



**E-Tender  
for  
Data Management, Analytics and Business  
Intelligence Solution for Export-Import Bank  
of India.**

**E-Tender Reference No: EXIM/RFP/2022-23/05**

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

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## QUOTATION BID NOTICE

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

1. The mode of tendering is through e-Tendering. E Tendering is the process by which the physical tendering activity is carried out using internet and associated technologies in a faster and secure environment.
2. Vendor registration can be done online by opening Website:  
<https://eximbankindiatenders.procuretiger.com> Click on “New Bidder Registration” link, create User Id and Password and attach your Digital certificate.
3. Tender document will be allowed for download from above web site after successful vendor registration (hard copies of the tender document will not be provided) and submission of tender document cost.

### **4. 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

5. EXIM Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons there for.

## GENERAL TENDER DETAILS

Tender Document for	E-Tender for Data Management, Analytics and Business Intelligence Solution for Export-Import Bank of India for Export-Import Bank of India.
Tender Reference No.	<b>EXIM/RFP/2022-23/05</b>
Tender Document Cost	<b>₹ NIL</b>
EMD Amount	<b>₹ 5 Lakh</b>
Last date for acceptance of IP Agreement and EMD Amount	May 13, 2022
Place of Submission of IP Agreement original document.	Export Import Bank of India, Center One Building, 21 <sup>st</sup> Floor, World Trade Centre Complex, Cuffe Parade, Mumbai 400 005.
Date of Online Notice	April 22, 2022, 5:00 PM
Document Downloading Start Date	April 22, 2022, 5:00 PM
Pre-Bid Meeting Date and Venue	April 28, 2022, 3:00 PM (Export Import Bank of India, Center One Building, 21 <sup>st</sup> Floor, World Trade Centre Complex, Cuffe Parade, Mumbai 400 005)
Presentation Date	Will be conveyed separately in advance.
Document Downloading End Date	May 13,2022, 2:00 PM
Last Date and Time For Submission	May 13,2022, 4:00 PM
Opening of Tender	May 13,2022, 5:00 PM
Address for communication	As above Ph. 022-22172446, Ext: - 2493 E-Mail: <a href="mailto:Kiran@eximbankindia.in">Kiran@eximbankindia.in</a> <a href="mailto:shushant.v@eximbankindia.in">shushant.v@eximbankindia.in</a>
Place of Receipt of E-Tender	<a href="https://eximbankindiatenders.procuretiger.com">https://eximbankindiatenders.procuretiger.com</a>

**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 organizational certificate only**
4. Vendor registration can be done online by opening Website: <https://eximbankindiatenders.procuretiger.com> Click on “New Bidder Registration” link, create User Id and Password and attach your Digital certificate.

For any clarification kindly contact –

E-Procurement Technologies Limited  
801 – Wall Street – II  
Opposite Orient Club near Gujarat College,  
Ellis Bridge, Ahmedabad – 380 006  
Gujarat, 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

## **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. <b>PAN Card No.</b>		
11. <b>GST No.</b>		

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

**Date :**

**Place :**

**Note :**

## **INFORMATION FOR BIDDERS**

1. Bids shall be submitted online only at website:  
<https://eximbankindiatenders.procuretiger.com/EPROC/>
2. The bidders can enrol themselves on the website:  
<https://eximbankindiatenders.procuretiger.com/>. Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of 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.
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. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
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 black and white option which helps in reducing size of the scanned document.
6. Please Make sure all format asked as per Sr No 4 and 5 of tender document are properly uploaded online Website for E-Procurement  
<https://eximbankindiatenders.procuretiger.com/>
7. This Invitation for Bids is open to all Original Manufacturers/ their Authorized Dealers/ vendors / suppliers to quote on their behalf for this tender as per Manufacturer's Authorization Form and Indian Agents of Foreign Principals, if any who possess the qualifying requirements as specified in the Tender. 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 which 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 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 end of warranty period if required. Bidders who meet the criteria given above are subject to be disqualified, if they have made untrue or false representation in the forms, statements and attachments submitted in 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 on date of Bid Opening in India and is engaged in R&D activities.



## **CONDITIONS FOR MICRO, SMALL AND MEDIUM ENTERPRISES (MSMEs)**

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 in order to avail the benefits / preference available vide Public Procurement Policy MSEs Order, 2012.
  - a. District Industries Centers (DIC)
  - b. Khadi and Village Industries Commission (KVIC)
  - c. Khadi and Village Industries Board
  - d. Coir Board
  - e. National Small Industries Corporation (NSIC)
  - f. Directorate of Handicraft and Handloom
  - g. Any other body specified by Ministry of MSME (MoMSME)
  - h. Udyog Aadhaar Acknowledgment/ Udyog Aadhaar Memorandum issued by MoMSME.
2. MSEs participating in the tender must submit valid & authorized copy of certificate of registration with any one of the above agencies. In case of bidders submitting DIC registration certificate shall attach 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.
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 validity of registration certificate in case bid closing date is extended.
4. The MSMEs 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 close date of the tender, are not eligible for exemption/preference.
5. The MSMEs registered with above mentioned agencies /bodies are exempted from payment of Earnest Money Deposit (EMD) & tender fees.

### **Relaxation of Norms for Micro & Small Enterprises (MSMEs):**

- a.** Pre-qualification criteria with respect to Prior Turnover and Prior experience may be relaxed for Micro & Small Enterprises as per GOI guidelines subject to meeting of quality and technical specifications.
- b.** 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.

## GENERAL CONDITIONS OF RFP

The Bidder is required to give confirmation of 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.

1. **Law:** The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.
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.
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 or 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 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).*

- 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 in relation to the obtaining or execution of the present Contract or any other Contract with the Export-Import Bank of India. 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 favour in relation to 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.
- 5. Non-disclosure of Contract documents:** Except with the written consent of the Buyer/ Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.
- 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.
- 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:
  - (a) The Seller is declared bankrupt or becomes insolvent.

- (b) The Buyer has noticed that the Seller has utilised the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.
- (c) With mutual agreement
- (d) As per decision of the Arbitration Tribunal.

**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 FAX or registered pre-paid mail/airmail or email, addressed to the last known address of the party to whom it is sent.

**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 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.

**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.

**11. Evaluation and Comparison of Bids:**

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

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:

- a. General Eligibility

- b. Technical specification evaluation
- c. Commercial evaluation

**12. 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.

- 13.** 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 successful bidder(s).
- 14.** 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.
- 15.** 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.

## INTRODUCTION

The Export-Import Bank of India (India EXIM Bank) is the premier export finance institution of the country that seeks to build value by integrating foreign trade and investment with the economic rise of India. The Bank has guided by expertise at the Board level, by senior policy makers, expert bankers, leading players in industry and international trade as well as professionals in exports, imports, or financing. With offices spread across India and in select locations of the world, the bank aspires to boost the businesses of industries and SMEs.

Established by the Government of India, we commenced operations in 1982 under the Export-Import Bank of India Act, 1981 as a purveyor of export credit, mirroring global Export Credit Agencies. With our rich pedigree, today we serve as a growth engine for industries and SMEs through a wide range of products and services. This includes import of technology and export product development, export production, export marketing, pre-shipment and post-shipment and overseas investment. In a rapidly shifting financial landscape, we are a catalyst and key player in the promotion of cross border trade and investment. By instilling a powerful culture of innovation and foresight, we help India maximize its potential, meet, and exceed its vision.

Export-Import Bank of India has taken several IT initiatives to keep pace with changing technology. Bank has Computerized 100% of its offices and has implemented a Centralized Banking Solution (CBS) with Data Centre at Mumbai and Disaster Recovery Site at Bengaluru. The centralized Banking Solution covers all 10 Domestic offices, which are connected to the Data Centre through a Wide Area Network (MPLS).

In addition, The Bank is using Office 365 for e-mail communication and SharePoint framework for intranet application and other internal workflow automations. Applications from multiple vendors for different internal requirements of the Bank are also in use. The Operating Systems used in Different applications include different flavours of UNIX like AIX, Linux etc., and Windows. The Databases include Oracle, MySQL, Microsoft SQL Server, Access etc. Security measures are enforced at various levels (Application-Level Security, Network Level Security, Database Level Security, OS Level Security, Access

Level Controls, and Physical Security etc.). All these measures are in congruence with the Bank's Information Security Policy, Business Continuity & Disaster Recovery Plans & various other regulatory compliances.



# Goals and Objective of the Project

## Objective

To build an enterprise data warehouse in a phased manner and modular fashion with a central repository of single source of data and version of truth by integrating relevant data from various existing source systems, future source systems and external data (where appropriate). This central repository should serve the purpose of query, analysis and reporting of information duly using tools of analysis, transformation and presentation. The Project is envisaged, but not limited to the following objectives:

1. Aid top management of EXIM Bank in decision-making process by implementing data warehouse and business intelligence systems with its sophisticated reporting / visualization tools and generation of Executive Information System (EIS) and Decision Support System (DSS).
2. Establishment of a robust Management Information System (MIS) for the different users at functional departments and operations of EXIM BANK, specified external stakeholders for their internal, external and regulatory purposes duly ensuring speed, data integrity and consistency.
3. Facilitate Automatic Data Flow (ADF) facility to Reserve Bank of India and from the supervised entities (State / Client institutions), collation of data from subsidiaries and other associate concerns.
4. Analytical insights into various domains including refinance, loans, grants, products, supervised entities, corporate functions, etc.
5. To understand business and development activities better in the context of the external data and improve operations.
6. To create a strong foundation with data quality solution that enables the analysis of the various business domains as mentioned above.
7. Provide onsite managed services (including database administration, system administration and application support that includes extraction and development of reports) and onsite help desk services (both technical and functional support) during the Contract Period. The Bidder shall also provide an incident management solution to log issues and with facility to generate reports for review and monitoring.
8. To provide wherever necessary as per the intent and requirements of the RFP, middleware and interfaces with existing and future solutions.
9. Data mining tools that can be used to access the data explore it through interactive visual tools and build / visualize models using sophisticated algorithms.
10. The proposed architecture for the DMABI Solution should exhibit following features:
  - **User Centric:** The architecture should begin with users and their requirements and flow backwards. The data and report consumers can be from different departments of EXIM BANK and their needs may vary by role, by the department, by type and over time. The proposed DMABI Solution should continuously evolve

to meet new and changing user information needs, keeping in mind visualization, display, alert and user self-generated reports wherever considered feasible.

- **Adaptable:** The DMABI Solution should manage the data flow from the source systems to data warehouse and finally to users interconnected and bidirectional data pipelines. The data objects should serve, as that are continuously reused, repurposed, and replenished to ensure the steady flow of high quality, relevant data to the EXIM Bank users.
- **Automated:** The DMABI Solution should automate the dataflow from the source systems to the data warehouse. In addition, it must detect changes in the source schema and identify impact of changes on downstream objects and applications. In a real time environment, it must detect anomalies and notify the appropriate individuals or trigger alerts in operational dashboards
- **Flexible:** The DMABI Solution must be flexible enough to support multiple types of users, load operations, refresh rates (e.g. batch, mini-batch, and stream) and query operations (e.g., create, read, update, delete). The DMABI Solution must be flexible enough to enable easy transition in case EXIM Bank wishes to go for data virtualization.
- **Collaborative:** The proposed DMABI Solution must split the responsibility between acquiring & transforming data and consuming information. The end users (with requisite skills and need) should have the flexibility to explore the data on an ad hoc basis.
- **Governed:** The architecture of the DMABI Solution must define access points, access control and usage framework for each category of user to meet their information requirements. Users may be classified as data generator, data collectors, data aggregators, data managers, data consumers, data explorers, data analysts, data scientists, etc.
- **Resilient:** The DMABI Solution should be resilient in nature, with high availability, disaster recovery, and backup/restore capabilities.
- **Extendible:** The DMABI Solution should enable addition, modification and disablement of source systems (both internal and future) anytime in the future
- **Cloud Ready:** The proposed solution will store the data on premise. However, the architecture suggested should enable migration to cloud in a seamless manner in the future. Tools other than the database can be on the cloud. The solution should support seamless integration of compute resources and data from the premises to the proposed MEITY empanelled cloud without any downtime. The solution may contain cloud services for ETL, graph database and No-SQL database. In the event of ETL services, being deployed on cloud the processed data must seamlessly be transferred to EXIM Bank premises. NoSQL key-value database should support native, server-side support for ACID transactions and deliver single-digit millisecond performance.
- **Secure:** Security features of the solution to conform to industry standards including Information Technology Act 2000, Information Technology Rules 2011, Aadhaar (Data Security Regulations) 2016 (if Aadhaar is used in any manner as part of the solution), GDPR, ISO 27108, Personalized Data Protection Bill 2018, etc.
- **Goal**

To aid EXIM Bank at all levels of decision-making, review and analysis of business, developmental and supervisory functions, including the following:

- Provide end user cross-functional requirements across the areas of refinance, loans, development, staffing, sanctions, advances, repayments and activities of corporate functions encompassing planning, strategy and supervision.
- Automate development of standard and statutory reports / statements.
- Provide facility for ad hoc reports with associated interactivity.
- Facilitate ADF for submission of returns / statements to regulator and capture returns / statements from the regulated entities.

- Provide and generate dashboards, scorecards and other Executive / Management Information System required for top management, heads of department, Regional Offices to assist in decision making and to monitor / analyse / improve operational performance.

# SCOPE OF WORK

## Project Scope

### 1. Summary and Services

The DMABI Solution will be implemented in three phases:

Phase 1: Design Phase (Technology, size, dataflow)

Phase 2: Procurement / Implementation of DMABI Solution

Phase 3: Maintenance / Supports / Upgrade of DMABI Solution

The Bidder shall be required to provide the following services to EXIM Bank as part of implementation of the DMABI Solution:

- To prepare and submit an Approach Document as well as a Technical Architecture to EXIM Bank.
- Study all the different source systems
- Right size the DMABI Solution with reference to the hardware and software to ensure high availability, extendibility, scalability, redundancy and performance of the solution and to meet the technical and functional requirements of the DMABI Solution taking into consideration the current as well as projected volumes, as per the terms of the RFP within the timeframe prescribed by EXIM Bank.
- Understand the requirements of EXIM Bank to evolve a Data Model and Architecture and to design the DMABI Solution.
- Design, develop, test and implement the DMABI Solution that includes all the stages of the Software Development Life Cycle (SDLC) for data integration, data warehouse, business intelligence, data quality, cross-functional analytical requirements of the DMABI Solution mentioned in this RFP.
  - Provide onsite managed services for system administration, data base management, application development by providing adequate resources that are qualified and experienced.
  - Extend AMC Services and annual technical support during the Contract Period, renewal of licenses wherever applicable during the Contract Period, and warranty for the DMABI Solution during the Warranty Period.
  - Supply, install, implement and deploy the DMABI Solution as per the terms of the RFP within the timeframe prescribed by EXIM Bank.
  - Provide and maintain a test and development environment separately to conduct end-to-end User Acceptance Tests during Project implementation. The development server size should be 20% of the size of the production server. The testing server should be appropriately sized to serve all types of testing including load testing. However, all the servers except the production server can be leveraged for load testing.
  - Training Infrastructure: The Bidder shall also propose an adequately sized training environment separately for internal training to be conducted by EXIM Bank. The Bidder shall provide and maintain the training environment by rightsizing the hardware, software and any other application / solution to conduct and support internal training programs for EXIM Bank for upto 100 people logged in concurrently.

- Provide comprehensive training covering all functional and technical aspects of the DMABI Solutions to be provided to all the individuals identified by EXIM Bank. This will include technical training, executive training, end user training, super user training one time. Any additional training requested by EXIM Bank should be at the rate mentioned in the Commercial Bid.
- Integration with existing monitoring software for monitoring the performance of all software and hardware components
- Integration with existing backup solution, which is modular and hot pluggable.
- Liaison with existing application providers of EXIM Bank for Core Banking Solution, Treasury, HR Management Services, Audit Management Services, Document Management Services, etc. and draw upon their complete support for the DMABI Solution.
- Provide consultancy services including training to setup data governance cell within EXIM Bank and establish processes for day-to-day management and metadata management of DMABI Solution.
- Provide manuals / documentation, including all user and technical documents for all functionalities / modules / tools forming part of the DMABI Solution, in electronic format. In addition, provide online help with search option to all users for all applications forming part of the DMABI Solution
- Bilingual: The DMABI Solution should at least support English and Hindi languages during data processing and display of reports and dashboards

## 2. Summary of Scope of Service for the Individual Sub Systems of the DMABI Solution

### 2.1 Business Requirement Document

The selected Bidder shall consult with the business development, information technology, risk management, compliance, audit and any other team from EXIM Bank or third party outsourced vendors, appointed by EXIM Bank, in modifying, amending, editing, altering, and/or improving and finalizing the Business Requirement Document which describes in detail the business solution for the Project as per EXIM's needs and requirements. The Business Requirement Document shall include the purpose of the Project, the business solution required, its features and functionalities, use cases, and the timeline of its completion. The Business Requirement Document shall form the basis upon which the Bidder will provide the Technology Architecture.

The Business Requirement Document shall be flexible and futuristic to accommodate the dynamic nature of the Services being rendered by the Bidder and/or as may be required by EXIM Bank.

### 2.2 Technical / Technology Architecture

The Bidder shall submit a Technical Architecture, which shall include the Security Architecture in response to the RFP, in compliance with EXIM's conceptual architecture and the Business Requirement Document. The Technology Architecture, Data Warehouse architecture, and conceptual architecture documents in relation to the DMABI Solution shall be provided by EXIM to the extent they are available with EXIM. The Bidder shall suggest customizations, improvements or enhancements to the Technical Architecture, Data Warehouse architecture and conceptual architecture documents in consultation with EXIM. For the purposes of submission of the Bid, the Bidder shall be permitted to review the existing architecture documents in place with EXIM during the pre-Bid meeting, subject to such Bidder executing the Non-Disclosure Agreement as of this RFP. The Technical Architecture shall conform to the following requirements:

- Specify the tools, technologies, utilities and platforms needed to enable the data flow.

- Technical Architecture should be based on complete understanding of the Business Requirements and should have a plan to meet the business requirements.
- The business rules to be applied must be defined by the Bidder, subject to approval / validation by EXIM in writing.
- The interfaces and / or adapters to the various source and target applications must be provided by the Bidder as per the intent of this RFP.
- Bidder shall furnish a mapping document describing how the proposed DMABI Solution meets EXIM's conceptual architecture.
- Include hardware, backend and front-end software, LAN and WAN requirements.
- Contain details of each of the components thereof along with type of network and bandwidth requirements.
- Contain details of the type of software products required for ETL, DW, DBMS, Reporting / Visualization, ad hoc query capability, data mining, analytical solutions and metadata
- The Bidder shall prepare a high-level logical data flow diagram for EXIM for the overall DMABI Solution and its interdependent systems.
- Designed in a manner to enable selected Bidder to accommodate induction of any new technology including but not limited to cloud based technology and platform or any other customizations and/or plugins.
- Support EXIM's business intelligence needs.
- Support multiple types of users, load operations, refresh rates (e.g. batch, mini-batch, and stream) and query operations (e.g., create, read, update, delete).
- Enable easy transition in case of data virtualisation; allow end users to explore data on an ad hoc basis; configure adhoc reports.
- Generate reports using multiple dimensions and combination such as product, department, district, state, client, etc.
- Allow data older than a specific duration to be archived in low cost cold storage.
- Allow changing data archival rules.
- Enable addition, modification and disable to source systems in the future.
- Support unstructured data analysis etc. required to meet the requirements under the Business Requirement Document or any other functions as may be required by EXIM during the implementation process. The DMABI Solution should be designed in such manner, as to as allow integration or compatibility with any new third party applications, platforms, software, technology etc. which may be utilised by EXIM.
- The DMABI Solution should be fully compatible and integrated with all existing and independently operating applications, interfaces, tech solutions, systems, etc. of EXIM.

### **2.3 Enterprise Data Warehouse**

The Bidder shall be required to create a centralized repository of single source of data with single version of truth for all current and future analytical applications The Bidder shall define the roadmap for integration / implementation of the current interfaces for the applications to be integrated with the DMABI Solution as well as cater to any additional applications that EXIM may implement during the course of the Project.

The Enterprise Data Warehouse is required to conform to the following requirements:

- To be developed by the Bidder keeping the industry model as the base, and further customized / modified to meet the specific needs of EXIM as per this RFP, with hybrid or cloud only options, along with benchmarking and proof of benchmarking, available to EXIM, is so required .

- Should be adaptable, responsive and resilient to change to allow integration with any new applications that EXIM may implement in future and any new requirements of EXIM during the Contract Period.
- Must allow support of unstructured data analysis once EXIM procures the same in future.

## **2.4 Extraction, Transformation & Load**

The Bidder shall specify, plan, orchestrate and implement the tools, techniques, utilities and platforms needed in the Technical Architecture to enable the flow of data through the ETL Programs. The ETL Programs to be implemented by the Bidder should conform to the following:

- The data extracted from source systems pursuant to the ETL Programs should be subject to the following processes:
  - Cleansing (includes correcting misspellings, resolving domain conflicts, dealing with missing elements, and passing into standard formats)
  - Combining of data from multiple sources
  - De duplication of the data and assignment of warehouse keys
- Creation of master reference able records for products and client institutions.
- There should not be any data consumption or transactions processing as part of ETL Program.
- Data loaded into the Enterprise Data Warehouse must be standardized and / or aggregated prior to actual loading. The Bidder is required to ensure that EXIM should have access to both aggregate / summary and granular / atomic data.
- The incremental data to be loaded into the Enterprise Data Warehouse from individual source applications must use transactional logs wherever the application can support the same; and hence Change Data Capture (CDC) must be provided as a part of solution for ETL Programs.
- The Bidder shall undertake day-to-day extraction, transformation and subsequent loading in the Enterprise Data Warehouse solution during the Contract Period.

## **2.5 Analytics, Reporting and Business Intelligence**

EXIM Bank has taken a decision to use Microsoft Power BI as a business intelligence tool for the proposed DMABI Solution.

- The DMABI Solution must support generation of standard reports & statements including those required by Regulatory Authorities.
- System must support generation of ad hoc and dynamic reports.
- The DMABI Solution should support Key Performance Indicators (KPIs) required for developing dashboards and scorecards for MIS / EIS.
- The business intelligence design should also support online analytical processing (OLAP), slice and dice, etc.
- The DMABI Solution must allow the users to build ad hoc reports based on the aggregated and granular data as described in RFP. This should be Graphical User Interface (GUI) driven that allows the user to drag and drop attributes to build reports, dashboards, scorecards, etc. in various formats such as excel, pdf, csv, etc.
- The Bidder shall provide for development, testing and release of any statement, report, dashboard, etc. as required by EXIM during the Contract Period.
- EXIM is currently undertaking building of dashboards using Microsoft Power BI to serve different departments. The Bidder should provide for integration of these dashboards into the proposed DMABI



Solution. The existing reports should point to the appropriate data marts that will be built as part of the DMABI Solution.

## **2.6 Data Quality and Master Data Management**

EXIM intends to build a data warehouse with clean, consistent and complete data. Data Quality is defined by the state of completeness, consistency timeliness and accuracy.

- The data quality solution proposed by the Bidder shall have following features:
  - Profile – profiling capabilities across the data sources
  - Cleanse – ability to cleanse the data before loading into the data warehouse
  - Enrich – completing the data with other data including external data
  - Control & sustain – ability to define, monitor and publish Data Quality metrics.

## **2. 7. Physical Data Model**

Bidder shall propose comprehensive, suitable data model that meets the following requirements:

- Cover all data subject areas required to meet the requirements
- Provide physical data structures consisting of tables, columns, views across granular and summarized levels
- Customizable to EXIM’s specific requirements for additional data elements. The customization should be minimal and easily extensible for future releases.
- Provide scripts that performs integrity checks of the data model.

## **2.8. Metadata**

Metadata provides a roadmap of all the data in DMABI Solution and enables effective administration, change control and distribution of the data supporting the DMABI Solution components. The Bidder shall propose the Metadata solution with the following features:

- Enable users to browse and analyse metadata from disparate metadata repositories.
- Provide ability to create custom models to define the classes, attributes, and relationships for metadata sources.
- Allow to create resources to represent the metadata from individual metadata sources.
- The metadata repository should store, publish and provide full query and reporting ability on metadata generated by every layer of the DMABI Solution.
- The metadata repository should have facilities that are capable of sourcing, sharing, storing and reconciling comprehensive spectrum of metadata including business and technical metadata.
- The Bidder shall provide a strategy document for metadata management with following components:
  1. Source system metadata
  2. Data staging metadata
    - Data acquisition information
    - Dimension table management
    - Transformation and aggregation
    - Audit, job logs
  3. DBMS management metadata
    - DBMS system documentation
    - SQL administration scripts
    - Backup status, procedures, and scripts



#### 4. End user metadata

- Functions and concepts
  - Reports
  - Data availability
  - Definitions
- The Bidder shall provide the following:
- Details of the metadata solution offered in terms of how various tools will integrate to provide seamless view and data lineage of the data traversing through the DMABI Solution
  - Implementation methodology
  - Compatibility of the metadata solution with the entire stack proposed for the project
  - Strategy for metadata capture, update, and maintenance
  - Details of business metadata
- Bidder shall provide technical, process and business metadata across the DMABI Solution
- Technical Metadata
- Source of the data, data type, time of data refresh for all analytical usage.
  - Data lineage from data sources to reports, analytical and ad hoc usage.
  - Data model reporting definition of entities attributes.
  - Publish user accessible information from DW, ex. Aggregate Tables, snapshots, transactions data, etc.
- Process Metadata
- Should provide and publish on a portal the EDW status including job status, data refresh or release date, business intelligence performance data details, including query usage, processing and response time.
  - Reports, dashboards, scorecards, data access by individual users or groups.
- Business metadata
- Enterprise definitions of KPIs, reports, dashboards, scorecards, etc. across EXIM Bank.
  - Business rules for derivation of KPIs, derived variables.

### 2.9 Support Management

- Onsite managed services for application support, that includes extraction, analysis, development of reports and statements

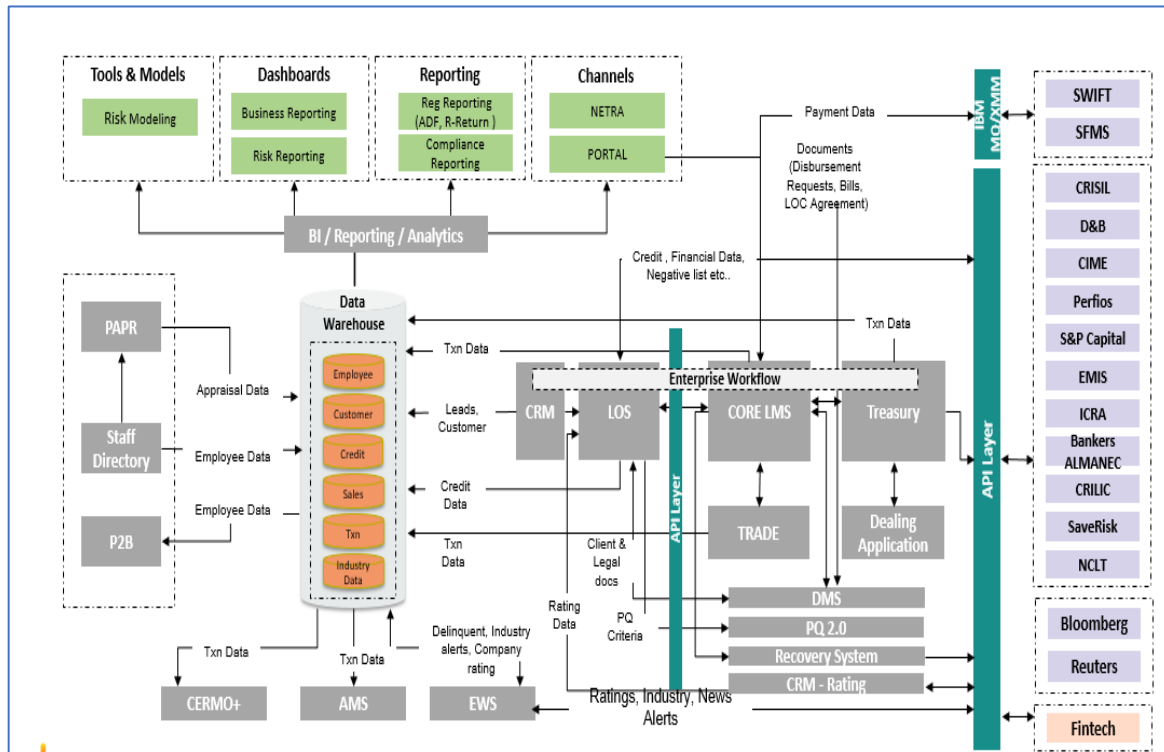
### 2.10 Annual Maintenance Contract (AMC)

- The Bidder shall provide an AMC Services during the AMC Term, which shall include comprehensive support, maintenance of the DMABI Solution, proactive system health checking and reporting, running of APM solutions, stability testing, sample storage, audits, updating and upgrading the DMABI Solution at the Data Centre or Disaster Recovery as required in accordance with the RFP, Contract and Applicable Law, subject to EXIM's permission and satisfaction.
- For avoidance of doubt, it is clarified that the term of the AMC Services is for 1 (one) year commencing from the date designated by EXIM Bank ("**AMC Term**"). The AMC Term shall be automatically renewed on a yearly basis (up to next 3 years after initial warranty), during the Contract Period and thereafter, unless otherwise decided by EXIM by giving a 30 days' prior written notice to the Bidder. AMC Services shall be available on 24 x 7 x 365 basis. The AMC Services shall include but not limited to expert onsite support, program modification as may be necessary, component replacement and associated efforts.
- The Services shall be rendered by the Bidder in accordance with the Business Requirements Document, Technology Architecture, Data Warehouse architecture, the process flow documents of the DMABI

Solution along with the other documents related to the Services and Deliverables provided by the Bidder and as per the requirements of EXIM Bank.

## Detailed Scope of Work

The diagram, indicatively, the architecture of the proposed DMABI Solution of EXIM Bank. Bidder may take this diagram as only indicative; suggest an architectural solution, which is appropriate and fit for purpose after comprehensive understanding of understanding of EXIM's policy, strategy, functions and operations.



## Technical Requirement

- EXIM intends to build a scalable Data Management and Business Intelligence solution with the following objectives
- Data Acquisition: Build a scalable system for enterprise deployment on Data Extraction, Transformation and Loading (ETL) including those from regulated RFIs, and such other clients as required by EXIM for fulfilling its current and future operations.
- Data Cleansing and Standardisation: Build sophisticated data profiling, cleansing and enrichment capability before loading into the data warehouse.
- Data Warehouse: Build an Enterprise Data Warehouse that holds integrated, detailed, summarized data that satisfies EXIM's requirements.
- Business Intelligence: Build consistent and business driven reporting, ad hoc reporting, and dashboard and scorecard capabilities.
- Metadata Management: Build strong metadata capability to standardize the definitions, data lineage and publish them for consistent usage of the data.
- Data Governance: Build a strong data governance capability to define, monitor and control the changes to the data across the DMABI Solution.

- Security & Accessibility: Build and integrate security and accessibility capabilities for the DMABI Solution with EXIM's existing security and accessibility processes.
- Operational Data Management: Provide an operational data store that contains data for at least past 6 months. The Bidder must however estimate the past data requirement for ODS to ensure that the SLAs are met for the same.
- Data Consolidation: The solution should form the single source for all data across various master data elements

The details of technical requirements from each of the components is given in **Appendix I and Appendix II**.

#### Extraction, Transform and Load

- The Bidder shall be responsible for successful analysis, design, development, implementation and maintenance of ETL Programs from the data sources specified in **Appendix I and Appendix II**.
- The Bidder shall factor all effort to liaise, interact, develop tools, correspond with the source system vendors to obtain the data as desired by the DMABI Solution.
- The Bidder shall study the data sources, analyse the underlying data for meeting EXIM's requirements and define the data acquisition strategy.
- The ETL Program / jobs should be scheduled to run automatically on a periodic and ad hoc basis.
- The ETL Program should interface with the source systems and downstream consumers of data. The Bidder shall provide a document mapping the source data elements to the target database as identified in the physical data model and also specify the transformation required before the data is loaded into the target database. The document will specify the time window available for loading different source data, the extraction strategy, upload strategy and frequency of the update.
- The Bidder shall deliver a mapping document with the following details:
  - Identification of table name, column name, data type, length, target column, source system, source table / file, source column / field and transformation required.
  - Initial data migration of historical data into the data warehouse
  - Procedures required to be instituted at the source systems
  - Staging processes, cleansing and transformations required
  - Data integrity rules
  - Decisions about incremental load or full refresh
  - Data staging audit specification (content / lineage audit)
  - Identification of real time, batch, push/pull mechanism
- The data acquisition system should consider mechanism that does not impact the performance of the source systems from which data is extracted from the data warehouse. The Bidder shall propose possible alternatives including 'business copy' of the required data and how Changed Data Capture (CDC) is done.
- The Bidder shall also ascertain the time lag with which data is available in data warehouse. The Bidder shall design the solution to meet the refresh requirements driven by business requirements for each information need.
- The Bidder shall propose the solution in their response identifying the data latencies for various subject areas at an entity level based on the business requirements.
- The ETL Program should include tools and technologies that support change data capture, data extraction, data transformation and data loading before populating the data warehouse / ODS.
- The ETL Program should support mixed workloads as per the volumes indicated in the RFP.

- The ETL Program should have declarative design i.e. enable designers to specify what they want accomplished with their data, while the tool generates details of how to perform the task.
- The ETL Program should have capability to achieve modularity, flexibility and extensibility.
- The ETL Program should enable support for three styles of data integration: data-based, event-based, and service-based.
- The ETL Program should be capable of supporting various technologies like Spark, Spark Streaming, Kafka, Cassandra, Hive, HDFS, Sqoop, Hbase.
- The ETL Program should deliver team-based development features for configuration management and version control built on the foundation of a shared, single robust repository.
- ETL Program should have CDC capability to allow only data that has been changed.
- The ETL Program should have metadata centric approach – ability to automatically capture data structures of source and target systems, provide impact analysis and handle change management.
- Indicative list of source system for ETL includes:
  - Core Banking – Finacle on Oracle
  - SQL - Various systems
  - Excel sheets
  - CRMS (Cloud based)
  - HRMS (Cloud based)
  - Treasury
  - Early Warning System (Crisil)
- Data volumes are currently moderate with overall data size being around 2 TB growing at 5% YoY (both indicative)

### Data Quality & Governance

1. The Bidder shall propose a solution addressing the following requirements:
  - Solution should have the features of data profiling, standardization and deduplication.
  - Ability to Govern – Monitor Effectiveness and resolve Problems
    - Identify and validate data contents and apply extended rules from profiling and auditing
    - Validate data against business rule checks and publish results to data quality dashboard
    - Data items identified as exceptions can be exposed to a dashboard
  - The solution implemented by the Bidder should adhere to the Government of India Data Governance Quality Index in terms of:
    - Data Generation: To be able to identify specific data requirements in order to exhaustively capture data on inputs, outputs and outcomes at different levels.
    - Data Quality: Processes for scientifically and statistically evaluating data are in place to ensure that the required quality benchmarks are met.
  - Use of Technology: Leverage emerging technologies while maximizing use of existing platforms and alternative data sources at all stages from data generation to data-dissemination.
  - Data Analysis, Use and Dissemination: Maximize the use of available data to generate insights and institutionalize processes for its use in policymaking.
  - Data Security and HR Capacity: Ensure that capacity-building activities are conducted for enhancing data analytics capabilities of the officials.

- Data Management strategy, covering steps for managing data across various stages from generation to its use.
- 2. The deliverables include:
  - Data quality assessment plan and results document.
  - Pilot results indicating business rules, thresholds to be applied, the statistical confidence of the rule, precedence in data correction for the source system, etc.
  - Centralized data dictionary in a portable format such as CSV file or other format as advised by EXIM.
  - Data quality reports for EXIM for master data as well as transaction data, if necessary by engaging independent experts.
  - Source system wise report of data cleaned by Bidder for which EXIM has to take data cleaning decision.

### Operational Data Store

Operational Data Store (ODS) will be an integrated database of operational data mainly for operational reporting. The data could be more granular than the data warehouse and will consist data for up to 60 days. It will allow perform relatively simple queries on a small amount of data. It only contains active current snapshot of the data from various sources. Finally, ODS may be updated many times during the day.

### Enterprise Data Warehouse

The Bidder shall meet the following requirements for the Enterprise Data Warehouse:

- The data model of the Enterprise Data Warehouse should provide entities and attributes to store information required in the business requirements.
- The data model should be easily extensible without impacting the integrity of the model.
- The data model should be documented with data dictionary, attribute definition, entity definition and data types of all the attributes.
- The Enterprise Data Warehouse should store granular details as required by the business requirements and aggregated / summarized data as needed for decision making by EXIM.
- The Enterprise Data Warehouse should keep at least last 5 years of data online.
- The database for the DW should support many data types and data models viz. relational, JSON, graph, spatial, text, OLAP, XML.
- Database should have capability to support many workload types within the database i.e. transactions, analytics, ML, IoT, streaming, blockchain workloads.
- The database should support concurrent data loading without compromises for batch and trickle loading.
- The database should support Query re-write to transparently utilize materialized views.
- The database support Star-schema query optimization with bitmap indexing.

EXIM expects the Bidder to propose a solution with last 6 months of data on Operational Data Store (ODS) for operational reporting. The data in ODS can be in third normal form.

### Data Mart

The data lake enables EXIM to store structured, semi-structured, unstructured and stream data. The data can be consumed for historical as well as real time analytics. The following are the requirements from Data Lake:

- Serve as a system or repository of data stored in its natural format.

- Single store of all enterprise data, including raw copies of source system data
- Should have the capability to include structured data from relational databases (rows and columns), semi-structured data (CSV, logs, XML, JSON), unstructured data (emails, documents, PDFs), and binary data (images, audio, video)
- Provide sufficient data storage to store all of the data of EXIM Bank.
- Provide full metadata to manage all types of data-related elements, including data sources, data formats, connection information, data schemas, and permission management capabilities
- Provide diverse analytics capabilities, including batch processing, stream computing, interactive analytics, and machine learning, along with job scheduling and management capabilities
- Provide comprehensive capabilities for data retrieval and publishing

### Data Lake

While major need will be to process structured and batch data from sources, the data lake should be capable to store & process structured, semi-structured, unstructured and stream data as well. The following are the requirements from Data Lake:

- Serve as a system or repository of data stored in its natural format.
- Single store of all enterprise data, including raw copies of source system data
- Should have the capability to include structured data from relational databases (rows and columns), semi-structured data (CSV, logs, XML, JSON), unstructured data (emails, documents, PDFs), and binary data (images, audio, video)
- Provide sufficient data storage to store all of the data of EXIM
- Provide full metadata to manage all types of data-related elements, including data sources, data formats, connection information, data schemas, and permission management capabilities
- Provide diverse analytics capabilities, including batch processing, stream computing, interactive analytics, and machine learning, along with job scheduling and management capabilities
- Provide comprehensive capabilities for data retrieval and publishing

### Migration of SSRS and BI Reports : Existing Reporting Solution

At present, EXIM uses a custom product from company M/S Datamatics “BI Report”, SSRS (SQL Server Reporting Service), SSIS (SQL Server Integration Service) etc. for collecting, processing and reporting information using data entered in CBS (Core Banking Solution) and some of the internal application of EXIM. The current platform comes under legacy software and it is having limited support from Datamatics (BI Report) and Microsoft (SSRS, SSIS). Currently, Bank is having more than 30 Groups/Department, which generates approximately 200+ reports from this solution using other logic and combinations. The entities and departments submitting the data do so by entering the data through web forms/Excel template consisting of pre-designed templates.

This migration shall entail the following activities.

- Study of the existing reports in Banks
- Identify data items
- Study of the CBS of the Client Institutions
- Identification of data gaps, and possible improvements, if any
- Scheduling of extracts for data available in Core Banking Solution
- Enable entering custom data using templates that is not available in Core Banking Solution

- Implementation of ETL for Automated Data Flow into Data Warehouse
- Development of Reports

EXIM intends to put in place ADF as the preferred architecture for all the Data collection and reporting. It is clarified that the client institutions and the feeder departments are at different level of digital maturity and hence, the end state architecture may have to be implemented in multiple stages. Therefore, in the event of client institutions & internal departments being unable to schedule automatic extracts for any of the data, the vendor has to make intermediate provisions to design input templates such as web forms or excel sheets for manual entry or view and correction of data extracted from their standalone systems, by the client institutions and internal departments.

#### Data Archival

Data should be archived in such a way as to ensure that there is no loss of data and it must be possible to restore the archived data for specific queries by EXIM's users.

#### Hardware / Software

It is expected that Bidder offer solutions that are compatible and leverage existing investments of EXIM. The Bidder shall ensure the DMABI Solution is adaptable to any other system implemented / to be implemented by EXIM on its systems and for infrastructure platform.

Bidder should provide approaches for below scenarios along with cost estimates and timelines:

##### a) ON-PREMISE with Cloud Ready

For on-premise, Bank will procure all hardware and software based on requirement shared by Bidder in advance. Proposed DMABI solution should be cloud ready enabling migration / archival to cloud in a seamless way as needed.

**Preferred On Premise** – SQL Server / Oracle Database

**Preferred Cloud** - Azure Cloud or any other Leading Cloud Service provider

#### Training and Knowledge Transfer

The data model of the Enterprise Data Warehouse should provide entities and attributes to store information required in the business requirements. The data model of the Enterprise Data Warehouse should provide entities and attributes to store information required in the business requirements.

- Functionality available in the DMABI Solution (BI, DW, Reporting, OLAP, data mining, etc.)
- Customization: design, development, deployment and review
- Parameterization
- Extraction, Transformation & Load techniques
- Impact analysis
- Auditing techniques
- Advanced user training
- Advanced trouble shooting techniques
- Deployment of various packages as part of the DMABI Solution
- Techniques for generation MIS / EIS reports from the DMABI Solution provided



- Use of all the auditing tools provided
- Advanced training on the operating systems, database systems and network systems to be used by the DMABI Solution
- Training on creating new reports and modifying existing reports
- Log analysis and monitoring
- Incidence analysis and reporting
- EXIM will be responsible for identifying and nominating appropriate personnel for training.
- The Bidder shall be responsible for providing users with requisite training material in both hard and soft copies for the core team / implementation training, technical training, end user training and train the trainers. The onus of preparing the training material will be on the Bidder.
- Bidder shall provide the following training
  - End – user training
  - System administrator training
  - Top management training
  - Version upgrade training
- As part of the knowledge transfer, the Bidder shall handover to EXIM all Documentation pertaining to the DMABI Solution and all components including source code thereof.
- The Bidder's obligation to transfer knowledge and know how pertaining to the Project shall be deemed discharged only upon issuance of the completion certificate by EXIM.

#### DMABI Service Desk and Managed Services

- The Bidder shall provide efficient and prompt solutions to operational problems of end users concerning the application systems.
- The IT Service Desk should act as a single point of contact for all users of the DMABI.
- The Bidder shall provide support services set out above in respect of the DMABI Solution in the manner and as per the service levels as tentatively set out in the form of the SLA.

#### Business Requirements and Initial Use Cases

##### A. Creation of Master Data

The Bidder shall create master data for Borrower, Product, agency (supervised entity), region, activity, fund and special projects. This master data needs to design such that they may be referred across EXIM in a consistent manner. This master data will serve as a golden copy of the corresponding entity and should be integrated with all downstream applications of the DMABI Solution. The Bidder shall identify the gaps and inconsistencies in the way the data pertaining to these entities are currently maintained. The master data should include transactional and behavioural attributes that would enable targeted interactions and better customer experience.

##### B. MIS / Dashboards requirements including Visualisation, Display and User Interface

EXIM has taken a decision to use Microsoft PowerBI as a Business Intelligence tool for the proposed DMABI Solution.

The Bidder shall set up a reporting framework that would deliver reports across multiple file formats, dashboards and alerts to the business users. EXIM should be given the ability to redefine report formats as needed. The end users should be enabled to filter, sort and drill down in to reports. The DMABI



Solution must be capable of disseminating reports to the respective users via auto schedulers. Typical reports to be delivered by Bidder include:

- Enterprise Dashboards: These are dashboards made available to the respective users for overall monitoring.
- MIS Dashboards: These are dashboards for overall MIS requirements. These dashboards must be designed and implemented for users in Head Office, Regional Offices, DDM Offices, subsidiaries.
- Scheduled Reports: These are simple tabular reports used for operational reporting. These would be standard pre-packaged reports generated at pre-defined frequencies.
- Ad hoc reports: The Bidder must be able to provide reports requested by users with a need for custom views or non-standard report generation times. This is applicable for all types of reports mentioned in this RFP.
- Analytical Dashboards: The Bidder shall provide pre-built dashboards across multiple business areas for review by senior business executives. These dashboards would typically cover business performance across various segments, geographies and departments. These dashboards must be designed and implemented for users in head office, regional offices, DDM Offices and subsidiaries
- Alert Management: The entire user group of the DMABI Solution would need alerts based on technical and business events. The System should have the ability to manage different types of alerts based on thresholds, priority and frequency for alert generation.
- Regulatory Reports: This requirement would cover all regulatory reports that need to be sent to various regulators from time to time.

The delivery of these reports should be facilitated on desktops and mobile / hand held devices (supporting iOS, Android). As part of the deliverables, Bidder is expected to develop 50 reports. The details of the actual reports to be developed will be given at the time of engagement

#### **C. Analytical requirements**

While the reporting requirements help, the users get a view of the information or status of business in hindsight, there is a need for users to identify patterns in the data. These patterns could then serve as an opportunity to optimize resources, minimize costs, better target products to the clientele, etc. These requirements could entail use of both simple and advanced quantitative techniques. The bidder should provision for a workbench solution where ad-hoc slice and dice analytics can be undertaken at will by users as well as advanced analytics models could be developed as needed.

#### **D. Update, Upgrade and Enhance**

During the Contract Period, the Bidder shall provide “Upgrades” and “Enhancements” to the applications, programs and software incorporated in the DMABI Solution, costs to be sized and provided with bid to EXIM.

- “Enhancements” shall include modifications to existing customizations, new customizations/extensions, modifications to existing configurations and new user or function specific configurations, as may be required by EXIM during the Contract Period.
- “Upgrade” means an embodiment of a software or application that delivers substantial performance improvements, architectural changes, Bug fixes or new features and/or functionality to the software or application, and shall include updates, new versions or releases of the software or application.

- To the extent that the DMABI Solution contains third party software, the Bidder shall ensure that updates or new releases of the third-party software are made available to EXIM, at no additional cost.
- The Bidder shall agree with EXIM to pursue a mutual, continuous improvement and competitive best practice strategy and shall confer on at such periodicity as described by EXIM to consider whether new technologies or processes may exist which would likely either or both improve the performance of the DMABI Solution to reduce the costs associated with the DMABI Solution. The Bidder shall implement any such new technology or process as part of the DMABI Solution or allied services and replace any technology that becomes obsolete or otherwise not part of standard industry practice at no cost to EXIM.
- The Bidder shall, on a quarterly basis, also update or customize the DMABI Solution, as may be required by EXIM to ensure compliance with statutory or regulatory requirements at no extra cost.
- The Bidder must ensure proper maintenance and upgradation of the DMABI Solution and its relevant platform without any impact on business continuity. For this purpose, Bidder shall ordinarily provide and obtain approval of EXIM with an advance notice of 15 days in case of scheduled maintenance, and an advance notice of 24 hours in case of emergency maintenance, as the case may be.

#### **E. Annual Maintenance Contract**

The Bidder, under AMC shall provide support and maintenance services to EXIM in relation to DMABI Solution during the Contract Period and thereafter as per the terms hereof. The enhanced support and maintenance services under the AMC shall include, but not be limited to the following services:

- Software maintenance support
- Change Management
- Version Control and Management
- Database Administration
- DR Setup Management including DR Drills and role swaps
- Operations Management
- Software License Management
- Security
- Application management including day-end, day-begin, month-end, yearend periodic and daily backups
- DMABI Solution updates, patch management, security updates, data updates
- System documentation
- Operational documents
- Problem management
- Extensive MIS and reporting
- Any other support and maintenance service required by EXIM

The above services collectively referred to as, **“AMC Services”**.

1. The Bidder shall propose the fee to be paid for the AMC Services rendered by the Bidder, as part of the Commercial Bid (**“AMC Fee”**).
2. The AMC Fee for a renewed AMC Term beyond the Contract Period shall be subject to an increment of not more than 10 % of the AMC Fee applicable to the preceding AMC Term.

3. During the subsistence of the Warranty Period, any AMC Services which would otherwise be covered under the Warranty as per the terms hereof, shall not be chargeable by the Bidder separately under the AMC.

#### **F. Escalation management**

The Bidder shall be responsible for designing and implementing an escalation management framework. For this purpose, EXIM shall provide and cooperate with the Bidder for access to resources, materials, personnel, information, and consents that Bidder may require in order to perform the escalation management. Bidder shall not reduce the level of maintenance support services provided during the operation of the escalation management matrix without prior written approval from EXIM.

#### **G. Change in Scope**

EXIM may, depending on its strategic and business requirements, decide to make modifications, alterations and additions from time to time to the Project, Services, or Deliverables of the Project. In such an event, EXIM shall provide a detailed proposal to the Bidder specifying such requested changes ("**Change Request**"). Bidder shall evaluate each Change Request. The rates and charges payable for executing the Change Requests shall be determined on pro-rata basis as per the rates used to determine the Contract Price. Based on this calculation, the Bidder shall submit to EXIM, a written response indicating time, material and cost for such Change Request within 3 (three) Business Days following receipt thereof ("**Change Request Response**"). Bidder's Change Request Response shall include a statement of the availability of the Bidder's personnel and resources, as well as any impact the proposed changes will have on the Contract Price, delivery dates, Deliverables of this RFP or the Contract, as the case may be. Upon acceptance by EXIM of a Change Request Response, the Services, Deliverables, and/or Project shall be amended by means of a written, jointly executed addendum to the Contract, which shall be considered as an integral part of the original Contract. In the event EXIM rejects a Change Request Response, EXIM shall be entitled to appoint or engage any third-party service provider in respect of the Change Request. The Bidder shall agree to co-operate with such third-party service provider.

## Evaluation of Bids

The evaluation will be conducted in the following stages:

- (i) Technical Bid Evaluation (including eligibility evaluation)
- (ii) Commercial Bid Evaluation
- (iii) Final Weighted Evaluation i.e., Techno – Commercial (Technical 80% and Commercial 20%)

The objective of the evaluation process is to evaluate the Bids to select a capable and best fit Bidder at a competitive price. The evaluation by EXIM will be undertaken by Technical Evaluation Committee (TEC) (internal as well as external experts). The Bidder will make presentation to the TEC. TEC reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of the committee shall be considered final binding on all the shortlisted Bidders to this RFP.

### 1. Objectives of the Evaluation Methodology

1. The objective of the evaluation process is to evaluate the Bids to select a capable and best fit Bidder at a competitive price. The evaluation by EXIM will be undertaken by TEC. The Bidder will make presentation to the TEC. The decision of the TEC shall be considered final.
2. The 'Technical Bid' will contain the exhaustive and comprehensive technical details whereas the 'Commercial Bid' will contain the pricing information. The Technical Bid shall NOT contain any pricing or commercial information at all and if the Technical Bid contains any price related information, then that Technical Bid would be disqualified and would NOT be processed further.
3. In the first stage, only the 'Technical Bids' will be opened and evaluated. All eligible Technical Bids will be evaluated, and a technical score would be arrived at. The Bidder scoring more than 70 per cent in technical evaluation will be qualified for Commercial Bid opening.
4. In the second stage, the Commercial Bids of only those Bidders shall be evaluated who have qualified in the technical evaluation. The remaining Commercial Bids, if any, shall not be opened.
5. Final weighted evaluation score will be calculated in the ratio of technical 80% and commercial 20%.
6. EXIM may call for any clarifications/additional information required, if any, on the Bids submitted. The Bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The Bidder's offer may be disqualified, if the clarifications/ additional sought by the Bank are not submitted within the specified date and time.
7. EXIM reserves the right to call for presentation/s etc., from the Bidders based on Technical Bids submitted by them. EXIM also reserves the right to enquire discreetly with references provided by the Bidders regarding previous engagements undertaken by the Bidder. Based upon the final technical scoring, the eligible Bidders shall be short listed for final Commercial Bid opening

## 2. Technical Bid Evaluation Process

The Technical Bids would be evaluated by the TEC based on the technical evaluation criteria and sub criteria listed below.

Methodology	Goals	Maximum Score
Stage A	A1 – Compliance with Functional Requirements	20
	A2 – Compliance with Technical Requirements	20
Stage B	B1 – Bidder Experience	15
	B2 – Bidder Presentation, DMABI Solution Evaluation, Approach & Plan	30
	B3– Customer Site visit/ feedback (Feedback received from selected client broadly on the abovementioned criterion)	15

1. When deemed necessary, the TEC may seek clarifications on relevant aspects from the Bidder. However, that would not entitle the Bidder to change or cause any change in the financial quote.
2. The scoring methodology for Technical Bid components is explained in the following paragraphs.
3. Scores for the above individual parameters shall be added to determine the technical scores of the Bidders. The Bidder with the highest technical score shall be ranked as T1

## 3. Scoring Methodology for Stage A

1. The Bidder should provide a response to each of the requirements listed in Appendix I and II. The response must specify whether the DMABI Solution proposed by the Bidder is compliant with the requirement or not. The compliance for each requirement should be marked as:

- 1) Compliant Out-of-box
- 2) Compliant with customization
- 3) Non – Compliant
- 4) The Bidder's response to the requirements stating how the DMABI Solution is compliant shall be evaluated. If the response has been filled against more than one head i.e. 'Compliant Out-of-box', 'Compliant with customization', 'Non – Compliant', it shall be treated as 'Noncompliant'. If any response is not filled, it shall be considered as 'Noncompliant'

2. The functional and non-functional requirements mentioned in the Appendix II are minimum requirements. The Bidder can suggest additional requirements as deemed necessary to cover the entire landscape of the proposed DMABI Solution. All costs associated with Out-of-box and customization of the DMABI Solution will be borne by the Bidder.

3. The functional and technical requirements will be scored as below:

**A1 – Compliance with Functional Requirements**

1. >85% functional compliance along with <=10% with compliance with customization and <=5 % non- Compliant = 20 marks
2. >85% functional compliance along with <=5% with compliance with customization and <=10 % non- Compliant = 15 marks
3. >80% functional compliance along with <=10% with compliance with customization and <= 10 % non- Compliant = 10 marks
4. other than above criteria will get 0 marks

**A2 – Compliance with Technical Requirements**

1. >85% functional compliance along with <=10% with compliance with customization and <=5 % non- Compliant = 20 marks
2. >85% functional compliance along with <=5% with compliance with customization and <=10 % non- Compliant = 15 marks
3. >80% functional compliance along with <=10% with compliance with customization and <= 10 % non- Compliant = 10 marks
4. other than above criteria will get 0 marks

## **4. Scoring Methodology for Stage B**

**1) Bidder Experience Scoring (B1) – Max 15 Marks**

The Bidder shall be rated on its previous experience as per the criteria mentioned below in the table:

1. implementation having order value above 2 cr carries 7.5 marks for each implementation
2. implementation having order value above 1 cr and less than 2 cr - 5 marks for each implementation
3. implementation having order value above 50 lak and less than 1 cr - 3 marks for each implementation
4. others - Zero marks

**2) Bidder Presentation, Approach Plan & Scoring (B2)**

As an evaluation, the Bidder will be invited by EXIM to deliver a presentation for a period of 45 minutes on the DMABI Solution, followed by discussions. Presentations will be rated

by TEC and scores will be assigned to each of the presentations. The following are the focus areas:

Focus Area	Description
Proposed DMABI Solution evaluation	➤ DMABI Solution architecture evaluation
	➤ Technology components evaluation
Implementation Methodology and structured walkthrough	➤ Proposed implementation methodology, plan and project timelines
Bidders understanding of EXIM context	➤ Understanding exhibited by the Bidder about EXIM's context and its role in refinance, policy advisory and development activities

### 3) Customer Site Visit (B3)

The Bidder will provide contact details of two customers, out of which one should be in BFSI sector where a data management solution has been implemented. EXIM's team will be contacting the Bidder's customer over phone / visit / email. Hence, Bidder to obtain necessary approvals from their customers. The customer feedback would carry a weightage of 10 marks and would be evaluated on the following parameters:

- Overall customer satisfaction
- Adherence to implementation timelines
- Post implementation services

To proceed to the next round, Bidders will need to score a minimum of 70 marks in the Technical Bid Evaluation.

## 5. Financial Bid Evaluation Process

The proposal with the lowest financial Bid will be given the maximum score of 100 points. The formula for calculating the financial scores is  $Sf = 100 * Fm/F$

Where  $Sf \leftarrow$  Financial Score

$Fm \leftarrow$  Lowest Price

$F \leftarrow$  Price of the Bid under consideration.

## 6. Final Selection

The weights to be given to technical and financial Bids are:

- Technical T = 80%
- Financial F = 20%

The combined score (S) will be calculated as follows:

$$S = 0.8 * St + 0.2 * Sf$$

The Bidder whose combined score is the highest will be referred to as 'H1'.

Negotiations, if considered necessary, shall be held only with H1 i.e. the successful Bidder after combined evaluation of the Technical Bid and financial Bid, as indicated above. In case of a tie in the final combined technical and financial score, the Bidder with higher technical score will be invited for negotiation and selection first. Under no circumstance, the financial negotiation shall result into an increase in the price originally quoted by the successful Bidder.

**Detailed example can be referred in Appendix III.**



## **ANNEXURE I**

# **INSTRUCTIONS TO BIDDERS**

<b>1.0</b>	<b>Location</b>
	Export-Import Bank of India, 21st Floor, Centre One Building, World Trade Center, Cuffe Parade, Mumbai 400 005 and Regional Offices in pan India
	<b>a.</b> Tenderers must get acquainted with the proposed work, specifications, conditions of contract and other conditions carefully before tendering. The Tenderer shall email <b>clarifications up to 2 days before pre bid meeting.</b>
<b>2.0</b>	Any printing or typographical errors /omission in tender document shall be referred to EXIM Bank and their interpretation regarding correction shall be final and binding on Service Provider.
<b>3.0</b>	<b>Transfer of Tender Documents</b>
	Transfer of tender documents purchased by one intending Bidder to another is not permitted
<b>4.0</b>	<b>Rates</b>
	The EXIM Bank is not concerned with any rise or fall in the product prices during price validity period of 180 days from tender opening date.
<b>5.0</b>	<b>Payments</b>
	The payment will be made within 30 days after delivery/installation and submission of original invoices either in Hard copy or digitally signed invoices. Application/Solution deployment -25% Integration of Data Sources – 10% Activation of Licenses - 25% Design of Dashboard and Reports – 30% Project Sign Off - 10% Resource cost will be paid on monthly arrear basis.
<b>6.0</b>	<b>Obligations of Successful Bidder</b>
	<b>a.</b> The successful bidder has to supply all the components, services and licenses to make solution complete.
	<b>b.</b> The successful bidder shall deploy their own trained and experienced engineers for implementing, managing and

	maintaining the system.
	<p><b>c.</b> Whenever any new threats / vulnerabilities become public, the bidder/successful bidder shall bring this to the notice of the Bank immediately and help/guide the Bank in plugging the same. Once the call has been attended, successful bidder engineers shall put their maximum efforts and deploy their best resources to resolve all calls at the earliest possible time frame at all locations and ensure appropriate uptime.</p> <p><b>d.</b> The bidder/successful bidder to ensure that during implementation of complete, the critical services hosted at EXIM BANK shall not face any downtime due to security breach, security incident, improper configuration of security units/ appliances/ components</p>
<b>7.0</b>	<b>Signing of the contract</b>
	<p><b>a.</b> The successful Bidder may be required to execute a non-disclosure agreement (NDA) and Service Level Agreement (SLA) 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, the EXIM Bank may cancel the order. The bidder has to bear all expenses required towards stamp duty / charges required for Agreements.</p>
	<p><b>b.</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.</p>
<b>8.0</b>	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 mentioned by the Bidder.
<b>9.0</b>	If so, 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.
<b>10.0</b>	The EXIM Bank has the right to reduce or increase the scope of work. The Bank may give 3 months' notice period for termination of contract if service is not satisfactory to the Bank.
<b>11.0</b>	<b>Notices to local bodies</b>

	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

## **E-TENDERING PROCESS COMPLIANCE STATEMENT**

The following terms and conditions are deemed as accepted by you for participation in the bid event (Tender Ref: **EXIM/RFP/2022-23/05**)

1. The price once submitted cannot be changed.
2. Technical and other non-commercial queries (not impacting price) can be routed to the respective contact personnel of the EXIM Bank indicated in the tender document. Bidding process related queries could be addressed to M/s E-Procurement Technologies Ltd personnel indicated in the tender document.
3. Inability to bid due to 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 availability of technology resources to enable continuous bidding.
4. M/s E-Procurement Technologies Ltd does not take responsibility beyond the bid event. Order finalization and post order activities would be transacted directly between bidder and the EXIM bank.
5. Bids once made cannot be withdrawn or modified under any circumstances.
6. 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 etc.

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

Date:

Organization Name:

Designation:

## **ANNEXURE III**

### **UNDERTAKING FROM THE BIDDER**

(To be submitted on Contractor's own Letterhead)

To,  
Mr. Kiran Patil  
Deputy General Manager  
Export- Import Bank of India, 21st Floor, Centre One,  
World Trade Centre,  
Cuffe Parade, Mumbai 400 005

Dear Sir,

**Ref: Data Management, Analytics and Business Intelligence  
Solution for Export-Import Bank of India.**

**Ref. No: EXIM/RFP/2022-23/05**

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

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

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

Yours truly,

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

Place:  
Date:

Name:  
Designation:  
Seal:

**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. Maintain 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 into any transactions in violation of any statutory provisions.
5. My company shall strictly follow and complied to Export Import Bank of India's policies, procedures and security measures during contract period.
6. My company will produce all documents for verification process as per Exim Bank's requirement and various audit compliance.

**Date:**

**Authorised Signatory Name:**

**Place:**

**Designation:**

**Company Seal:**

## **ANNEXURE V**

### **ELIGIBILITY CRITERIA OF THE BIDDER**

Following format has to be filled by the Bidder and has to be submitted along with technical bid and relevant documentary proof.

<b>Sr.No</b>	<b>ELIGIBILITY CRITERIA</b>	<b>SUPPORTING DOCUMENTS TO BE SUBMITTED</b>
1	The Bidder should be a Company/firm registered in India.	Certificate of registration or any other supporting document.
2	The respondent should be in business of providing Data Management, Analytics and Business Intelligence Solution for at least eight years as on the date of this tender. Order copies to be submitted as documentary proof.	Copy of Work order / agreement along with completion certificate for completed projects.
3.	The Bidder must have experience in providing Data Management, Analytics and Business Intelligence Solution to at least 3 BFSI/PSUs/Govt organisations in India during last five years. Details of customers and copy of work order to be provided.	Details of customers and copy of work order to be provided.
4	The bidder should have a head office and support center in India.	Valid Proof of address for having office/support center in India.
5	Should have a minimum of 30% manpower resources with 2 or more years' experience in Data Management, Analytics and Business Intelligence Solution services and these resources should be in the payroll of bidder and located in India.	Self-declaration to this effect on bidder's letter head signed by bidder's authorized signatory.
6	The bidder should not have been blacklisted by any Public Sector Bank, RBI or IBA or any other Government agencies.	Self-declaration to this effect on bidder's letter head signed by bidder's authorized signatory.

7	The bidder should not be involved in any litigation which threatens solvency of company	Certificate is to be provided by the Chartered Accountant/Statutory
8	Integrity Pact Agreement (IPA) to be executed.	Download the IPA (attached in the E-tender) 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
9	Escalation Matrix	Bidders must provide the escalation matrix for call logging on their letterhead
10	The Bidder shall execute E-Tendering Process Compliance Statement and Undertaking letter as per Annexure	Upload seal and signed copy of Annexures
11	Customer satisfaction certificate (BFSI/PSUs/Govt organizations)	At least 2 Customer (BFSI/PSUs/Govt organizations clients ) satisfaction certificate as per Annexure.
12	Proposed solution details (DC and DR Setup) and hardware requirement	Upload proposed software component details along with license types and number of licenses

**Note:**

- Bidder should submit documentary evidence in respect of all above mentioned criteria while submitting the proposal. Proposal of bidder who do not fulfil the above criteria or who fail to submit documentary evidence to the satisfaction would be rejected.
- Bidders fulfilling the Minimum Eligibility Criteria will only be considered for further technical evaluation.



## ANNEXURE VI

### 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” 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 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 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 the purposes of this Agreement, “Confidential Information” means any and all 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 have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Receiving Party may with prior written permission of the Disclosing Party, disclose the Confidential Information to its affiliates, consultants, advisors and such other persons who have a 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 of 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 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 1 (one) 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. 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 and all 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 thereafter 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 any 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, abstract, extracts, samples, notes or modules thereof to the Disclosing Party within seven (7) days after receipt of notice, and (iii) upon request of the Disclosing Party, certify in writing that the Receiving Party has complied with the obligations set forth 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 and all 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 an 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 “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 with respect to 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 such other similar regulations.

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

Disclosing Party  
Party

Receiving

By \_\_\_\_\_

By \_\_\_\_\_

Name:

Name:

Title:

Title:

## **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, under laid down Organizational procedures, contract/s for “Data Management, Analytics and Business Intelligence Solution 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 of fairness / transparency in its relations with its Bidder(s) and / or Contractor(s).

In order 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 in relation 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 offence under the IPC/PC Act, or if there be a substantive Suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition 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, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
  - b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any 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 offence 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 an any and all 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 third person to commit offences outlined above or be an accessory to such offences.

### **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 prior to 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 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 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 competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. Names and Addresses of the Monitors are given below;

Mrs. Anita Chaudhary IAS (Retd.), Block T, 28/11, DLF III, Gurgaon-122002 Email: <a href="mailto:IEM@eximbankindia.in">IEM@eximbankindia.in</a>	Mrs. Rajni Sekhri Sibal IAS(Retd.), House No-G-9, Second Floor, Maharani Bagh, New Delhi-110065 Email: <a href="mailto:IEM@eximbankindia.in">IEM@eximbankindia.in</a>
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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 is applicable 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 offence 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 offence 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 Managing Director (MD) of EXIM BANK.

## **Section 10 - Other provisions**

- (1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. Mumbai.
- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (5) Issues like Warranty / Guarantee etc. shall be outside the purview of IEMs.
- (6) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause 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)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**ANNEXURE VIII**

**STATEMENT OF NIL DEVIATIONS**

(To be submitted in the Bidder's letterhead)

To,

Mr. Kiran Patil,  
Deputy General Manager,  
Export- Import Bank of India, 21st Floor, Centre One,  
World Trade Centre,  
Cuffe Parade, Mumbai 400 005

Re: Tender RFP Ref: **EXIM/RFP/2022-23/05**

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)

Date:

(Company Seal)

**Letter of Competence Format**

[To be executed on a non-judicial stamp paper]

**Letter of Competence for Quoting against EXIM BANK's RFP No. ....**

This is to certify that we [Insert name of Bidder], Address... are fully competent to undertake and successfully deliver the scope of services mentioned in the above RFP. This recommendation is being made after fully understanding the objectives of the project and requirements like experience etc.

We certify that the quality and number of resources to be deployed by us for implementation will be adequate to implement the connectivity expeditiously and correctly and provide the services professionally and competently.

We also certify that all the information given by in response to this RFP is true and correct.

Authorised Signatory of the Bidder

Date:

## **Annexure X**

### **PRE-BID QUERY FORMAT**

**Bidder's request for Clarification - to be submitted minimum of two days before pre-bid meeting.**

If, bidder, desiring to respond to RFP for “Data Management, Analytics and Business Intelligence Solution for Export-Import Bank of India”, require any clarifications on the points mentioned in the RFP may communicate with EXIM Bank using the following format.

All questions received at least two days before the pre-bid meeting (pre-bid meeting will be held online. Online Meeting details will be shared with interested bidders whose pre-bid queries received 2 days before pre bid meeting) will be formally responded to and questions/points of clarification and the responses will be circulated to all participating bidder if required.

The source (identity) of the bidder seeking points of clarification will not be revealed. Alternatively, Export-Import Bank of India may at its discretion, answer all such queries in the Pre-bid meeting.

Bidder's Request For Clarification(Data Management, Analytics and Business Intelligence Solution for Export-Import Bank of India)		
To be emailed to:	<a href="mailto:shushant.v@eximbankindia.in">shushant.v@eximbankindia.in</a> <a href="mailto:kiran@eximbankindia.in">kiran@eximbankindia.in</a>	
Name of Organisation submitting request	Name & position of person submitting request	Full formal address of the organisation including phone, fax and email points of contact
		Email:
		Tel/Mobile:
Page Number	Point Number	Query description

Name and signature of authorised person issuing this

1. In case of multiple queries, the contact details need not be repeated, and only last two rows of the above format (table) are to be furnished for the subsequent queries.
2. Please use email or softcopy.

**Customer Satisfaction Letter**

[On client letter head]

Date:

To whom-so-ever it may concern

**Project Name :**

Ref: PO No. \_\_\_\_\_ dated .\_\_\_\_\_

With reference to the above-mentioned Purchase Order for  
\_\_\_\_\_ by, M/s  
\_\_\_\_\_ has successfully completed the implementation  
on DD MM YYYY.

The brief scope of Services includes:

- 1>
- 2>
- 3>

Major Points/Deliverable of the Project

- 1>
- 2>
- 3>

We observed their services are satisfactory.

This certificate is issued on the request of **M/s Bidder Company Name**

For : Client Name

Name and Designation:

Contact Number :



## Annexure-XII

### COMMERCIAL PROPOSAL

Sr	Description	Quantity	*Unit Price Price (₹)	*Total Price (₹)
1	DAMBI Solution along with any software component for fulfilling the requirement (DC and DR Setup)	1		
2	One Time Implementation Cost	1		
3	Annual Maintenance Cost post warranty for 2 <sup>nd</sup> year	1		
4	Annual Maintenance cost for 3 <sup>rd</sup> Year	1		
5	Annual Maintenance cost for 4 <sup>th</sup> Year	1		
6	Annual Maintenance cost for Year 5 <sup>th</sup> Year	1		
7	On Site L2 resource cost per month (after post go live)	1		
<b>Total Cost in Rs.</b>				
8	Percentage of increase in resource cost after every 12 months	1		

Notes:

1. Quoted price should be exclusive of all taxes and duties.
2. Bidder should input percentage of increase in resource cost after every 12 months between 8% to 20%.
3. Only point number 1 to 7 will be considered for arriving at relative financial score
4. The bidder shall meet the requirements of Goods & Services Tax (GST)

## Appendix I

### Features – Functional

Serial Number	Description	Compliant /Out Of Box /With Customization /Not Compliant
1	An Enterprise Dashboard to be developed which may contain all financial details (extracted from CBS, Physical details from Groups/Departments and other different sources).	
2	Dashboard to contain map of world wherein EXIM is various interventions done (physical and financial) to be displayed at click of mouse of a particular State and District.	
3	Dashboard may contain one separate screen containing external/internal web links to various Dashboards already existing and maintained by EXIM	
4	Dashboard to be hosted on EXIM's Server/Tenant for development, testing, going live and hosting on an ongoing basis.	
5	Data tables visible in the Enterprise Dashboard should be exportable to Excel, PDF for further reporting. Graph download facility may also be provided.	
6	Change request/enhancement request / removal of bugs etc. to be clearly defined in the Business Requirement Document.	
7	Responsibility of VAPT Testing vests with the Vendor.	
8	Dimensions to be reflected in the Enterprise Dashboard: <ul style="list-style-type: none"> <li>➤ 5-year time-series data for analytics</li> <li>➤ Data since inception</li> <li>➤ Targets vis-à-vis achievements</li> <li>➤ Sanctions and disbursements</li> <li>➤ Agency-wise data</li> </ul>	
9	Loan Outstanding / Interest earned by each of the ROs to be captured and displayed on the Dashboard.	
10	Vendor to make necessary provisions for restricted viewership in the Enterprise Dashboard and role based access control over other Dashboards.	
11	One professional / Subject Matter Expert (SME) to be deployed at DDMABI, HO, Mumbai for one year	

	(from date of going live of Enterprise Dashboard) to attend to all kinds of change requests.	
12	The DMABI Solution should have the capability to provide dashboards to empower HO	
13	Solution should support report of all types such as graphical, heat-map, dashboard, tabular with drill down facility to the most granular level.	
14	Solution should be capable of customized reports/MIS generation as per the requirement of Bank. Support various formats of reports as required by the Bank.	
15	Vendor is to identify gaps in the current reporting systems and provide need-based reports	
16	The DMABI Solution should be capable of generating income & expenditure statement and balance sheet as per user defined formats/statutory/ regulatory format.	
17	The Vendor to implement generation and printing of all statutory and regulatory reports in the formats as required by the different statutory, regulatory and legal bodies	
18	The DMABI Solution should support generation of Long Form Audit Report in the format as desired by the bank	
19	The DMABI Solution should support collating various types of information from different sources for the purpose of various analysis.	
20	The DMABI Solution to provide the capability to generate adhoc reports / MIS reports as required by the user departments. Should have facility to drill down, composition / decomposition of report contents and perform audit checks.	
21	Solution should be flexible to configure adhoc reports in the manner and form required by the bank at no extra cost to the bank.	
22	Solution should provide facility to access, view, download and print the reports as per user access rights	
23	Solution should allow report to be downloadable in excel, word, pdf, png etc. file formats.	
24	Solution should have flexibility to generate reports using multiple dimensions.	

## Appendix II

### Features – Technical

Serial Number	Reporting and Visualization Specification	Compliant /Out Of Box /With Customization /Not Compliant
1	On selecting a variable from the data, the DMABI Solution should be able to automatically create an analysis, which other variables contribute to the outcome.	
2	The DMABI Solution must support both live connection and extraction of data into in-memory.	
3	The DMABI Solution must enable users to connect to data easily and intuitively and not require scripting, SQL skills or help from IT resources.	
4	The DMABI Solution platform should have the capability to visually represent data either static or dynamic in nature.	
5	On selecting a variable, the DMABI Solution should automatically pick the recommended visualization to represent it	
6	On dragging and dropping data files (Excel Workbook, Delimited files, etc.) to its interface, the DMABI Solution should auto-import data, allowing user to quickly start building reports or dashboards	
7	The DMABI solution should have the ability to enable users to conduct fast, thorough explanation and analysis on enterprise data from various data sources.	
8	The DMABI Solution should provide selection and brushing modes for discovering relationships while exploring data	
9	Capability to calculate new data items on the fly from existing data items using expressions	
10	The DMABI Solution should allow users to generate a forecast for time-series data.	
11	For a forecast, the DMABI Solution should enable users to perform GUI driven what-if analysis.	
12	For data represented as a series of events, the DMABI Solution should provide a visualization to view event relationships & a distinct sequence flow	
13	The DMABI Solution should provide a visualization option to view complex networks, allowing users to interpret complex DMABI Solution interconnections.	

14	The solution should allow user to easily create hierarchies for drill-down in a self-service manner.	
15	The DMABI Solution should allow for cell visualizations like bars and heat maps in tabular visualizations (worksheets, pivots, etc.) to quickly identify problem points and see trends in data.	
16	The DMABI Solution platform should provide capability to drag and drop fields from the data and see the analysis instantly without going through a wizard based chart selection process.	
17	The DMABI Solution platform should automatically generate all date parts and date hierarchy using a date field. the date hierarchy automatically generated shall support drilling up and down year, quarter, month, week, weekday, day, hour, minute and second without scripting.	
18	The DMABI Solution should support Preview data prior to importing it, Right-click-driven easy column transformations, New table and column profiling helps users understand the data immediately and Color-coded visual joins.	
19	The DMABI Solution should provide a data acquisition wizard for previewing, filtering or sampling data prior to creating visualizations or reports.	
20	The DMABI Solution should have the capability to custom colours across reports and sessions.	
21	The DMABI Solution should be capable of applying filters on aggregated variables.	
22	The DMABI Solution should have the functionality of applying global prompts	
23	The DMABI Solution platform should end users must be able to perform dynamic grouping of data visually in a graphs and use the groups created in calculations.	
24	The DMABI Solution should be capable of Parameterized Calculations / Display Rules / Filters / Ranks.	
25	The DMABI solution platform should provide build in capability to support single click activation of commonly used calculation including Running Total, Difference, % Difference, % of Total, Rank, Percentile, Moving Averages, YTD Total, Compounded Growth Rate, YoY Growth, YTD Growth.	
26	The DMABI Solution should provide the capability to export data to Excel, PDF, Text and CSV/TSV, Image, Power point document formats.	
27	The DMABI Solution should provide progressive filters. This refers to cascading relation between filter controls in the report body with bi-directional filter support.	

28	The DMABI Solution should provide a thumbnail view of recent and favourite items to select and open.	
29	The DMABI Solution should provide precision layout Capabilities provide flexibility in report layout and design.	
30	The DMABI Solution should be able to analyse Big Data and generate visualizations on the fly, without any performance degradation	
31	The offering should have a single interface with integrated modules for in-database / in-memory analytics comprising data preparation, exploration, advanced analytics (including Text Analytics), Visualization and administration.	
32	The DMABI Solution should provide a variety of control objects (sliders, drop-downs, etc.) to support interactivity within reports.	
33	The DMABI Solution should provide one-click filtering (e.g., one way, bidirectional) and linked selections, helping user to spend less time manually linking content (e.g., visualizations, reports).	
34	The DMABI Solution must support the ability to define user filters to control record level data access without scripting or coding.	
35	The DMABI Solution should provide report templates that enable users to quickly create engaging reports.	
36	To promote collaboration, the DMABI Solution should allow users to add comments to a report from their mobile devices and the web.	
37	The Data Analyst / Developer should able to work on the following operating system: Windows and Mac.	
38	With user-based report access, the DMABI Solution should allow consumers to change calculation parameters and display rules using controls, filters, etc. and see information that is most relevant to them	
39	The DMABI Solution should allow alerts to be created so that subscribers are notified via email when a certain threshold condition is met.	
40	The DMABI Solution should allow developers to define refresh rates for individual objects, pages or an entire report.	
41	The DMABI solution should allow distribution of report as a PDF or email in a secure manner.	
42	If, while developing reports or performing analysis, the session ends unexpectedly, the DMABI Solution should provide auto recovery of reports.	
43	The DMABI Solution should contain a Summary option that can consume input to describe the report.	
44	The DMABI Solution should allow administrators to provide guest access to view report or visualization.	

45	The DMABI Solution should provide an SDK to help develop completely customized mobile apps that embed solution content.	
46	The DMABI Solution should allow administrators to manage and secure employee mobile app and data by integrating with Mobile Device Management service (via new APIs)	
47	Reports and Dashboards access on iOS and Android devices should be using a native application, which helps leverage most popular gestures and capabilities, including zoom, swipe, etc. to optimize ease of use and user engagement.	
48	The DMABI Solution platform for data visualization should have the capability to cache data in memory and as well, as cache reports in memory and render the same on UI.	
49	Vendor should follow the RBI guideline in developing the DMABI Solution with which it will be easier for the Bank to migrate to the element-based data reporting envisaged by the RBI.	
50	Tool for handling ongoing change in regulation or business requirements without the need for programming expertise. Data used for regulatory reporting changes on any frequency like daily / weekly / bi-weekly / monthly, etc.	
51	The DMABI Solution platform should be compatible with both Windows and Linux Operating System.	
52	The platform should be able to render reports in all the major browsers like Edge/IE/Chrome/Firefox/Safari.	
53	Solution should have ability to do Google-like (keyword based) search on all the underlying data and multiple fields at the same time to filter the data if required.	
54	Solution should have ability to restrict data at the row and column level for users/groups.	
55	The ETL tool should provide native connectors/access mechanism to industry leading RDBMS & should be capable of ingesting data from any source system (both internal and external) in automated manner (through ETL/ELT) with acceptable latency.	
56	The ETL tool should have the capability of declarative design, i.e., Ability to enable designers to specify what they want accomplished with their data, while the tool generates details of how to perform the task.	
57	The solution should provide GUI based framework to configure sources to DMABI SYSTEM	
58	The ETL / ELT solution should allow to configure ingestion processes from single / multiple source system, single / multiple files, single /multiple operational input files	

59	The DMABI Solution should be able to seamlessly call Data Quality functionalities such as data standardization (standardizing city, state etc.) as part of the ETL process flow.	
60	The DMABI Solution should be able to seamlessly call Data Quality processes as a web service for de-duplication, as part of the ETL process flow.	
61	The ETL tool should provide for Multiple user design environment with a governance mechanism to prevent corruption of data integration related objects, and also Supports collaboration on large, enterprise wide projects.	
62	The DMABI Solution should generate code for ETL process flows created through the GUI that can be viewed / edited by the developers if required.	
63	Data sanity checks / validations of data should be available as part of data ingestion solution to ensure the integrity of data.	
64	The tool should support various types of transformations including, but not limited to, Data conversion, - Compare Tables, - Lookup, Expression, joining records, splitting data - Filtering, ranking, sorting, grouping, looping, combining data, - Converting dates, merging rows, - Splitting data based on certain conditions, - Sending emails, - Integration with CDC tool, - Profiling data, Consistency and accuracy of data, - Monitoring the inbound data flow for completeness, - Type two slowly changing dimensions (SCD – T2) many more.. In a drag and drop manner.	
65	The ETL tool should be rich in the set of in-built transformations and functions that should include predefined table and column level transformations including slowly changing dimensions (SCD type1 and type2) in a drag and drop manner.	
66	The DMABI Solution should provide the ability to create User Written Code transformations, which allows leveraging custom code as part of the ETL process flow.	
67	The DMABI Solution should provide the capability to create customized transformations, which can be reused across ETL process flows.	
68	The DMABI Solution should provide the capability to import native user-defined functions from databases such as Oracle, SQL Server and have them available for use in expressions in the ETL process flow.	
69	The DMABI Solution should have the capability for ELT processing which facilitates execution of the process flow inside a database, providing enhanced execution and performance.	



70	The DMABI Solution should have the ability to perform the complete process of extracting and transforming the data and loading it into a DataMart and generate reports as part of the same ETL process.	
71	The DMABI Solution should provide an out-of-the-box transformation to support conditional processing within jobs, allowing distinct portions of a job to be defined to run conditionally.	
72	The DMABI Solution should provide in-built analytical transformations for statistical functions such as correlations, distribution analysis, one-way frequencies, summary statistics etc. as part of the ETL process flow.	
73	The DMABI solution should provide an in-built analytical transformation to perform forecasting on time-series or transactional data as part of the ETL process flow.	
74	The DMABI Solution should have the ability for Command-line job deployment options for deploying single and multiple jobs.	
75	The DMABI Solution should provide the ability to execute external OS level commands such as call shell scripts as part of the ETL process.	
76	The DMABI Solution should have the ability to easily capture and display performance information such as real time, CPU time, memory use, and input/output and record count data as a table / graph.	
77	The DMABI Solution should provide the capability to assign checkpoints in the ETL process flow to ensure recovery and debugging in case of failure, interruptions or errors.	
78	The DMABI Solution should provide enhanced logging capabilities accessible from a log tab which can help determine the point of failure of the ETL process and the corresponding error highlighted in the code	
79	The DMABI Solution should provide the capability to display warnings of a job being changed since previous open, with a brief description of the change, to facilitate use in a collaborative user development environment.	
80	Tools used for Data Ingestion should be platform and database independent and should be compatible to ingest and replicate data on parallel processing	
81	Data transformations should be triggered in parallel. The DMABI SYSTEM should be capable to run multiple transformation jobs in parallel.	
82	The processing pipelines for ETL/ELT jobs also include real time, daily, weekly, monthly, quarterly and annual reports, feeding data structures for downstream consumption.	

83	Audit, alerting, traceability, recovery and monitoring form critical features that need to be available as part of workflow and scheduling system on the lake	
84	Logging should be available for audit and maintenance.	
85	Should have a robust framework to track versioning, change history with date and user information, track migration of code from development to production, security.	
86	The DMABI Solution should provide a graphical user interface to profile the data to understand and analyse the quality of data.	
87	<p>The DMABI Solution should provide the following capabilities w.r.t. the profiling of data:</p> <ul style="list-style-type: none"> <li>• Data sufficiency analysis in terms of null count, blank count, unique count etc.</li> <li>• Data Statistics such as min, max, mean, median, mode, standard deviation etc.</li> <li>• Performing structure discoveries</li> <li>• Computing frequency distributions</li> <li>• Computing pattern frequency distributions</li> <li>• Computing metadata validations and statistics</li> <li>• Identifying outliers and percentiles</li> </ul> <p>Identifying referential integrity (pk relationship) analysis</p>	
88	Profiling capabilities should also cover the capabilities to generate custom business alerts to notify key stakeholders about any issues identified in a simple drag-n-drop manner.	
89	Profiling capabilities should also cover the capabilities to define custom business validations / rules that helps in identifying data issues in a drag-n-drop manner.	
90	The DMABI Solution should provide an interface to monitor business rules and track the status of the same.	
91	The DMABI Solution should have the ability to correct mistakes in spellings, inconsistencies, casings, and abbreviations	
91	The DMABI Solution should have pre-built libraries for standardization of INDIA specific data	
92	<p>The DMABI Solution should provide following transformation nodes pre-built:</p> <ul style="list-style-type: none"> <li>• Clustering</li> <li>• Pattern Analysis</li> <li>• Basic Statistics</li> <li>• Frequency Distribution</li> <li>• Identification Analysis</li> </ul> <p>Gender Analysis</p>	

93	The DMABI Solution should have the capability to identify duplicates and cluster records	
94	Identification of meaningful address attributes based on profile reports carried out on full historical data and help in defining clustering criterion using the address attributes for house holding requirements should be provided by the DMABI Solution	
95	The DMABI Solution should have the capability to provide fuzzy logic to induce tolerance during matching	
96	The DMABI Solution should have the ability to have options for automatic merging of clustered records	
97	The DMABI Solution should have the capability to enrich data	
98	The DMABI Solution should have the capabilities to create golden record from the duplicate records	
99	The DMABI Solution should provide a unified capability and system for both Batch and Real-Time Dedupe	
100	The DMABI Solution should provide a Metadata Management framework to cover entire Data & Analytical Lifecycle	
101	The DMABI Solution should provide Auditing capabilities with impact analysis / track data lineage to understand the cascading effect of changes in data element for the entire Data & Analytical Lifecycle.	
102	The DMABI Solution should provide Multiuser collaboration support, which includes object check-in and checkout and DEV/TEST/PROD promotion management.	
103	The solution needs to have the Ability of centrally defining / assigning User rights / Roles on specific features for an Interface across Data & Analytical toolset	
104	The system should provide a single interface for facilitating management of Access to data, Metadata Management, Map, Scheduling, Publishing, and Monitoring.	
105	The DMABI Solution should provide a wizard driven metadata import and export facility to ensure timely backup as well as movement of metadata as required.	
107	Provision of ability to automate the metadata backup and restore, archiving backup copy.	
108	The DMABI solution should enable creation and management of common business terms across the enterprise.	
109	The DMABI Solution should support end to end data lineage to track data element throughout Data & Analytical life cycle	
110	The DMABI Solution should provide an interface which enables Data Stewards / Data Engineers to review	

	records and resolve issues encountered during incremental de-dupe processing	
111	The DMABI Solution should provide a user interface to track data remediation issues or monitor health of data	
112	The DMABI Solution should provide capabilities to assign the data issues to respective stakeholder and help tracking the same	
113	The DMABI Solution should have capability to schedule and automate incremental data processes for a periodic incremental workload	
114	The DMABI Solution should provide audit trails capabilities for the entire data engineering process	
115	The DMABI Solution should provide capabilities to set alerts on completion of job or in-case of any failure	
116	The DMABI Solution should provide detailed monitoring capabilities to govern the job execution.	
117	The proposed tool shall connect with organizations LDAP/IDAM systems for user list and authentication to enable role-based access.	
118	Database should support many data types and data models relational, JSON, graph, spatial, text, OLAP, XML	
119	Database should have capability to support many workload types within the database i.e. Transactions, analytics, ML, IoT, streaming, block chain workloads	
120	Ability to run Near instantaneous tactical, short-running queries.	
121	Support concurrent data loading without compromises for batch and trickle loading	
122	Support Query re-write to transparently utilize materialized views	
123	Support Star-schema query optimization with bitmap indexing	
124	Data ingestion must not impact data usage	
125	Data older than specific duration as identified by Bank to be archived in low cost cold storage. Changing data archival rules should be easily configurable. Vendor to propose solution for the same with cheap and flexible storage and processing	
126	Data Archival solution should not be visible to end user, but Archived data should be available for all end users. For end user it should be a single view with Data Federation/Virtualization Layer.	
127	All the applications connected to the non-archived data should be available with archived as well	
128	Automated process for archiving data as per Banks policy	

129	Store backup of entire ecosystem on suitable cost-effective, fast recovery infrastructure (Currently tape backup is taken)	
130	Mixing and Merging data from Current/Live to and from Archival must not result in any significant loss of performance and response time.	
131	Archival and Backup setup must support automated Data Reconciliation whenever movement from Current/Live happens.	
132	Search solution must be included in the platform	
133	Platform must provide NoSQL capabilities to support low latency data serving and transactional support	
134	Platform must provide stream processing in order to support real-time data processing.	
135	The platform must support in memory processing technologies.	
136	<b>Data Variety and Data Collection</b> Capable to stream, real time, near real time, micro batch and traditional batch load of end of day operations Data lineage of entire data life cycle as it is ingested in the platform	
137	<b>Security &amp; Governance</b> <ul style="list-style-type: none"> <li>Platform must provide auditing capabilities capable for tracing down to the column level for SQL access – Unified interface for auditing must also be provided</li> <li>The platform must provide solution to track and visualize data lineage</li> <li>Ability to manage metadata (both technical and business related) and provide end user metadata catalogue</li> <li>Ability to replicate data between physically remote data centres on a scheduled basis</li> <li>Ability to ensure correct placement and retention of data based on value or policies</li> <li>Ability to audit all access to tables, files and views, to ascertain whether there has been a breach</li> <li>Ability to trace progression of datasets to their original source to verify reliability</li> </ul>	