



**REQUEST FOR EXPRESSION OF INTEREST (EOI)
FOR DEVELOPMENT OF EXIM MITRA MOBILE APP
AND WEBSITE**

EXPORT - IMPORT BANK OF INDIA

Request for EOI: 03

Date: 30-11-2022

**Special Projects Group
Export - Import Bank of India
Centre One Building, Floor 21,
World Trade Centre Complex,
Cuffe Parade, Mumbai - 400005**

1. Export-Import Bank of India [**The Bank**] was set up in 1981 by an Act of Parliament and commenced business in March 1982. In its initial years, it engaged in vanilla ECA business, mainly medium/long term post-shipment credit for project exports, along with some packing credit and overseas investment finance. With the opening of the Indian economy, it took up finance for export capability creation, spanning export marketing, R&D, export production, export facilitation etc. Over the past decade and a half, it has also assumed the role of the GOI's policy instrument for its economic diplomacy initiatives viz. Lines of Credit, Buyer's Credit etc. Information on Bank's products & services and past financial performance can be accessed from the Bank's website: www.eximbankindia.in.
2. The Bank has a network of 10 Regional Offices spread across India. The Bank also has 8 overseas representative offices and one London Branch Office.
3. The Bank invites Expression of Interest (EOI) from the bidders, who can provide the solutions as per details in this EOI and wish to be considered for short listing for the subsequent bidding process of the proposed activities for **the end-to-end creation of EXIM MITRA MOBILE APP AND WEBSITE for trade facilitation and information**, hereinafter referred to as the Solution.
4. The EXIM Mitra platform is a broad umbrella under which there will be two-pronged trade facilitation, information, and assistance programs. They are Exim Mitra **Website** and **Mobile App** which will provide a wider range of functionalities and has a varied utilities for its end user.
5. **Please note**, this is the first stage of a multi-stage procurement process. The objective of this Request for EOI is to identify and pre-register eligible bidders who are interested in providing the proposed solution and have suitable capacity, capability, and experience.
6. The Bank proposes to acquire services to and implement the creation of a mobile app for both android and IOS systems, and a website (trade facilitation portal).
7. Expression of Interest (EOI) is invited in a sealed envelope superscribed as [Expression of Interest – EXIM MITRA MOBILE APP AND WEBSITE]:
 - a. From the bidders who meet the eligibility criteria as set out in **Annexure 'A'**,

- b. Who have solution strictly in line with the technical parameters as set out in **Annexure 'B'** and
- c. Agree to abide by the terms and conditions contained in this Request for EOI document.
- d. Sealed envelope containing complete set of hard copy of EOI, and a soft copy thereof (in a pen drive) should be submitted by Post to or delivered in person at the below mentioned Office:

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

8. **The Bidders Eligibility Criteria:** This process is open to all bidders who fulfil the eligibility criteria as set out in **Annexure 'A'** of this document. The bidders should furnish information on the lines of **Annexure A** in their EOI proposal.
9. **Technical Parameters of the Solution/Scope of Work:** The bidder should describe how the proposed solution will fulfil the requirements as detailed in **Annexure 'B'** of this document. The bidder should furnish information on the lines of **Annexure B** in their EOI proposal.
10. **Process before submission of EOIs:**
- a) **Raising of queries/clarifications on Request for EOI document:** The bidders requiring any clarification on this document should submit their written queries **on or before December 16, 2022** to: kiran@eximbankindia.in and dharmendra@eximbankindia.in
 - b) **Modification in Request for EOI document:** At any time prior to the last date for submission of EOIs, the Bank may modify any part of this document. Such change(s) if any may be in the form of an addendum/corrigendum and will be uploaded in the Bank's website - <http://www.eximbankindia.in>. All such change(s) will automatically become part of this Request for EOI and binding on all bidders. Interested bidders are advised to regularly refer the Bank's website as above for changes uploaded, if any.
 - c) **Extension of date of submission of EOIs:** Request for extension of date for submission of EOIs will not be entertained. However, the Bank at its discretion may extend the date to

allow prospective bidders a reasonable time to take the amendment/changes, if any, into account.

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

11. Format and Signing of EOIs:

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

Particulars	Authorized signature for signing the EOI	Authorized Contact person
Name		
Designation		
E-mail ID		
Landline Number		
Mobile Number		
Address		

- ii. The bidders should demonstrate in EOIs that they meet all parameters given in **Annexure 'A'** and **Annexure 'B'** of Request for EOI.

- iii. In case any discrepancy is observed between hard and soft copy, the hardcopy will be considered as the base document.

12. Last Date for submission of EOI:

The last date for submission of EOI is **December 22, 2022, up to 17:00 Hrs.** In case the designated day happens to be a holiday; the next working day will be deemed as the last date for submission of EOI.

13. Process after submission of EOIs:

- i. All EOIs received by the designated date and time will be examined by the Bank to determine if they meet criteria/terms and conditions mentioned in **Pages 11-13 of 22** of this document including its subsequent amendment(s), if any and whether EOIs are complete in all respects.
- ii. On scrutiny, the EOIs found **NOT** in desired format/illegible/incomplete/not containing clear information, in view of the Bank, to permit thorough analysis or failing to fulfil the relevant requirements will be rejected from further evaluation process.
- iii. The Bank reserves the right, at any time, to waive any of the requirements of this Request for EOI document if it is deemed in the interest of the Bank.
- iv. If deemed necessary, the Bank may seek clarifications on any aspect of EOI from the bidder. If a written response is requested, it must be provided within 7 days beyond which the response received, if any will not be considered. However, that would not entitle the bidder to change or cause any change in the substances of their EOI document already submitted. The Bank may also make enquiries to establish the past performance of the bidders in respect of similar work. All information submitted in the application or obtained subsequently will be treated as confidential.
- v. After examining the EOI, all the bidders may be asked to make presentation of the solution and demonstrate proof of concept.

- vi. The Bank may shortlist the bidders who fulfil the eligibility criteria, have solution as per the requirement of the Bank and are agreeing to abide by the terms and conditions of the Bank. The Bank's judgment in this regard will be final.
- vii. The Bank may require a Request for Proposal (RFP) from shortlisted bidders for inviting technical and indicative commercial bids for the next process of procurement. However, please note that short listing of bidders should not be treated as a contract for the proposed work.
- viii. The bidders will be advised about the shortlisting of their EOIs or otherwise. However, bidders will not be provided with information about comparative position of their EOIs with that of others.
- ix. Nothing contained in this EOI shall impair the Bank's Right to issue 'Open Tender' on the proposed solution.

14. Terms & Conditions:

- i. Lodgement of an EOI is evidence of a bidder's consent to comply with the terms and conditions of Request for EOI process and subsequent bidding process. If a bidder fails to comply with any of the terms, its EOI may be summarily rejected.
- ii. Wilful misrepresentation of any fact in the EOI will lead to the disqualification of the bidder without prejudice to other actions that the Bank may take. The EOI and the accompanying documents will become property of the Bank. The bidders shall be deemed to license, and grant all rights to the Bank, to reproduce the whole or any portion of their product/solution for the purpose of evaluation, to disclose the contents of submission to other bidders and to disclose and/ or use the contents of submission as the basis for EOI process.
- iii. The Bank reserves the right to accept or reject any or all EOIs received without assigning any reason thereof whatsoever and the Bank's decision in this regard will be final. No contractual obligation whatsoever shall arise from the EOI process.
- iv. Any effort on the part of bidder to influence evaluation process may result in rejection of the EOI.

- v. The Bank is not responsible for non-receipt of EOIs within the specified date and time due to any reason including postal delays or holidays in between.
- vi. The Bank reserves the right to verify the validity of information provided in the EOIs and to reject any bid where the contents appear to be incorrect, inaccurate, or inappropriate at any time during the process of EOI or even after award of contract.
- vii. The bidders shall be deemed to have
 - a. examined the Request for EOI document and its subsequent changes, if any for the purpose of responding to it.
 - b. examined all circumstances and contingencies, influencing their EOI application and which is obtainable by the making of reasonable enquiries.
 - c. satisfied themselves as to the correctness and sufficiency of their EOI applications and if any discrepancy, error, or omission is noticed in the EOI, the bidder shall notify the Bank in writing on or before the end date/time.
- viii. The bidder shall bear all costs associated with submission of EOI, presentation/POC desired by the Bank. The Bank will not be responsible or liable for any cost thereof, regardless of the conduct or outcome of the process.
- ix. The bidders must advise the Bank immediately in writing of any material change to the information contained in the EOI application, including any substantial change in their ownership or their financial or technical capacity. Copies of relevant documents must be submitted with their advice. For successful bidders, this requirement applies until a contract is awarded because of subsequent bidding process.
- x. Shortlisted bidders must not advertise or publish the same in any form without the prior written consent of the Bank.
- xi. The Bank shall have the right to cancel the EOI process itself at any time, without thereby incurring any liabilities to the affected bidders. Reasons for cancellation, as

determined by the Bank in its sole discretion include but are not limited to, the following:

- a. Services contemplated are no longer required.
 - b. Scope of work not adequately or clearly defined due to unforeseen circumstance and/or factors and/or new developments.
 - c. The project is not in the best interest of the Bank.
 - d. Any other reason.
- xii. The selected bidders must adhere to the implementation timelines and to the penalties for the overrun.
- xiii. The selected bidders must get themselves annually audited by external empanelled Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to the Bank and the bidders are required to submit such certification by such Auditors to the Bank. The Selected bidder and / or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the bidder. The bidders shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.
- xiv. Where any deficiency has been observed during audit of the bidder on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the bidder shall correct/ resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the bidder shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.
- xv. The bidders shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain

for any relevant material information / reports including auditor review reports undertaken by the bidders (e.g., financial, internal control and security reviews) and findings made on Selected bidder in conjunction with the services provided to the Bank.

15. Disclaimer:

The Bank is not committed either contractually or in any other way to the bidders whose applications are accepted. The issue of this Request for EOI does not commit or otherwise oblige the Bank to proceed with any part or steps of the process. Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its directors/officers/employees/contractors/agents and advisors disclaim all liabilities (including liability by reason of negligence) from any loss or damage, cost or expense incurred or arising by reasons of any person using the information and whether caused by reasons of any error, omission or misrepresentation in the information contained in this document or suffered by any person acting or refraining from acting because of any information contained in this Request for EOI document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, default, lack of care or misrepresentation on the part of the Bank or any of its officers, employees, contractors, agents or advisors.

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

ELIGIBILITY CRITERIA

SR. NO.	ELIGIBILITY CRITERIA	SUPPORTING DOCUMENTS TO BE SUBMITTED	Submission (YES/NO)
1.	The bidder should be a registered as company in India under the Companies Act, 1956/2013 and should have been in operation for at least three years.	Certificate of Incorporation & Commencement of Business (whichever applicable) should be submitted.	
2.	The bidder submitting the offer should have positive net worth in each of the three financial years and should have registered annual turnover of Rs 5 Crores per year during last three financial years i.e. (2019-20, 2020-21, and 2021-22).	Copy of the audited balance sheet and profit and loss statement of the company showing net-worth and turnover of the company for the last three years i.e. (2019-20, 2020-21, and 2021-22) should be submitted.	
3.	The bidder should be a profit-making company i.e., Profit after tax for at least any one of the last 3 financial years (2019-20, 2020-21, and 2021-22).	Copy of the audited Balance Sheet showing profit of the company should be submitted.	
5.	The bidder should have developed MOBILE APP/ WEBSITE atleast in two organizations i.e. Government organisations / Public Sector Banks / All India Financial Institutions / Public Sector Undertakings or organizations listed in NSE or BSE (Mid & Large Cap) in India in last four years.	The bidder must provide Purchase Order and completion certificate. Under implementation project will not be considered for eligibility.	
6.	The bidder should not have been debarred/black-listed by the Government / Government Agency / Banks / Financial Institutions in India during the last three years	Self-declaration to this effect must be submitted in company letter head.	

7.	The bidder should not have any other business relationship with Export-Import Bank of India including its directors and officers nor have any conflict of interest. The Bidder shall on occurrence of any such event immediately inform the concerned authorities of the same	Self – declaration of the bidder to be submitted	
8.	The Bidder should have at least one Mobile application(s) in any domain, which will have been downloaded a minimum of 1 lakh times at the time of EOI submission at both Apple App-Store and Google Play store. The application could be different or same on the two stores which meet the prescribed downloads enumerated.	Appropriate demonstrative proof can be submitted.	
9.	The Bidder should have at least two Mobile application(s) in any domain, which should have a minimum user rating of 4.0 out of 5.0 or should have figured in the top ten for at least a week in last one year at either Apple App-store or Google Play store.	Appropriate demonstrative proof can be submitted.	
10.	Bidder/Applicant shall have full cycle implementation of Mobile application(s) in a reputed Institute with at least three implementations in last two years in India.	The bidder must provide Purchase Order and completion certificate. Under implementation project will not be considered for eligibility.	

Note:

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

SCOPE OF WORK

The proposed EXIM MITRA MOBILE APP and EXIM MITRA PORTAL/WEBSITE should have the following functionalities (indicative):

- ✓ The bidder should understand the basic utilitarian distinction between the mobile app and the portal / website. The **content-based** difference between each is that the website would be designed to offer assistance that is as generic and broad as possible. Meanwhile, the mobile app will be designed to cater to the user's needs that are as specific to them as possible.
- ✓ The following table describes the differences and overlap in content offered on both platforms (mobile app and portal/website)

<u>SR. NO.</u>	<u>FUNCTIONALITIES</u>	<u>PORTAL/WEBSITE</u>	<u>MOBILE APP</u>
1.	Export-Import Intelligence	<u>Present for Website</u> <u>Generalised content-</u> <ul style="list-style-type: none"> General Guidance on export related topics in the form of blog posts, podcasts, videos etc., Broad sectoral analysis as present on the website currently. 	<u>Present for App</u> <u>Specific Content-</u> <ul style="list-style-type: none"> Product specific content based on the user's profile Specific information about products/services that the user is interested in. More precise, mobile app to be developed with the principal of curated content.
2.	TRADE FINANCE	<u>Absent for Website</u>	<u>Present for App</u> <u>Trade Finance information will be in the App</u> This includes - <ul style="list-style-type: none"> List of partner banks and insurance agencies that provides the bank's products and its details to the EXIM Mitra Team Preliminary form filling platform EXIM Bank products details 1. TAP program details

			2. Factoring Program details 3. Line of credit Program details 4. SEED Program details
3.	EXPORTER TOOLKIT	<u>Absent for Website</u>	<p><u>Present for App</u> <u>Information On Exports and Its Process</u></p> <p>By providing currency exchange, custom duty tracker, freight cost calculator,</p>
4.	MARKET INTELLIGENCE	<u>Absent for Website</u>	<p><u>Present for App</u> <u>Market place / Trade leads</u></p> <ul style="list-style-type: none"> • It will be exclusive to the app. • Proposed collaboration with the agencies like FIEO etc., for external links of aforesaid information. <p>Examples:</p> <p>1. https://www.indianbusinessportal.in/</p> <p>2. https://www.indiamart.com/</p>
5.	PROFILE FILLING	<u>Absent for Website</u>	<p><u>Present for App</u> <u>Extensive Profile Filing required for Mobile App</u></p> <p>The information to be obtained from the user are</p> <ul style="list-style-type: none"> • Language preference • Exporter or Importer? • Buyer or Seller? • Business Location • IEC number of user and name of business • Interest Areas • Age and Gender • Document Checklist • Product / service – interested

6.	AI CHAT BOT	<u>Present for website</u> <ul style="list-style-type: none"> • mostly for query handling • act as good will mascot 	<u>Present for app</u> <ul style="list-style-type: none"> • mostly for query handling • act as good will mascot
7.	NEWSLINKS	<u>Present for Website</u> Sector specific, latest news links and everyday export related news links.	<u>Absent for App</u>
8.	LOGIN	<u>Absent for Website</u>	<u>Present for App</u> Login is compulsory for the user. the Login can be done with Phone or email
9.	EXTERNAL LINKS	<u>Present for Website</u> More external data sources linked. Navigation to external links from the website should be smooth.	<u>Present for App</u> Less external data sources linked. Higher emphasis on app's own database for content. Navigation to external links from the website should be smooth.
10.	EXIM BANK'S PRODUCTS	<u>Present for Website</u> Listing out of the BANK's Products / Services and giving a brief description about them- Mentioned in a separate Tab at Home Page. Linked to corporate website.	<u>Present for App</u> Listing out of EXIM BANK's Products and giving a brief description about them- Mentioned in a side bar of the App Linked to corporate website

11.	CONTACT DETAILS	<p><u>Present for Website</u></p> <p>Mentioning it at the bottom panel of the Home Page</p>	<p><u>Present for App</u></p> <p>Mentioned in a side bar of the App. Once clicked, it drops down the Contact details</p>
12.	NEWSLETTER	<p><u>Present for Website</u></p> <p>Access to EXIM MITRA Newsletter at the Resources Tab (placeholder name) on the Home page</p>	<p><u>Present for App</u></p> <p>Access to EXIM MITRA Newsletter from the side bar panel of the App.</p>
13.	MOBILE APP & WEBSITE	<p><u>Present for Website</u></p> <p>For both mobile app & Website platform should be same and there must be synergy/cross communication between platforms. Further the platform should be scalable enough to cater the needs of the future as well.</p>	<p><u>Present for App</u></p> <p>For both mobile app & Website platform should be same and there must be synergy/cross communication between platforms. Further the platform should be scalable enough to cater the needs of the future as well.</p>
14.	CONTENT INTEGRATION	<p><u>Present for Website</u></p> <p>Both Mobile App and Website should have functionality / provision /technology to fetch external sources or internal sources or free or paid sources of information</p>	<p><u>Present for App</u></p> <p>Both Mobile App and Website should have functionality / provision /technology to fetch external sources or internal sources or free or paid information</p>
15.	API INTEGRATION	<p><u>Present for Website</u></p> <p>Both mobile app and website should have provision of integrating API's</p>	<p><u>Present for App</u></p> <p>Both mobile app and website should have provision of integrating API's</p>
16.	TECHNOLOGY	<p><u>Present for Website</u></p> <p>Mobile app and website development provider must provide technology which is</p>	<p><u>Present for App</u></p> <p>Mobile app and website development provider must provide technology which is</p>

		current and in trend and has minimum 5 years of life	current and in trend and has minimum 5 years of life
17.	SOURCES OF INFORMATION	<u>Present for Website</u> Sources mentioned in the scope of work at Annexure B	<u>Present for App</u> Sources mentioned in the scope of work at Annexure B
18.	LANGUAGE	<u>Present for Website</u> Website must have multilingual provision i.e. English, Hindi, few regional languages. Initially, the website will be built in bilingual i.e. Hindi and English.	<u>Present for App</u> App must have multilingual provision i.e. English, Hindi, few regional languages. Initially, the website will be built in bilingual i.e. Hindi and English
19	Audio/Video/written Content	<u>Present for Website</u> Video, audio, podcasts, and blogs.	<u>Present for App</u> Only video content for mostly e-learning programs.

Sources of Information for EXIM MITRA WEBSITE AND MOBILE APP

The Export-Import Bank of India aims to strategize their outreach plans around the digital experience for trade information and facilitation. This is to produce something that truly makes meaningful impact for the export-ambitious firms and businesses, specially MSMEs.

Following are the indicative sources of information, including but not limited to (for both website and mobile application)-

- Intelligence from Bank's internal sources-
 - Sectoral analysis reports.
 - Monthly newsletters.
 - Daily news links.
 - Articles and blogs.
 - Audio/podcasts and video content.
 - Research reports from Bank's Research and Analysis departments.
 - Periodic relevant information from other departments of the Bank.

- Periodic updates from other relevant external agencies like-
 - ECGC Country ratings
 - MCLR rates of select commercial banks.

- Intelligence from External sources/agencies-
 - UN Comtrade
 - Ministry of Commerce
 - DGCIS
 - DGFT
 - ITC Trade Map.
 - WTO (SPS and TBT information)
 - IBEF
 - Invest India
 - Statista
 - RBI reports.
 - SEBI reports.
 - Customs.
 - ECGC
 - FIEO
 - Export promotion councils.
 - APEDA
 - ICEGATE
 - Real- time data curation from Twitter, You Tube & other sources.
 - Existing users' data pool.

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

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

General implementation and other requirements:

1. Bidder shall provide the **gap identification report** to the Bank along with **necessary solutions** to overcome the gaps withing the time limit and time frames. The bidder shall incorporate all the suggestions made by the Bank in the gap identification report.
2. The bidder shall document all gaps observed by the Bank at various stages of implementation including their solution and monitor and track the status of the same throughout the implementation.
3. The bidder shall create an **exhaustive set of UAT test cases**. Bidder shall ensure that the test cases meet all the testing requirements of the Bank. The Bank will review the same and may propose additional test cases.
4. All errors, bugs, enhancements / modifications required during and after testing shall immediately resolved by the bidder (maximum 5 working days), and sign-off for the same shall be obtained from the Bank.
5. The bidder shall provide **a project manager**, who will be the single point of contract and responsible for end-to-end successful completion of the project, warranty, and back-to-back support etc.
6. Build and maintain the interfaces with the internal and external systems as per the Bank's business requirements during the contract period at no extra cost to the Bank.
7. The bidder shall ensure that the gaps pointed out by the audit and inspection team, statutory and regulatory bodies, or any other third-party agencies shall be immediately resolved at no extra cost to the Bank during the contract period.
8. The bidder is also expected to provide suitable **Business Continuity Planning** applicable to the proposed solution in case the said solution is unavailable at any time or any site.
9. Bidder shall provide all **statutory, regulatory, and ad-hoc reports** as required by the Bank during the contract period in the desired format as specified in requirements at no additional cost to the Bank.
10. Bidder should coordinate with the Bank to resolve any issues identified, configurations, installation/reinstallation, and performance tuning during the contract period. Perform a **detailed current state assessment** to gain understanding of the procedures and practices adopted by the Bank.

11. Provide training to the identified core team, end user teams and infrastructure management team.
12. Parameterize the solution in accordance with the Bank's requirements, policies and practices followed.
13. Provide the services of a **Subject Matter Expert** in carrying out necessary requirement study, documentation, customizations, modifications, and enhancements to the solutions like designing and finalizing the framework of required actions on the alerts, escalation & criticality matrix, etc. to suit the Bank's requirements.
14. Bidder must provide Data archival, retrieval and purging setup as per the requirement of the Bank.
15. All patch update and patch management of Software modules, Firmware etc. must be deployed by the selected Bidder after obtaining approval from the Bank.
16. Bidder must provide required support during periodic VAPT (External & Internal), Audit by regulatory bodies as RBI, other regulatory bodies, Statutory bodies, third party agencies, Bank Internal teams, Bank's appointed security audit firms etc. Also, rectification of deficiencies / observations pointed out during such audits are to be done by the Bidder at no additional cost to the Bank.
17. Solution must integrate with Bank's existing network and security solutions.
18. The Bidder will be responsible for training the designated bank employees for managing the installed solution. The knowledge transfer to the designated Bank officials through the training programme should be imparted after completion of installation of the solution and prior to acceptance of the solution. Training must cover both classroom and hands on sessions. Necessary training material and documents must be provided to the participants.
19. Bidder must provide a detailed **(As Is and To Be) /system requirement specification document** before kick-off of the project. This document should be approved and accepted by Bank before commencement of the project.
20. Integration with legacy application of the Bank should be well documented and submitted.

21. Detailed Implementation document, Standard Operating Procedure Document (SOP), Business Continuity Plan & Disaster Recovery Plan (BCP-DRP) Document to be prepared and submitted to the Bank.
22. Complete user manual and system documentation (soft and hard copies) of the proposed solution to be submitted after they go live.
23. There would be DR Drills, as per RBI/Regulatory/Bank Guidelines. Bank's IT security Policy in vogue should be followed in spirit which includes password management, change management, backup, patch update etc.
24. Bidder should consider taking steps in maintaining confidentiality, integrity and availability of the data owned by the Bank specially customer information, irrespective of whether the data is stored/in transit within themselves or with customers or with the third-party vendors.
25. All necessary software of the solution needs to be supplied, installed, configured, and maintained by the bidder.
26. All the software modules of the proposed solution should be latest as well as stable one and must have a general release date prior to the date of the submission of the proposal.
27. None of the proposed software shall be in alpha or beta version or unreleased as of the date of submission of the bid proposal.
28. The offered software solution should have bi-lingual (English & Hindi) support.
29. In case of any functionality/feature being provided by third party tool/software, it must be compatible with proposed solution. And the responsibility of integration of the same lies with the bidder.
30. Any open-source component not owned and maintained by any organization/OEM, or any Freeware will not be considered as part of the proposed solution.
31. **Detailed scope of work** will be deliberated during EOI process.

Other points:

1. Capacity to collate, consolidate, transform, enrich, filter, analysis, and storage of structured / semi structured / un-structured data / information from all available sources.

2. Capabilities such as artificial intelligence, web crawling, optical character recognition (OCR) etc.

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