- compliance of any of the criteria can entail rejection of the offer. Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria and as and when the Bank decides, originals / certified copies should be shown for verification purpose.
2. The Bank reserves the right to verify / evaluate the claims made by the Bidder independently. Any deliberate misrepresentation will entail rejection of the offer ab- initio.

<b>SCOPE OF WORK</b>
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**The proposed System should be an integrated one having the following functionalities (indicative):**

- ✓ The bidder should provide list of alerts supported as per Circular No. RBI/2014-15/590 (DBS.CO.CFMC.BC.No. 007/23.04.001/2014-15) dated May 7, 2015 and Circular No. RBI/DBS/2016-17/28 (DBS.CO.CFMC.BC.No.1/23.04.001/2016-17) dated 01.07.2016 (Updated as on July 03, 2017).
- ✓ Data Integration system from internal and external sources
- ✓ Sources as mentioned in scope of work (Example: Internal sources – Internal software applications, Loan Application system, Bank's Internal reports, KYC & AML, External Sources – Credit Bureau, Internet, Third party data providers, etc.)
- ✓ Capacity to collate, consolidate, transform, enrich, filter, analyses, and storage of structured / semi-structure / un-structured data / information from all available channels such as internal or external.
- ✓ Capacity of evaluating non-financial text-based data, keyword-based filtrations, and text analytics / sentiment-based filtrations.
- ✓ Capabilities such as Artificial Intelligence, web crawling, Optical Character Recognition (OCR) etc. may be utilized to trigger precise EWS to the satisfaction of Bank.
- ✓ Appropriate Extraction, Transformation & Loading application utility
- ✓ Rule engine - that provides facility of configurable analytical routines to analyze data and serve as input for alerts.
- ✓ Rating and scoring engine.
- ✓ Alert Generation and management system
- ✓ Workflow Management
- ✓ Reporting Module
- ✓ Reverse Integration module to feedback the other systems.
- ✓ Account level and Customer level Dashboards at Operating, Departmental and Executive levels
- ✓ System should have the closure mechanism (as per Bank's requirement) for EWS generated.
- ✓ System should use AI/ML algorithms for predictive analysis. Bidder should provide details about list of AI/ML implementation in the software.

## **Sources of information for EWS**

The bank is considering a comprehensive EWS system that obtains financial and market intelligence through a variety of data points to determine the level of stress in an existing account/relationship based on a statistically weighted score.

### **1. Financial Intelligence from Bank's internal sources**

- Customer data
- Current facilities in use
- Outstanding amount, payment history and loan servicing delays (interest or principal amount).
- Transaction data relevant to indicate suspicious patterns.

### **2. Inputs from periodic filings with the Banks such as**

- Monthly Stock statements
- Annual audited financial statements
- Bank account statements as and when received.

### **3. Financial and market Intelligence from External sources (indicative)**

RBI, MCA, CFR, IT / Service tax / Sales / GST, Customs, DGFT, PAN CHK, Central KYC, CRILC, CERSAI, CGTMSE, Udyog Aadhaar, Aadhar, Information Utilities, Public Credit Registry, IBA, ECGC, SEBI, BSE, NSE, DRT, DRAT, NCLT, NCLAT, Udyami Mitra, Investigative agencies (such as CBI / ED / SFIO / Cyber Crime / State CID, Police), etc.

Some of the data points that can be extracted from:

- Quarterly / Half yearly balance sheets
- SMA reports
- Willful defaulters lists from Banks
- RBI defaulter list
- RFA / Fraud

Financial Crime data including sanctions, PEPs, litigations, compliance breaches, and others Collect / extract the external data from Data aggregator such as peer banks, stock exchanges, government websites, credit bureau, stock exchanges, government websites, CERSAI, Rating Agencies, information agencies, etc.

Wherever external data / information is to be extracted / sourced which are freely available (no fees payable), no extra cost will be paid by the Bank.

However, the Bank reserves its right to accept or reject or add other sources as deemed fit. In case bank in its discretion finds the sufficient and important / crucial data sources not covered in the list will advise the bidder to include the same.

## **General Implementation and Other Requirements**

Bidder shall provide the Gap Identification Report to the Bank along with necessary solutions to overcome the gaps within the time limit and the time frames. The Bidder shall incorporate all the suggestions made by the Bank in the Gap Identification Report.

Bidder shall provide all statutory, regulatory, and ad-hoc reports as required by the Bank during the contract period in the desired format as specified in requirements at no additional cost to the Bank.

The Bidder shall document all gaps observed by the Bank at various stages of implementation including their solution and monitor and track the status of the same throughout the implementation.

The Bidder will create an exhaustive set of UAT test cases. Bidder shall ensure that the test cases meet all the testing requirements of the Bank. The bank will review the same and may propose additional test cases.

All errors, bugs, enhancements / modifications required during and after testing will be immediately resolved by the Bidder (maximum of 5 working days), and sign – off for the same will be obtained from the Bank. However, workaround solution should be provided on the same day, in respect of errors and bugs affecting the functioning of the Bank.

The Bidder should be Original Software Developer (OSD / OSO) / Original Equipment Manufacturer (OEM)/ Authorized Supplier of the software solution. During contract period, the bidder shall:

- Appoint a Project Manager, who will be the single point of Contact and responsible for end-to-end successful completion of the contract including solution implementation, warranty, and back-to-back support from respective OSD/OSOs for all the components, software etc. provided as part of the project. Further, for the hardware infrastructure supplied by the Bank, Bidder should coordinate with the OEMs/Bank's hardware supplier to resolve the issues identified, configurations, installation/reinstallation, and performance tuning during the contract period.
- Build and maintain the interfaces with the internal & external systems as per Bank's business requirements during the contract period at no extra cost to the Bank.
- Bidder will ensure that gaps pointed out by the audit and inspection team, statutory and regulatory bodies, or any other third-party agencies shall be immediately resolved at no extra cost to the Bank during the contract period.
- The Bidder is also expected to provide suitable Business Continuity Planning applicable to the proposed solution in case the said solution is unavailable at any time or any site.
- Perform a detailed current state assessment to gain understanding of the procedures and practices adopted by the Bank.
- Provide training to the identified core team, end user teams and infrastructure management team.
- Parameterize the solution in accordance to the Bank's requirements, policies and practices followed.

- Provide the services of a Subject Matter Expert in carrying out necessary requirement study, documentation, customizations, modifications, and enhancements to the solutions like designing and finalizing the framework of required actions on the alerts, escalation & criticality matrix, etc. to suit the Bank's requirements. The Subject matter expert should have minimum 10 years Banking experience preferably 5 years related to trade finance/corporate lending.
- Bidder must maintain and support the interfaces, software and other infrastructure at Data Centre & Disaster Recovery Centre as proposed and provided as a part of this project.
- Bidder must provide Data archival, retrieval and purging setup as per the requirement of the Bank.
- All patch update and patch management of Software modules, Firmware etc. has to be deployed by the selected Bidder after obtaining approval from the Bank.
- Bidder must provide required support during periodic VAPT (External & Internal), Audit by regulatory bodies as RBI, other regulatory bodies, Statutory bodies, third party agencies, Bank Internal teams, Bank's appointed security audit firms etc. Also, rectification of deficiencies / observations pointed out during such audits are to be done by the Bidder at no additional cost to the Bank.
- Solution must integrate with Bank's existing network and security solutions.
- The Bidder will be responsible for training the designated bank employees for managing the installed solution. The knowledge transfer to the designated Bank officials through the training programme should be imparted after completion of installation of the solution and prior to acceptance of the solution. Training must cover both classroom and hands on sessions. Necessary training material and documents must be provided to the participants.
- Creation of environment: Bidder would primarily create 3 environments for implementation of the solution: 1) Production environment at Data Centre (DC), Mumbai, 2) Development & UAT environment and 3) Disaster Recovery (DR) environment at DR site, Bengaluru.
- Submit the detail (As Is and To Be) /system requirement specification document before kick-off of the project. This document should be approved and accepted by Bank before commencement of the project.
- Integration with legacy application of the Bank should be well documented and submitted.
- Detailed Implementation document, Standard Operating Procedure Document (SOP).
- Business Continuity Plan & Disaster Recovery Plan (BCP-DRP) Document.
- Complete user manual and system documentation (soft and hard copies) of the proposed solution after the go live.
- There would be DR Drills, as per RBI/Regulatory/Bank Guidelines. Bank's IT security Policy in vogue should be followed in spirit which includes password management, change management, backup, patch update etc.
- Bank has Security Operation Centre (SOC-IBM-QRADAR SIEM Tool) wherein monitoring of all critical servers mainly application & database servers have been carried out for its security, uptime/ downtime, performance, user access to system,

parameter changes, etc. Bidder should provide necessary logs of system, application users and database etc. for integration with SOC. For integration of SOC with the system being provided by the bidder, required support and tools (if any for log generation and pushing to SOC) would be required from bidders at no additional cost to the bank. As one of the critical components of Bank, the proposed solution should have the capability to communicate with SOC by means of Secured transfer of logs and no extra charge shall be paid to the Bidder for this.

- Bidder should consider to take steps in maintaining confidentiality, integrity and availability of the data owned by the Bank specially customer information, irrespective of whether the data is stored/in transit within themselves or with customers or with the third party vendors.
- The bank will provide necessary hardware, storage, operating system, and database required for EWS.
- All other necessary software of the solution needs to be supplied, installed, configured, and maintained by the bidder. The bidder must factor and deliver all required software components in line with the requirement specified in this document. This may include Middleware, Application Server, Web Server, OCR module, Scanning Solution, Reporting, ETL Tool etc. which are required to implement the proposed EWS solution.
- All the software modules of the proposed solution should be latest as well as stable one and must have a general release date prior to the date of the submission of the proposal.
- None of the proposed software shall be in alpha or beta version or unreleased as of the date of submission of the bid proposal.
- The offered software solution should have bi-lingual (English & Hindi) support.
- In case of any functionality/feature being provided by third party tool/software, it must be compatible with proposed solution/hardware. And the responsibility of integration of the same lies with the bidder.
- Any open-source component not owned and maintained by any organization/OEM or any Freeware will not be considered as part of the proposed EWS solution.
- EXIM Bank is having staff strength of around 400 resources and desire to procure an Enterprise license of EWS System.
- EWS should have access control matrix mechanism to provide access rights as per job profile of an employee.

**Note: The bidders may please note that the above parameters are only indicative, comprehensive detail may be included in the Request for Proposal (RFP) document to be issued post completion of the EOI process.**