

August 14, 2025

Corrigendum 01: Bidder's query and Bank response for participating in E-Tender: Hiring of Consultants - Milestone/Deliverable Based - Custom Software Development for Performance Appraisal Performance Review (PAPR) System; Architect -Software Solution; No; Hybrid (As specified in scope of work) for Export-Import Bank of India.

Corrigendum	Details	Date
Corrigendum 01	Bidder's query and Bank response	14-08-2025

Please refer to GEM Tender Bid No. **GEM/2025/B/6492329** for GEM-Tender: Hiring of Consultants - Milestone/Deliverable Based - Custom Software Development for Performance Appraisal Performance Review (PAPR) System; Architect -Software Solution; No; Hybrid (As specified in scope of work) for Export-Import Bank of India. In case of query, bidders are advised to communicate on email before submission of their bids against this tender.

The details are as follows:

Tender Reference No.	GEM/2025/B/6492329
Date & time for Bid Submission of Tender	25-08-2025 16:00:00
Date & time for Opening of Tender	25-08-2025 16:30:00

All other terms and conditions of the tender document will remain unchanged. The tender document is available on our website <https://www.eximbankindia.in>.

Sd/-
(Sujeet Bhale)
Digital Technology Group
Chief Technology Officer (CTO)

Sr No	Reference	Query	Bank Response
1	Functional & Technical Scope	<ol style="list-style-type: none"> 1. Please clarify the nature and format of APIs provided by TICE and Finacle for integration. Will the APIs be RESTful, SOAP, or database-based access? 2. The document mentions mobile access but states that a dedicated app is not planned. Could you confirm whether mobile browser responsiveness is expected or if PWA (Progressive Web App) support is required? 	<ol style="list-style-type: none"> 1. Sharepoint (TICE) having standard REST API and Finacle data will be extracted using standard Extract, Transform and Load (ETL) like SSIS, Talend etc. ETL will be done by Bank Team. 2. Mobile browser responsiveness or Progressive Web App will be sufficient.
2	Security Requirements – NFR Section Missing Details	<ol style="list-style-type: none"> 1. The non-functional requirements (e.g., performance, scalability, security) are marked as “TBD.” Will these be finalized before bid submission, or should we propose assumptions based on best practices? 	<ol style="list-style-type: none"> 1. Non-Functional requirement will be based on best practices and technical specification given by Bank.
3	Environment Setup Scope Clarification	<ol style="list-style-type: none"> 1. Who will be responsible for provisioning OS licenses and infrastructure for UAT/DR/Prod environments on-prem Azure – Bank or Vendor? 2. Are there specific standards/tools mandated (e.g., SonarQube, Fortify, etc.) for code quality, security review, and compliance? 	<ol style="list-style-type: none"> 1. Software and hardware will be provided by Bank. 2. Standard tools will be provided by Bank for code quality, security review and compliance.

4	Data Sources for Migration	<ol style="list-style-type: none"> 1. Could you specify the format, size, and source system(s) of the legacy data that needs to be migrated? Will the Bank provide cleaned and validated data? 2. Is the archival of older PAPR data required to be on the same system/database or can it be maintained in a separate repository? 	<ol style="list-style-type: none"> 1. Legacy source system(s) are .Net based on-premises and cloud-based Software as a Service (SAAS) application. Data will be migrated in structured format, and it will be archived in semi-structured format. 2. Archival will be done on same system. Code repository will be available on DevOps repository.
5	Clarification on Bill of Materials and Development Approach Page 21 – Bill of Materials	<ol style="list-style-type: none"> 1. Multiple sections including Design, Development, Testing, Deployment, AMC, Resource Cost 	<ol style="list-style-type: none"> 1. Bill of material is linked with phases of waterfall model.
6	Request for Amendments to Eligibility Criteria Company Credibility	<ol style="list-style-type: none"> 1. Include ISO 9001:2015 and ISO 27001:2022 as evaluation criteria, each with a weightage of 10% 	<ol style="list-style-type: none"> 1. There will be no change in evaluation criteria.
7	Experience Requirement Page 23 – Technical Evaluation Criteria	<ol style="list-style-type: none"> 1. Bidder must have developed PAPR systems for at least 3 BFSI/PSU/Govt/Public organisations. 2. Project Sign off document along with client reference, as per the format provided in tender document in last 3 year and each project with sperate client will have 10 Marks. 3. 30% Weightage for relevant experience (10 marks per client, up to 3 projects) 	<ol style="list-style-type: none"> 1. Bidder must have developed HRMS application for at 3 BFSI/PSU/Govt/Public organisations. 2. Each reference document will fetch 10 marks each as this criterion is required for credibility in project execution.

8	3.1 In Scope Functionality Core HR Functions Employee Profile: Integration with TICE for fetching existing Profile data and display the same on UI.	1. We assume that the necessary APIs for integration with TICE, specifically for fetching existing employee profile data, will be provided by the Department.	1. Sharepoint (TICE) is standard Microsoft product. API (Tightly Coupled) /ETL (Loosely Coupled) based integration recommended as per Bank requirement.
9	Reports and Dashboards	<ol style="list-style-type: none"> 1. Kindly confirm whether the dashboards envisaged under the proposed PAPR system are limited to basic, role-based dashboards or if integration with advanced BI tools such as Power BI/Tableau is expected. In the latter case, please clarify who will be responsible for provisioning licenses and handling O&M for the specified BI tool. 2. Interactive dashboards to monitor KPIs, KPI achievements, and appraisal statistics. 3. We are assuming that all required APIs for seamless integration with TICE, particularly for fetching employee profile and training data, will be provided by the Bank. Kindly confirm. 	<ol style="list-style-type: none"> 1. Dashboard will be developed by PAPR Team. Bank is having standard license of Power BI and SSRS. In case of other license Bank will do the procurement. 2. Interactive dashboard will be designed based on KPI given by HRM Team. 3. Data will be shared either in API format or using ETL in PAPR database.

10	5. Integration and Data Management Data migration from legacy systems, including archival and live data management.	<ol style="list-style-type: none"> 1. Could you kindly specify the volume, format, and structure of the legacy data that needs to be migrated into the new PAPR system? This will help us accurately assess the data migration effort involved. 2. We understand that TICE is the primary system for employee data. Kindly confirm whether the necessary APIs for live data access from TICE and any other legacy systems (if applicable) will be provided by the Bank for seamless integration. 	<ol style="list-style-type: none"> 1. The data format in the legacy system will include both structured data (in tabular format) and semi-structured data (primarily in PDF format). Initially, the archived data will predominantly consist of semi-structured sources. The structured data, however, will be available and suitable for use in analytics and reporting purposes. 2. TICE is a standard on-premises Microsoft SharePoint solution. For API-related documentation, the Microsoft Knowledge Base will be utilized. The Bank's team will provide the necessary permissions and API keys to enable access as required.
11	7. Notifications and Alerts Automated reminders for incomplete tasks and appraisal deadlines.	<ol style="list-style-type: none"> 1. Kindly clarify the intended mode of automated reminders and alerts under the PAPR system. Will these be triggered via SMS, Email, and/or In-App notifications? 2. If SMS or Email notifications are expected, we assume that EXIM Bank will provide access to its existing SMS/Email gateway(s) for integration. 3. We are assuming that necessary APIs for TICE integration (including fetching employee profile data, leave records, training records, etc.) will be made available by the Bank. Kindly confirm. 	<ol style="list-style-type: none"> 1. Bank is using Power Automate license for automating workflows. Power automates support SMS, Email etc. Bidders can use custom application if any for the same. 2. EXIM Bank will provide SMS/Email gateway. 3. TICE is standard product of Microsoft Sharepoint. Bank will provide necessary permission/API key for the access.
12	Bill of Materials Item Description	<ol style="list-style-type: none"> 1. With reference to the "Bill of Materials" section on Page 21 of the RFP, kindly confirm whether the cost entries under each section (Design, Development, Testing, Deployment, etc.) are to be provided as lump sum amounts inclusive of all associated activities within that section. 	<ol style="list-style-type: none"> 1. Bill of material is mapped with waterfall model phases. Cost amount should be quantified based on estimations.

13	<p>Team Structure and Role Separation:</p> <p>A. Business Analyst (BA) Team</p> <p>B. Proposed Development Team Structure</p>	<p>1. Kindly clarify whether the specified number of resources is indicative only for understanding the effort estimation (or) if these resources are expected to be dedicated full-time personnel Off-shore till go-live of the project.</p>	<p>1. Resources will be allocated to ensure the right skillsets are aligned for timely project completion. Effort estimation will be based on the proposed timeline and standard phases of the waterfall model. While the development team may operate remotely, the project manager and business analyst are required to be onsite throughout the project for effective requirement gathering and coordination.</p>
14	<p>Ownership and Intellectual Property</p> <ul style="list-style-type: none"> • All source code, documentation, and deliverables developed under this engagement will be the exclusive proprietary property of the Bank. • The vendor shall not reuse, resell, or repurpose any part of the codebase or solution for other clients or internal use. 	<p>1. As the Bank is open to a customizable platform, it is understood that the source code can be handed over to the Bank at the time of project closure, ensuring compliance with ownership and continuity expectations outlined in the RFP. Kindly Confirm.</p>	<p>1. Yes, we confirm that as the Bank is open to a customizable platform, the source code will be handed over to the Bank at the time of project closure. Furthermore, the Bank will host the source code on its Azure DevOps Repository, and full ownership and control of the codebase will reside with the Bank, ensuring compliance with the ownership and continuity expectations outlined in the RFP.</p>

15	Technical Evaluation Criteria Company Credibility (CMMI Level)	<ol style="list-style-type: none"> 1. As per the Technical Evaluation Criteria, full marks are awarded for CMMI Level 5 certification. We respectfully request the Bank to consider including CMMI Level 3 certification for scoring Maximum marks under this criterion. 2. CMMI Level 3 also represents a high level of process maturity and quantitative process management, often equivalent in capability and rigor for software development and delivery. Considering the nature and scope of the proposed engagement and scale, recognizing CMMI Level 3 will encourage broader participation from experienced and process-driven bidders, without compromising on quality or compliance expectations. 3. We request the Bank to kindly consider this suggestion in the interest of fostering healthy competition and ensuring the best-fit partner is selected based on relevant capabilities. 	<ol style="list-style-type: none"> 1. We acknowledge that CMMI Level 3 certification reflects a commendable level of process maturity and discipline. However, the Bank has carefully considered the nature, scale, and criticality of the proposed engagement, and has determined that CMMI Level 5 certification is essential to ensure the highest standards of process optimization, quantitative management, and continuous improvement. 2. CMMI Level 5 represents the pinnacle of process maturity and is aligned with the Bank's strategic objectives for quality, risk mitigation, and long-term sustainability. Therefore, in the interest of maintaining consistency, transparency, and the desired quality benchmarks, the Bank will continue to award full marks only to bidders possessing a valid CMMI Level 5 certification.
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16	<p>Team Structure and Role Separation</p> <p>A. Business Analyst (BA) Team</p> <p>B. Proposed Development Team Structure</p>	<ol style="list-style-type: none"> 1. Proposed Development Team Structure, we understand that the mentioned resources (Project Manager, Solution Architect, Developers, QA, DevOps, etc.) are to be engaged primarily in an offshore delivery model, with remote collaboration mechanisms in place. 2. Kindly confirm that this understanding aligns with the Bank's expectations and that physical presence of the team at Bank premises will be limited to specific and major milestones (e.g., UAT support, Go-Live). 	<ol style="list-style-type: none"> 1. We understand that the proposed resources—including the Project Manager, Solution Architect, Developers, QA, DevOps, and others—will primarily operate in an offshore delivery model, supported by robust remote collaboration mechanisms. However, for effective project coordination, a Project Manager and/or Business Analyst will be required at the client location to ensure seamless communication and alignment with the Bank's stakeholders. 2. Yes, your understanding is correct. The physical presence of the project team at the Bank's premises will be required only during specific phases, such as stakeholder engagements, User Acceptance Testing (UAT), and Go-Live activities. For the rest of the project duration, remote collaboration through an offshore delivery model is acceptable.
17	<p>Eligibility Criteria of the Bidder</p> <p>The Bidder must have developed Performance Appraisal and Performance Review (PAPR) system to at least 3 BFSI/PSUs/Govt/Public organisations in India during last five years. Details of customers and copy of work order</p>	<ol style="list-style-type: none"> 1. With reference to the Eligibility Criteria of the Bidder and Technical Evaluation Criteria – it is noted that experience in building custom PAPR applications is required. We would like to highlight that we have successfully developed end-to-end HRMS solutions for banks, where Performance Appraisal and Review (PAPR) has been an integral module. 2. We hope such implementations, where the PAPR component was part of a broader HRMS solution, will be considered valid and relevant for evaluation under this criterion. 	<ol style="list-style-type: none"> 1. Scope of eligibility criteria has been broadened to HRMS portal. 2. HRMS system to at least 3 BFSI/PSUs/Govt/Public/Private organisations in India during last five years

18	Organization	1. Could you please confirm the number of employees who would fall under the scope of the PAPR process?	1. The initial user base is expected to be around 500, with scalability provisions to support up to 1,000 users
19	Application	1. We are partnered with a highly customizable platform that includes a pre-built PAPR process. This platform can be tailored to meet the bank's specific requirements and deployed either on the bank's own infrastructure or on a MEITY-approved cloud environment. May we propose this platform as a potential solution? It also addresses the bank's future needs as outlined in the RFP.	1. We appreciate the platform's flexibility and its alignment with MEITY guidelines. As outlined in the RFP, the Bank is seeking a solution that is standardized with industry best practices, yet highly customizable to meet our specific operational and regulatory requirements. Additionally, the platform must support agile-based feature enhancements to accommodate evolving business needs. We request further details on how the proposed solution addresses these aspects, including examples of past implementations and customization capabilities.
20	Licensing Model	1. If the bank agrees with the above proposal, the commercial model will include two components: a recurring license fee and a one-time implementation cost. We can then calculate a 3-year Total Cost of Ownership (TCO) based on this. Please confirm if we can proceed on this basis.	1. The proposed commercial model cannot include a recurring license fee, as licensing is not part of this engagement. If a custom product is required, a separate procurement process will be initiated. The current proposal, as outlined in the RFP, includes customization along with a 3-year Annual Maintenance Contract (AMC), which should be considered for calculating the Total Cost of Ownership (TCO).
21	Proposed Solution	1. Kindly provide the hardware specifications where the PAPR solution is expected to be deployed.	1. Hardware will be made available by the Bank based on proposed solution.
22	Integration	1. Will the PAPR solution be required to send any data back to the TICE system?	2. The PAPR system should be capable of integrating with other systems either through APIs or by aligning with their data models.

23	Experience	1. We request the bank to consider prior experience of implementing performance Appraisal systems across private sector organisations across financial services sector and other sectors as well in India as part of eligibility criteria and technical evaluation criteria. Request your kind consideration and confirmation please.	1. The bank has agreed to include prior experience in the private sector as part of the eligibility and technical evaluation criteria.
24	Eligibility Criteria	1. We wish to highlight to the Bank that our audit ends only in the month of September and hence we can neither submit the audited balance sheets for FY25 nor submit the provisional balance sheets for FY25. We request the Bank to please accept the financial statements for FY22, FY23, and FY24.”	1. Balance sheet available for last 3 year will be considered.
25	EMD	1. EMD-We wish to highlight that we have annual turnover of more than ₹ 500 Crore, in all of the past three completed. financial years. We are exempt from submitting the bid security as per the General Terms & Condition on GeM 4.0 (Version 1.23) dated 5th March 2025 (Clause 4.xiii.(m).v). shows we are exempt from submitting the EMD for this RFP. Request you to please confirm the same that we can submit our bid without submitting the EMD	1. We acknowledge your representation that your organization has maintained an annual turnover exceeding ₹500 Crore in each of the last three completed financial years. As per Clause 4.xiii.(m).v of the General Terms & Conditions of GeM 4.0 (Version 1.23) dated 5th March 2025, bidders meeting this financial criterion are exempt from submitting the bid security/EMD. Accordingly, we confirm that your organization is eligible to submit the bid without furnishing the EMD, subject to compliance with all other applicable terms and conditions of the RFP.

26	GeM Bid Document GeM Bid Document: Clause details BRD & GeM Documents	<ol style="list-style-type: none"> 1. What is the evaluation methodology and scoring rubric especially for technical and presentation rounds? 2. What is the meaning and process scope for the 25% contract variation clause? 3. Is source code escrow required? What are the expectations regarding knowledge transfer? 	<ol style="list-style-type: none"> 1. A phased evaluation methodology will be adopted, with the scoring rubric comprising technical evaluation criteria aligned with the RFP and presentation assessments based on predefined presentation parameters. 2. The project will follow a hybrid development approach, with approximately 80% executed using the Waterfall model and 20% using Agile methodology. Project planning should be aligned accordingly. 3. The source code will be maintained in the Bank's Azure DevOps repository, with full ownership retained by the Bank.
27	BRD Change Management	<ol style="list-style-type: none"> 1. What is the frequency of patches and system updates? 2. What ticketing system and tools are to be used for support? 	<ol style="list-style-type: none"> 1. Patches will follow life cycle of application and database. 2. Bank is using Manage Engine for ticketing and Azure Dev Ops for Project Management (Waterfall /Agile).
28	BRD Section 1 & 4.1	<ol style="list-style-type: none"> 1. What is the current PAPR process pain points and expected improvement metrics? Can you share current vs. desired state KPIs? 	<ol style="list-style-type: none"> 1. The on-premises PAPR application lacks the ability to standardize best practices, while the Software-as-a-Service (SaaS) version offers limited flexibility for customization to meet the bank's specific needs. Therefore, the bank is seeking a tailored solution that combines customization with the adoption of standardized best practices.
29	BRD Section 2 BRD Section 2 & 4.1	<ol style="list-style-type: none"> 1. Who are the identified points of contact for business and technical decisions? 2. What is the project governance model and meeting adence? 	<ol style="list-style-type: none"> 1. The designated points of contact for business and technical decisions will be provided after the contract is awarded. 2. The project will be managed in accordance with the Bank's policies, and meetings will be conducted based on the specific needs of the project.

30	BRD Section 3	<ol style="list-style-type: none"> 1. How many employees will use the system initially and what is the projected growth over the 3.5-year contract period? 2. What are the peak usage periods (appraisal cycles) and expected concurrent user load? 3. Can you provide detailed workflow diagrams for different employee categories (permanent, contractual, trainee, probation)? 4. How do you envision the mobile and remote access requirements for Phase 2? 5. What is the overall timeline and are there constraining fixed deadlines, e.g. appraisal cycle dates? 6. What is the process for requirement changes after go-live? 7. Are there any blackout windows where deployment or maintenance is forbidden? 8. What post go-live support framework is planned? Service levels and escalation matrix. 9. What are the lessons learned from existing systems (TICE, Darwinbox, Mindteck) to avoid known pitfalls? 10. What is the change management plan? How will user adoption be managed, including potential resistance? 11. What are the key success criteria and go/no-go decision points for transitioning from Phase 1 to Phase 2? 	<ol style="list-style-type: none"> 1. Initial user will be 500+. Expected growth will be up to 1000. 2. Concurrent user load will be 200+. Peak usage period will be April- July. 3. Workflow will be similar however cycles will be different. 4. PAPR system support mobile device like (Smart Phone \iPad). Application will be accessible in office from WIFI/LAN. For External access VPN will be used. 5. Once appraisal cycle will start it will have fixed duration. However, Admin should have the right to extend deadlines, and the system should be able to run parallel PAPR cycles for the users / employees. 6. Post go live project will be running on Hybrid Mode (Agile + Waterfall). 7. During working hours. Deployments and maintenance will be carried out during weekend. 8. Post Go-Live project will be supported with Annual Maintenance Contract (AMC). For major change Project Team will be involved for estimation. 9. Product should cover standard practise and same time it should be agile to accommodate purposed changes. 10. Change management plan will follow standard project management approach and it will be documented in Service Level Agreement (SLA). 11. Key success criteria will be user adaptation and integration with other system. Phase-I is pre phase, Phase-II is this RFP and Phase -III will mostly on data points.
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31	BRD Section 4	<ol style="list-style-type: none"> 1. What is the approval matrix and escalation process for KPI changes, PAPR reviews, and 360-degree feedback? 2. Are there any regulatory or audit requirements specific to banking/financial institutions that must be complied with? 3. What are the business continuity and disaster recovery expectations for the PAPR system? 4. How are transfer, promotion, and job rotation preferences handled in the system? 5. Can you provide details on the competency framework, mapping and evaluation tiers? 6. What are the quality gates and acceptance criteria for each project milestone? 7. What training approach is expected (trainer-led, online, documentation)? 	<ol style="list-style-type: none"> 1. Approval Matrix will be Desk Officer -> Level 1 -> Level 2 -> Normalization -> PAPR Release by HRM 2. Regulatory requirement as per RBI guidelines. Audit requirement will be as per Audit committee recommendation (Typically 2 VAPT Cycle in a year) 3. PAPR System should have UAT, DC and DR Setup. DC and DR should be in Active -Active mode. Twice in a year drill should be conducted. 4. Transfer, Promotion and Job rotation will be handled in internal TICE (Sharepoint) System. 5. The PAPR process has two sections viz. Key Performance Indicators and Competencies. The competencies are mapped to the cadre and designation of the officer. The weightage of KPIs and Competencies (KPI: Competencies) for arriving at the overall score is as under: Grade/Scale TE VI and TE VII: 60:40 Grade/Scale SM IV and SM V: 70:30 Grade/Scale JM I to MM III: 80:20 Please refer to the RFP for more details. 6. Project Quality Gates and Acceptance criteria will be as per standard waterfall model, and it will be mapped with payment milestone. 7. For Admin user online\offline training is recommended. User manual documentation will be required for all other users.
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EXPORT-IMPORT BANK OF INDIA

REQUEST FOR PROPOSAL FOR

Engagement of Software Development Services for PAPR System

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GENERAL TENDER DETAILS

SN	Topic
1	The method of selection is Quality and Cost Based Selection (QCBS)
2	<p>MODE OF TENDER: e-Tender System (GEM Portal)</p> <p>GEM Portal: https://www.gem.gov.in</p> <p>The intending bidders are required to submit their offers electronically through GEM portal. Physical tenders shall not be acceptable.</p>
3	<p>EMD of Rs. 5,00,000/- (Rupees Five Lakhs only). The payment transfer related information is as follows:</p> <p><u>Bank Account Details:</u></p> <p>BENEFICIARY NAME: EXPORT-IMPORT BANK OF INDIA ACCOUNT NUMBER: 447010200000268 IFSC CODE: UTIB0000447 BANK: AXIS BANK LTD, BRANCH ADDRESS: CUFFE PARADE, MUMBAI[MH]- 400005</p>
5	The successful bidder will have to submit Performance Bank Guarantee as per Annexure - VI amounting to 3% of Contract value within one month from purchase order issued & initially valid for a period of 3 years from the date of contract with claim period of another additional 6 months.

4	<p>A pre-bid meeting will be held on July 18th, 2025, 03:30 P.M. in Hybrid Mode</p> <p>Office Address:</p> <p>Export-Import Bank of India, Floor 21, Center One, World Trade Centre (WTC), Cuffe Parade, Mumbai – 400005</p> <p>Webex - Meeting link:</p> <p>https://eximbankindia.webex.com/meet/shushant.v</p> <p>The name, address, and telephone numbers of the nodal officer is:</p> <p>Mr. Kiran Patil Deputy General Manager– Digital Technology Group, Export-Import Bank of India, Centre One Building, Floor 21, World Trade Centre Complex, Cuffe Parade, Mumbai – 400005. kiran@eximbankindia.in</p> <p>Mr. Shushant Vikram Manager - Digital Technology Group, Export-Import Bank of India, Centre One Building, Floor 21, World Trade Centre Complex, Cuffe Parade, Mumbai – 400005. Shushant.v@eximbankindia.in</p> <p>All queries should be received on or before September 4, 2025, 05:00 P.M through email.</p>
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Request for Proposal for Engagement of Software Development Services for PAPR System

Introduction

The Export-Import Bank of 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.

Scope of Work

1. Executive Summary

EXIM Bank of India, a premier financial institution promoting international trade and economic development, seeks to enhance its Performance Appraisal and Potential Review (PAPR) process. This initiative is driven by the need to streamline workflows, improve operational efficiency, and align PAPR process with industry best standards.

The proposed PAPR will be a comprehensive solution that integrates key functionalities such as employee profile data, appraisal workflows, and dynamic dashboards. It will address limitations of the current systems (TICE, Darwinbox, and Mindteck) by providing a platform with enhanced usability, robust security, and seamless data integration. The system will also introduce new capabilities such as automated notifications, customizable reporting tools, and modules tailored for contractual employees.

This project emphasizes key KPIs:

1. Efficiency: Automating manual intervention in PAPR and data collation processes to reduce errors and administrative burden.
2. Scalability: Designing a PAPR system capable of supporting future organizational growth.
3. Compliance: Ensuring adherence to data privacy and security regulations.
4. User-Centric Design: Delivering an intuitive interface for HR, and employees.
5. Data-Driven Decisions: Empowering management with analytical tools for performance evaluation and strategic planning.

By consolidating insights from onsite meetings with HR, IT, and Security Groups, this BRD establishes a clear roadmap for the PAPR development. The document outlines requirements, workflows, and integration strategies, ensuring that the new system effectively addresses current challenges while supporting EXIM Bank's long-term vision of operational excellence.

The PAPR project represents a strategic investment in the bank's human capital, reinforcing its commitment to fostering a transparent, efficient, and performance-driven culture.

2. Intended Audience

The developed PAPR application for EXIM Bank is designed to serve a diverse audience, including employees, managers, HR, IT, and senior management. Employees can check the Profile which should include their personal and professional data, participate in appraisals, while managers and reviewers track team performance and provide feedback. HR oversees appraisals, reporting, and system configurations, while administrators manage rules, access, and data integrity. IT and Security Groups ensure smooth integration, system maintenance, and data security compliance. Senior management benefits from analytics and KPI dashboards for strategic decision-making. The system provides tailored, secure access to meet the unique needs of each user group.

3. Project Scope

This project for Performance Appraisal and Review Process (PAPR) at EXIM Bank will be implemented in a phased approach to ensure a smooth rollout and alignment with business needs.

Phase 1 will cover core functionalities such as employee profile management, and the PAPR process, with seamless TICE integration for profile

Phase 2 will focus on enhancements, including employee training management, real-time KPI tracking via TICE/Finacle integration, dynamic dashboards, and mobile access.

3.1 In Scope Functionality

1. Core HR Functions

- Employee Profile: Integration with TICE for fetching existing Profile data and display the same on UI (Date of Birth, Date of Joining, Date of Appointment, Date of Confirmation, Grade / Scale, Educational Qualification, Groups worked in the Bank, Current Basic Pay, Designation, promotion history and other relevant data present in the current PAPR system)

2. Performance Appraisal and Review Process (PAPR)

- Automate KPI setting, review workflows, and appraisal cycles.
- Configurable rating and competency mapping systems.
- Multi-manager input and acknowledgment notifications.

3. Reports and Dashboards

- Generate customizable and dynamic reports for HR and management.
- Interactive dashboards to monitor KPIs, KPIKPI achievements, and appraisal statistics.

4. Login, Security and Access Control

- Single sign On Login
- Two-factor authentication for secure access.

- Highly configurable access matrix to manage role-based permissions.
5. Integration and Data Management
 - Integration with TICE for data related to Profile, leave and training records.
 - Data migration from legacy systems, including archival and live data management.
 6. Employee based Customization

The system will have different workflows & processes for contractual and permanent employees
 7. Notifications and Alerts

Automated reminders for incomplete tasks and appraisal deadlines.

3.2. Out-of-Scope Functionality

1. Integration with Darwinbox and Mindteck: The new PAPR will not integrate with these systems; only TICE integration is planned
2. Offboarding Management: Processes related to employee exit and clearance will not be part of the system.
3. Employee Profile Update: The Employee profile data will not be updated on the PAPR system.
4. Payroll Management: Salary processing and slip generation remain outside the scope; only profile-based salary details may be included if requested by HR.
5. Recruitment Management: Modules for hiring, onboarding, or applicant tracking will not be included.

Although the above points are considered currently out of scope, but the system should have provision to accommodate API integration.

3.3. Change Management

The Future Version of this PAPR system will have the following functionalities:

1. Employee Training System Enhancements: Integration for training records and workflows for mapping & verification of completion
2. Integration with Finacle/TICE and other relevant systems: The system will integrate with TICE and Finacle system for real time KPI monitoring.
3. Real Time Dynamic Dashboard: The KPI dashboards would automatically update based on the data update in supporting legacy systems
4. Mobile Application Development: While remote access requirements may be discussed, no dedicated mobile app is planned for this phase.

4. Requirements

4.1 Business Requirements

The PAPR system for EXIM Bank is aimed at addressing key challenges in employee management and appraisal processes while aligning with organizational KPIs. The primary business requirements include:

1. Centralized Employee Data Management: Employee Profile Data should be maintained on TICE, Only PAPR data will be fetched and maintained on this system

2. Streamlined PAPR Workflow: Automate performance appraisal processes, ensuring consistency and efficiency.
3. Integration with TICE: Enable seamless data exchange for professional and personal records including leave, training, promotion and job rotation records etc.
4. Dynamic Reporting: Provide customizable reports and dashboards for data-driven decision-making.
5. Enhanced Security: Implement robust access control mechanisms and ensure compliance with security standards.
6. Differentiated Workflows: Support distinct workflows for permanent, contractual, trainees and on-probation employees while using a unified system.
7. Data Migration and Management: Migrate historical PAPR data, maintain archival repositories, and ensure live access to recent records.

4.2 Functional Requirements

Login

Username:

The User will login into the system with the Credentials, these will be:

1. Either generated by system itself OR
2. HR can describe Employee ID as "Login ID"
3. The system will be integrated with Microsoft and the MS account credentials could be used for Logging

Password

For Scenario no. 1 & 2 a temporary password will be generated for first login. This would be changed by the employee later.

Single Sign On:

This would enable the user to effectively use the PAPR system

2 factor authentication

An initial login is set up for the employee to access their profile, usually requiring email or mobile verification.

Role-based Access:

The new system defines what different users (HR, employees, managers) can view or edit in the PAPR

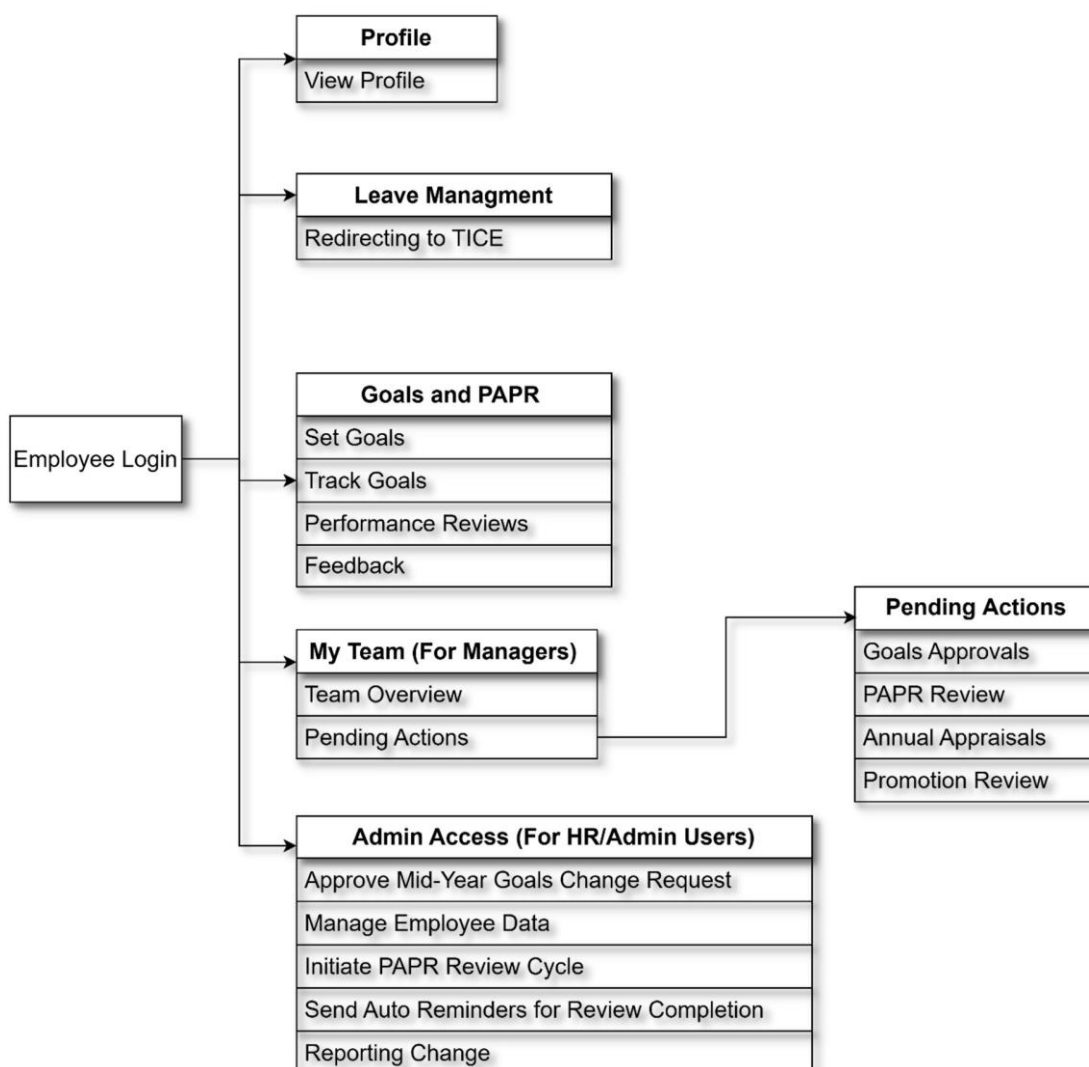
- Super Admin
- HR
- Employee

PAPR Home Page

The PAPR Home Page acts as the central access point for users to manage and track essential HR tasks, improving productivity, transparency, and efficiency across employees, managers, and HR admins. Key Features of HRMS Home Page:

1. Profile: View Profile Data (Personal and Professional records)

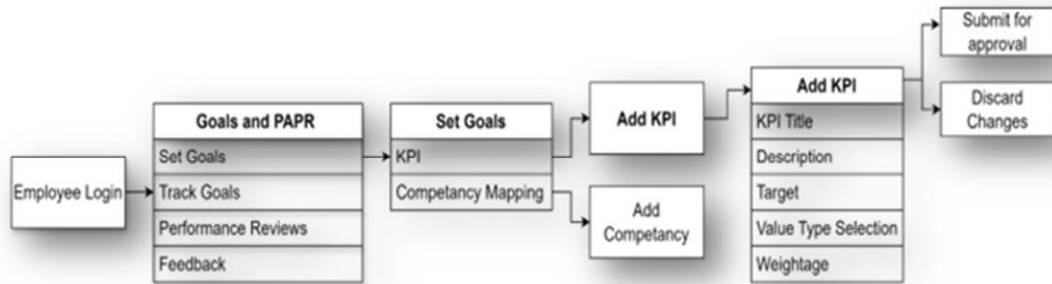
3. KPI (Key Performance Indicators) Setting and PAPR: Set KPI, track progress, record achievement at the end of the financial year and view completed performance reviews.
4. My Team (For Managers (L1) and Reviewers (L2)): View direct reports of the team, approve KPIs, Track achievement of direct reports, complete assessment of direct reports.
5. Admin Access (For HR Users): Approve KPI changes, initiate PAPR reviews, send reminders, Change Reporting Managers for Individual officers.



1. Profile
2. View Profile: Allows employees to view their personal details such as name, date of birth, educational qualification and certification, professional details such as date of joining, date of appointment, date of confirmation, current designation, current grade / scale, current department, current reporting officers (L1 and L2) job rotation history, promotion history.
Leave Data
 - ☐ System will fetch the leave records for the financial year and populate to the PAPR system.
3. Training Data
 - ☐ System will fetch training records for the financial year and display on the Profile Page

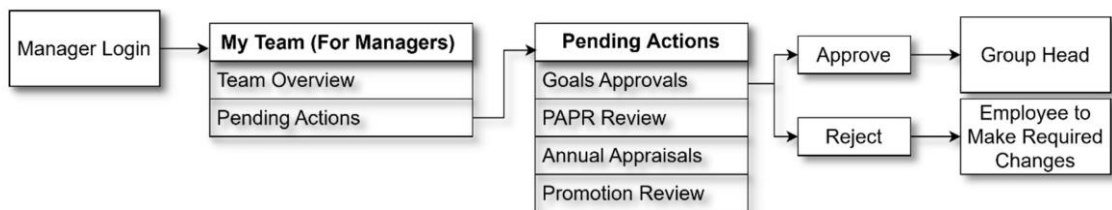
4. KPIs and PAPR (Performance Appraisal & Review)

- **Set KPI:** Officers can feed and track KPIs. The KPIs set by officers will be approved by HR/reporting officers.
- **Track KPIs:** Monitor progress and achievements related to the set KPI
- **Performance Reviews:** Officers can submit their achievement against KPI's assigned for the financial year. Also, Officers can view their performance appraisals and feedback provided by managers (L1) and reviewers (L2).
- **360-degree Feedback:** For 360-degree feedback, junior(s) peer(s) and Senior(s) may be invited.

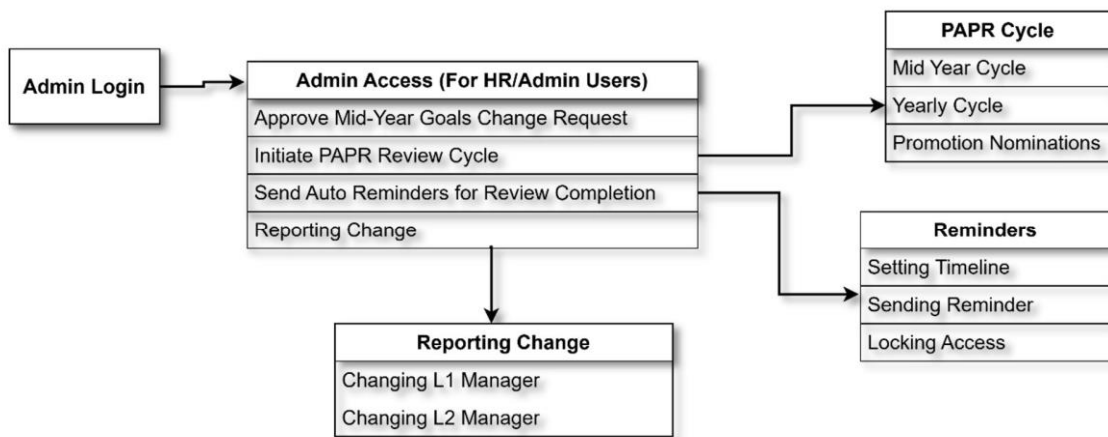


5. My Team (For Managers & Reviewers)

- **Team Overview:** Displays direct reports (team members), reporting manager (L1) and reviewer (L2), and any actions pending for direct reports, reporting manager.
- **Pending Actions:**
 - o **KPI Approvals:** Review and approve the KPIs set by direct reports
 - o **PAPR Review:** Review the performance (PAPR) for direct reports.



6. Admin Access (For HR/Admin Users)



1. Approve Mid-Year KPIs Change Request:

HR can review and approve requests from officers to change their KPIs mid-year based on changing priorities or performance reviews.

2. Initiate PAPR Cycle:

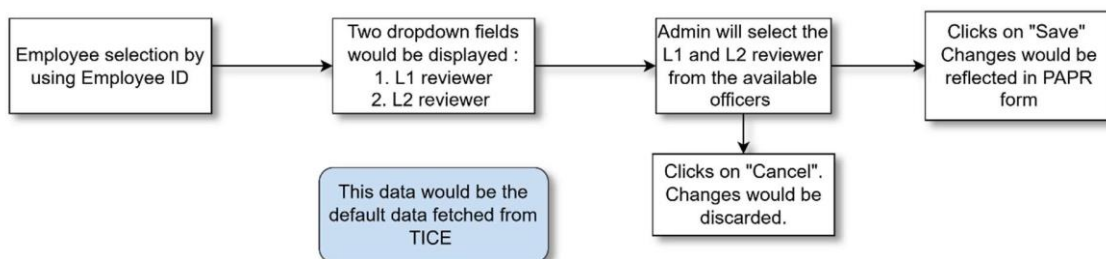
- HR can start the performance appraisal review process, including setting timelines and notifying employees and managers.
- The PAPR reviews would be initiated irrespective of the pending PAPRs for any officer i.e. even for any officer some PAPR are pending HR can initiate new PAPR.
- Employee selection will be required for initiating the PAPR. As the timelines would differ based on the type of employee, grade and cadre of officer. Different user assignments may be created.

3. Send Auto Reminders for Review Completion:

- HR can automate reminder notifications to managers and officers to complete performance reviews and appraisals within the designated time frame.
- System to be integrated with outlook for auto emails

4. Reporting Change

- The Reporting manager data would be fetched from TICE, by default every officer will have this structure for L1 and L2 reviewer.
- In case if some changes are to be done to this structure, then the same could be done here by using the following workflow



5. Lock Access –

HR have the authority to lock employee's access in case anyone misses the deadline to upload KPI on PAPR application.

Employee Profile Management

This section is created to manage employee information and keep records up to date.

- Profile Creation:
- Once the employee's profile is created on TICE with all the details, the same information will be displayed here.
- Some of the information include personal details, job information, Recommendation for Promotion / Increment / Confirmation / Appointment
- There would be no provision for updating this data, all the information available on TICE will be displayed here.

KPIs and PAPR

1. KPI Creation

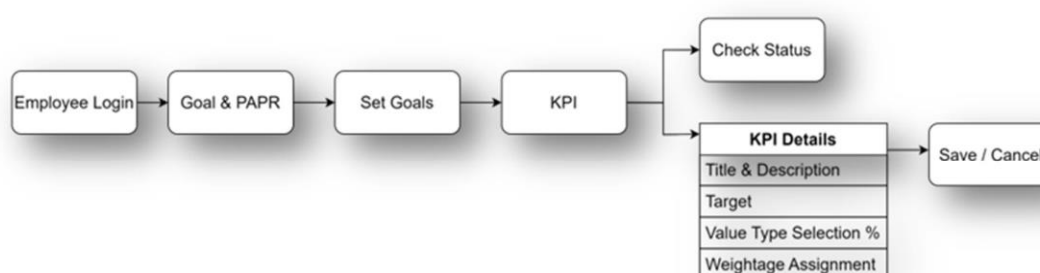
The KPIs would be broadly classified into 2 types:

- i. KPI
- ii. Competency

KPI

KPIs are measurable targets for a particular financial year.

1. KPI Title and Description: Employees can feed a clear title and detailed description for each KPI.
2. Target: Employees can feed the target value for KPI. It specifies the measurable value to be achieved by Individual employee.
3. Value Type Selection (Numeric/%) - Employees can choose the value format between Number and %(percentage) to specify the unit of measurement. Reports will be generated on Dashboard with the same unit of measurements.
4. Weightage Assignment: Set relative importance for each KPI to ensure alignment with performance metrics.
5. Save/Cancel Button: Employee can Save the updated details to system or discard the changes by clicking on cancel button.



Competency

The competencies are behavioural attributes. Competencies would be added by HR according to the Job role and the employee will then add the progress in the form comments

The competencies would be linked to each level for the ease of evaluation. The details available for the employee:

1. Competency Details: The competency title and its tier would be pre-defined & added by HR based on the Grade/Cadres of the officers (e.g., problem-solving, communication, leadership) that are required for the role.

2. Track KPIs (Continuous performance Mapping)

The ability to track KPIs in real-time enables employees to monitor progress

Continuous performance Mapping (CPM) is a periodic process wherein an employee will be asked for KPI achievements at continuous time intervals. For example, the progress could be updated on quarterly basis. This could include:

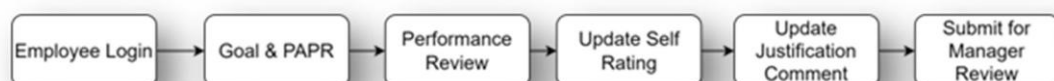
- a) Progress Monitoring: Track progress through visual indicators like percentage completion or milestones.
- b) Status Updates: The PAPR system will fetch the data from defined systems to update the status in percentage / numbers. In case of qualitative natured KPIs, the system may allow the employee to update the status.
- c) Milestone Tracking: Set and track key milestones to break larger KPIs into manageable tasks.
- d) Manager Access: Managers and reviewers can monitor employee (the direct reports) KPI progress and offer guidance or feedback.



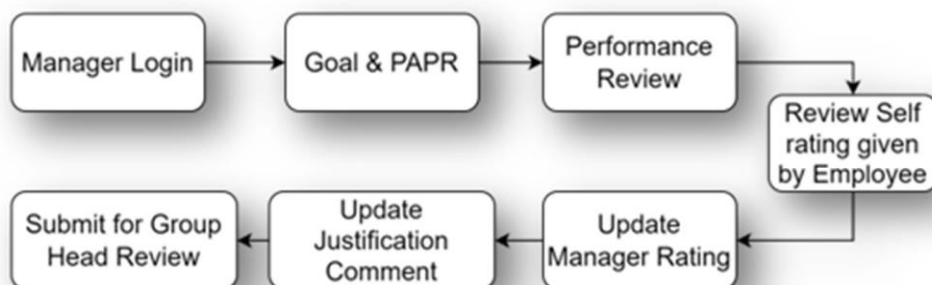
3. Performance Review

The Performance Review feature allows employees and managers to assess the completion of set KPIs during the PAPR cycle at the end of the Financial Year.

- A) KPI and Competency Evaluation: Employees can describe the achievements here.



- B) **Manager Rating:** Managers assess whether the KPIs were achieved and provide a ratings and comments against each KPI and Competency. A scoring or rating system on the scale of 5 to assess how well employees performed relative to their KPIs. Comment boxes to be available for each KPI. Mandatory comments on extreme ratings i.e., 1 or 5, to be there.
- C) **Manager Feedback:** At the end of the appraisal a confirmation on in-person feedback by the Manager has to be recorded along with the date. and acknowledgement by the concerned employee has to be ensured.



D) **Reviewer Rating**

Reviewer will either agree or modify any rating given by the Appraiser. Comment boxes to be available for each KPI. Mandatory comments on extreme ratings i.e., 1 or 5, to be there.

E) **Strengths and Weaknesses**

There would be a provision for entering the strengths and Weaknesses of an officer. This would be entered by the employee which would be further evaluated by the manager and the reviewer. The details may also be fetched from the competency mapping exercise conducted on bi-annual basis.

F) **Training Preferences**

Sections for entering training preference by the employee which would be further evaluated by the manager and the reviewer. The appraisal process should include a column for adding training preferences by the appraisees and a column for recommendation / remarks by L1 and L2. The trainings can be divided into sub-parts i.e., Functional Training and Soft-skills training. The details may also be fetched from the competency mapping exercise conducted on bi-annual basis.

The Training module will be integrated with TICE (in Phase 2)

G) **Transfer / Job Rotation**

Sections for entering transfer / job rotation preference by the employee which would be further evaluated by the manager and the reviewer. The details may also be fetched from the competency mapping exercise conducted on bi-annual basis.

H) **Other Relevant Information**

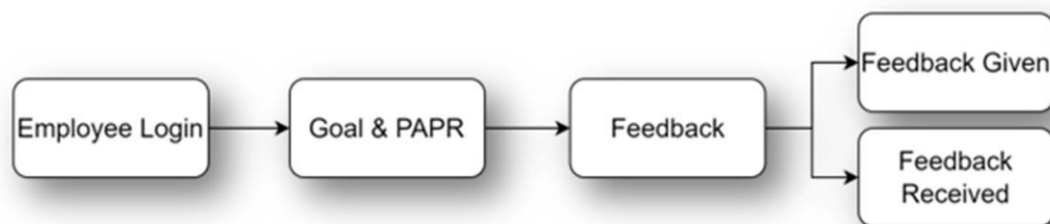
A remark section available to Manager (L1) and Reviewer (L2) to provide any other relevant information.

4. **360-degree Feedback**

Collect feedback from peers, seniors, and junior to assess performance from multiple perspectives.

- a) **Feedback Collection:** HRM can request feedback for specific KPIs or their overall performance from different stakeholders maintaining confidentiality and anonymity.

- b) Feedback Evaluation: Employees and managers can review the feedback received to identify key strengths and development areas.
- c) Anonymous Feedback Option: Provides an option for anonymous feedback to encourage honesty.



5. Final Evaluation

- a) KPI Weighting: percentage value is assigned to each KPI to reflect its importance in the overall performance evaluation.
- b) Custom Weightage: Employees can set the weightage distribution based on the significance of each KPI.
- c) Integrated Evaluation: The system uses weightage to calculate performance scores during the appraisal cycle.
- d) Competency Weighting: All competencies will carry equal weightage, customizable as per the requirement.
- e) KPI-Competencies mapping: This mapping will vary according to the Job level. The typical weightage is as follows:

Job Level	Grade	Scale	Professional Cadre	Administrative Cadre	Weightage (KPI: Competencies) for PAPR based on the Grade / Scale
JM I	Junior Management	Scale I	Deputy Manager	Administrative Officer	80:20
MM II	Middle Management	Scale II	Manager	Senior Administrative Officer	80:20
MM III	Middle Management	Scale III	Chief Manager	Administrative Manager	80:20
SM IV	Senior Management	Scale IV	Assistant General Manager	Senior Administrative Manager	70:30
SM V	Senior Management	Scale V	Deputy General Manager	Chief Administrative Manager	70:30

TE VI	Top Executives	Scale VI	General Manager	N/A	60:40
TE VII	Top Executives	Scale VII	Chief General Manager	N/A	60:40

System will convert all the ratings given out of 5 to the scale of 100.

The applicable formula:

For example, KPI Score for Job Level TE VI/ TE VII

$[KPI(1) * (Weightage\%) + KPI(2) * Weightage\% + KPI(3) * Weightage\% + KPI(4) * Weightage\% + KPI(5) * Weightage\% * 60\% * 20] + (competencies * 20 * 40\%)$

Recommendation for Promotion / Increment / Confirmation / Appointment:

Drop-down for recommendation for Promotion / Increment / Confirmation / Appointment for Manager and Reviewer.

Data Extraction:

There should be a provision for extraction of data PAPR data filled in at every stage. This would be pdf report. This pdf should include following details:

- Basic profile details- Name, Designation, Department, DOB, DOJ, Date of confirmation, Educational Qualifications
- Reporting Officers' details: L1 Manager, L2 reviewer
- Leave Data: PL/CL/SL availed in last year
- Transfer History
- Promotion History
- PAPR assessment by all the stakeholders

Reports BuilderThe PAPR will include a Customized Report Builder feature to empower users with the ability to create, configure, and generate dynamic reports tailored to their specific needs. This functionality aims to provide flexibility in accessing and analysing HR and performance data, supporting informed decision-making across various organizational levels.

1. Key Features

a. User-Friendly Interface

- i. Drag-and-drop functionality for selecting data fields.
- ii. Predefined templates for commonly used reports.

b. Dynamic Data Selection

- i. Real-time data filtering based on parameters like employee type, department, appraisal cycle, and performance scores.
- ii. Date range selection for historical and live data.

c. Customizable Layouts

- i. Support for customizing columns, sorting, and grouping data.
- ii. Visualization options, including tables, charts, and graphs.

2. Export and Sharing o Reports can be exported in multiple formats (Excel, PDF, CSV). o Role-based sharing options for collaboration across teams.

3. Predefined KPIs and Metrics

- o Include predefined metrics such as KPI achievement percentages, appraisal ratings, leave usage trends, and training participation rates.

- o Allow HR/Admin users to define new KPIs as needed.
- 4. Access Control
 - o Role-based permissions to ensure that sensitive data is only accessible to authorized users.
 - o Restrict access to specific data fields or report types based on user roles.
- 5. Scheduled Reports
 - o Enable users to schedule automated reports for periodic delivery via email or system notifications.

The Customized Report Builder enhances decision-making by providing actionable insights through dynamic and user-friendly reports. It reduces dependency on IT teams by empowering users to create and manage reports independently, tailored to their specific needs. Additionally, it saves time with reusable templates and automated scheduling, ensuring reports are generated and delivered efficiently without manual intervention.

Technical Requirements

- Integration with the PAPR database for real-time data retrieval.
- Robust data security to ensure compliance with privacy standards.
- Scalable architecture to handle complex queries and large datasets.

Promotion Report:

Promotion reports for annual promotion process to be generated for every employee with basic employee details such as Name, Designation, Department, DOB, DOJ, Date of confirmation, Educational Qualifications, Promotion History, Transfer history and the PAPR scores achieved in the last five years, average of last 5 years scores is calculated and marked out of 60.

Dashboard

The HRMS will feature interactive, role-specific dashboards to provide users with real-time insights into critical HR metrics and processes. These dashboards will serve as a centralized hub for monitoring performance, tracking progress, and identifying areas requiring attention.

Key Features

1. Role-Based Access
 - o Tailored dashboards for HR, managers, and employees, displaying data relevant to their responsibilities.
 - o Role-based permissions ensure data confidentiality and security.
2. Visualizations
 - o Display data using graphs, charts, and heatmaps for easy interpretation.
 - o Include widgets for quick access to KPIs, KPI statuses, and task progress.
3. Performance Metrics
 - o Track key performance indicators (KPIs) such as KPI achievements, appraisal ratings, and team performance trends.
 - o View individual, team, and organizational-level analytics.
4. Customizable Layouts
 - o Allow users to configure dashboard widgets, arrange layouts, and choose preferred visualizations.
 - o Save customized dashboard views for repeated use.
5. Actions and Notifications
 - o Highlight pending tasks, deadlines, and performance discrepancies through prominent alerts.

- o Notify users of critical updates or anomalies in the data.
- o Display the current status of PAPR.
- 6. Drill-Down Functionality
 - o Enable users to click on data points to view detailed reports or access underlying records. For instance, the Group head should be able to view the contribution done by the lowest level of officer for a particular measurable & applicable KPI.
 - o Provide insights at multiple levels, from organizational to individual employee performance.
- 7. Real-Time Updates
 - o Dashboards update in real-time to reflect the latest data, ensuring accurate decision-making.
 - o Data from integrated systems like TICE is synchronized dynamically.
- 8. Scheduled Reports
 - o Display key reports directly on dashboards, with options to schedule updates for regular review.

Non-Functional Requirements

NFR are to be discussed. Some of the examples are mentioned here

ID	Requirement
Performance	TBD
Scalability	TBD
Availability	TBD
Security	TBD
Usability	TBD
NFR	TBD

Glossary

Term	Explanation
FR	Functional Requirements
PAPR	Performance Appraisal and Potential Review
BRD	Business Requirement Document
NFR	Non-Functional Requirement
KPI	Key Performance Indicators
HRMS	Human Resource Management System

Technical specification for Software Development

1. Project Overview

The Bank seeks a qualified vendor to develop a secure and scalable software solution using a .NET-based backend framework and modern frontend technologies. The solution will be hosted on the Bank's on-premises Azure DevOps infrastructure and must comply with the Bank's architectural, operational, and security standards.

2. Ownership and Intellectual Property

- All source code, documentation, and deliverables developed under this engagement will be the exclusive proprietary property of the Bank.
- The vendor shall not reuse, resell, or repurpose any part of the codebase or solution for other clients or internal use.

3. Architecture Requirements

- The solution must be developed using a 2-tier or 3-tier architecture, based on scalability and performance needs.
- The preferred technology stack includes:
 - Frontend: React.js or Angular (based on suitability and approval by the Bank)
 - Backend: .NET Core / .NET 6+
 - Database: SQL Server or other RDBMS as approved by the Bank
 - Middleware/Services: RESTful APIs, Microservices (if applicable)

4. Environment Setup and Deployment Scope

The vendor is responsible for setting up and configuring the following environments:

- UAT (User Acceptance Testing)
- DC (Data Center / Production)
- DR (Disaster Recovery)

Each environment must be configured with appropriate access controls, monitoring, and rollback mechanisms.

5. Source Code Management and CI/CD

- All code must be hosted on the Bank's on-premises Azure DevOps instance.
- The vendor must configure and maintain CI/CD pipelines for automated build, test, and deployment processes.
- Branching strategy, code reviews, and version control policies must align with the Bank's DevOps standards.

6. Team Structure and Role Separation

The Business Analyst (BA) and Development Team must be from separate organization/practise to ensure unbiased requirement gathering and implementation.

A. Business Analyst (BA) Team

Role	Count	Responsibility
Business Analyst (BA)	1	Requirement gathering, documentation, UAT coordination

B. Proposed Development Team Structure

Role	Count	Responsibility
Project Manager	1	Overall delivery, stakeholder communication, risk management
Solution Architect	1	System design, architecture decisions, tech stack alignment
Front End Developers	2	UI development using React/Angular
Backend Developers	2	API and business logic development using .NET Core
DevOps Engineer	1	Azure DevOps pipeline setup, CI/CD, environment management
QA/Test Engineer	1	Unit, integration, and UAT testing
Security /Compliance Analyst	1	Ensure adherence to bank's security and compliance policies
Support Engineer	1	Post-deployment support, DR/hibernation readiness
Total	10	

7. Security and Compliance

- The solution must comply with the Bank's internal security policies and applicable regulatory standards.
- Secure coding practices, data encryption, and role-based access control must be implemented.

8. Deliverables

- Technical Design Document
- Functional Specification Document
- Source Code and Build Scripts
- Test Cases and Test Results
- Deployment Guide
- User Manuals and Training Materials
- System Appreciation document

9. Payment Milestone

A. Project

Milestone	Percentage	Signed off Document Submission
Design and Wireframe delivery	10%	Functional Specification Document, Wireframe and Technical Design Document
Development Completion	25%	Source Code and Build Scripts
Testing Completion	20%	Test Cases and Test Results
UAT Sign-off	20%	User Manuals and Training Materials
Final Deployment	10%	Project Sign off document
Project Closure & Handover	15 %	System Appreciation document

B. Annual Maintenance Contract (AMC)

Milestone	Time
Project Hibernation post deployment	3 Month
AMC Payment - Year 1, Half 1	6 Month
AMC Payment - Year 1, Half 2	6 Month
AMC Payment - Year 2, Half 1	6 Month
AMC Payment - Year 2, Half 2	6 Month
AMC Payment - Year 3, Half 1	6 Month
AMC Payment - Year 3, Half 1	6 Month

Note: AMC and Resource cost will be finalized based on mutual agreement with bidder and Bank post completion of project engagement.

Bill of Materials

Section	Item Description	Cost (INR) including GST
Design	UI/UX Design	
	System Architecture	
Development	Frontend Development	
	Backend Development	
	API Integration	
Testing	Unit Testing	
	Integration Testing	
	UAT (User Acceptance Testing)	
Deployment	Hosting Setup	
	Production Deployment	
Total Development Cost (A)		
AMC for 3 Years (Annexure VII)	3 Year AMC cost post project go live	
Resource Cost (Annexure VII)	*Full stack customization resource cost for 3 Month.	
Total Maintaince and Enhancement (B)		
Total (A+ B) [Same amount to be quoted in GEM Portal]		

Notes: -

- a) Hardware will be provided by the Bank.
- b) The rates quoted in commercial bid should be inclusive of all taxes.
- c) No Advance payment will be made on any services.
- d) * Resource Cost will be paid based on Resource/Day.

Eligibility Criteria of the Bidder

Sr. No	ELIGIBILITY CRITERIA	SUPPORTING DOCUMENTS TO BE SUBMITTED
1	The Bidder must be an Indian Company/ LLP /Partnership firm registered under applicable Act in India	Certificate of Incorporation issued by Registrar of Companies and full address of the registered /corporate/service centre office
2.	The Bidder must have developed Performance Appraisal and Performance Review (PAPR) system to at least 3 BFSI/PSUs/Govt/Public organisations in India during last five years. Details of customers and copy of work order	Details of customers and copy of work order to be provided along with customer satisfactory certificates.
3.	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.
4.	The bidder should not be involved in any litigation which threatens solvency of company	Certificate is to be provided by the Chartered Accountant/Statutory Auditor.
5.	Integrity Pact Agreement (IPA) and Non-Disclosure Agreement (NDA) to be executed.	Download the IPA (attached in the ETender), NDA 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
6.	The Bidder shall execute E-Tendering Process Compliance Statement and Undertaking letter as per Annexures	Upload seal and signed copy of Annexures
7	Bidders should submit a certificate or a written confirmation stating that the application is free of known vulnerabilities, malware, and any covert channels in the code. Such a certificate or a written confirmation shall also be obtained whenever material changes to the code, including upgrades, occur in the proposed solution	Certificate is to be provided by the Information Security Auditor
8.	The Bidder should have minimum average turnover of Rs.5 Cr. (Rupees Five Crore only) of the last 3 financial years. Bidder must provide the details of turnover for last 3 years (FY-2022-23, 2023-24, 2024-25).	Provide CA Certificate as per Annexure-I of this tender and Audited Financial statements (Balance sheet and Profit & Loss statement) for the last three (3) Financial years i.e., FY2022-23, FY2023-24 & FY2024-25. The CA certificate provided in this regard should be without any riders or qualification.
9	Compliance Certificate	Submit Compliance Certificate as per Annexure - V

Only those Bidders who fulfil the Eligibility criteria mentioned in this tender document are eligible to respond to this procurement. Offers received from the Bidders who do not fulfil any one or more of the eligibility criteria mentioned in this tender are liable to be rejected. This invitation of Bid is open to all. Please note that any deviations mentioned in the bid will not be considered and evaluated by the Bank. The Bank reserves the right to reject the bid, if bid is not submitted in proper format as per tender document. Bidder must abide by any changes incorporated to this tender though any corrigendum, addendum, notice, etc.

Technical Evaluation Criteria

Evaluation Criteria	Weight (%)	Scoring Guide	Max Score
Presentation 1. Understanding of Requirements 2. Technical Approach & Methodology 3. Team Composition & Expertise 4. Project Plan & Timelines 5. Quality Assurance & Testing 6. Security & Compliance 7. Support & Maintenance 8. Innovation / Value Addition 9. Proposed Solution and technology architecture (Presentation Time 45 Minutes)	30	1. Clarity, completeness, and alignment with RFP objectives. 2. Soundness of architecture, development methodology, innovation, scalability 3. Relevant experience, qualifications, certifications of proposed team 4. Realism and detail of project schedule, milestones, and deliverables 5. QA strategy, testing tools, defect management 6. Adherence to security standards, data protection, regulatory compliance 7. Post-deployment support, SLAs, maintenance strategy 8. Unique features, added value beyond requirements 9. Solution Architecture Plan 10. Technology Architecture and Stack Plan	30
Relevant Past Experience	30	Bidder must have demonstrated experience in building custom PAPR applications with data integration in Central Government/State Government/PSU/AIFI/Scheduled Commercial Banks (public and private Banks only)/NBFC-UL. (Project Sign off document along with client reference, as per the format provided in tender document in last 3 year and each project with sperate client will have 10 Marks)	30
Proposed Architecture Document	10	Submit high level architecture documents	10
Project Management and Change Management Plan	10	1. Project Management – (5 Marks) 2. Change Management (5 Marks) Submit high level Project and Change management Plan.	10
Company Credibility (CMMI Level)	20	CMMI Level 5 (20 Marks), CMMI Level 3 (15 Marks) CMMI Level 2 (10 Marks) No CMMI (0 Marks) Valid Certifcate to be Submit	20

Evaluation Methodology and other tender specific conditions

1. Technical evaluation will be conducted only for Bidders who are qualified during eligibility evaluation stage.
2. Bidders who score marks greater than or equal to 70 in technical evaluation stage will qualify for participation in the Commercial Bid Opening.
3. The Weightage Criteria for Techno Commercial Evaluation is 70:30 (Technical: 70 Commercial: 30).
4. The Bank reserves the right to negotiate the price with the finally successful bidder before awarding the contract.
5. The Bank's decision in respect to evaluation methodology will be final and binding and no claims whatsoever in this respect will be entertained.
6. The Bank also reserves the right to re-issue / re-commence / cancel the Bid/Bid process. Any decision in this regard by the Bank shall be final, conclusive and binding on the Bidders.
7. Bids received from a consortium of bidders will be summarily rejected. Bidding in consortium is not allowed for this procurement.
8. Tenders submitted by bidders shall remain valid for acceptance for a period up to 90 days from the date of opening of Bid/tender. The bidders shall not be entitled during the period of validity, without the consent in writing of EXIM Bank to revoke or cancel his tender or to vary the tender given or any terms thereof.
9. The acceptance of a tender will rest with the EXIM Bank and does not bind themselves to accept lowest tender and reserve to themselves the authority to reject any or all the tenders received. They also reserve the right of accepting the whole or any part of the tender and the Tenderers shall be bound to perform the same at the rates quoted. All tenders in which any of the prescribed conditions are not fulfilled or are incomplete in any respect or there is any correction not duly signed and dated by the bidder are liable to be rejected. For this purpose, Bidders shall quote rates for various items which will be self-sufficient to meet their whole costs for executing any / every item. No demand for variations in rates for items executed shall be entertained on the plea of the EXIM

Bank deciding to delete, alter or reduce the quantities specified in respect of the any item.

10. EXIM Bank is not concerned with any rise or fall in the prices of materials, Parts and Labour during 90 days' price validity.
11. The AMC payment will be made in yearly advance basis within 15 working days from original hardcopy invoice submission date. Any delay in technical service as per the tender scope of work will attract penalty of 1% of the AMC cost on per day basis.
12. Signing of the contract
13. The successful bidder may be required to execute a non-disclosure agreement (NDA) and Service Level Agreement (SLA) with Exim Bank within 60 days from the date of receipt of the notice of acceptance of Purchase Order (PO).
14. Until the Agreement is formally signed, the Work Order / Letter of Acceptance of Tender issued to the successful vendor shall be operative and binding on the EXIM Bank of India and the Service Provider.
15. On acceptance of the PO, the name of the accredited representative who would be responsible for taking instructions from EXIM Bank shall be mentioned by the Bidder.
16. If decided, EXIM Bank reserves the right to appoint PMC (Project Management Consultant) or any other agency to get the quality of works checked, measurements recorded, including certification of bills etc.
17. EXIM Bank has the right to delete items, reduce or increase the scope of work with mutually agreed terms and condition.
18. 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.
19. Proposed solution and Bidder must adhere to RBI's Master Direction on Information Technology Governance, Risk, Controls and Assurance Practices (RBI/2023-24/107 DoS.CO.CSITTEG/SEC.7/31.01.015/2023-24 dated November 7, 2023) and Master Direction on Outsourcing of Information Technology Services (RBI/2023-24/102 DoS.CO.CSITTEG/SEC.1/31.01.015/2023-24 dated April 10, 2023).
20. FORCE MAJEURE: - Notwithstanding anything contained in this tender document, the Successful bidder vendor shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations

under the Contract (to be executed with successful bidder) is the result of an event of force majeure. For purposes of this clause, “force majeure” means an event beyond the control of the Successful bidder and not involving the vendor’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, war or revolution and epidemics. If a force majeure event arises, the Vendor shall notify within 30 days the Bank in writing, the vendor shall continue to perform its obligation under the said Contract to the extent possible, mitigate the consequences of the force majeure event and make all necessary alternative arrangements to perform their obligations and accordingly shall seek all alternative means of performance not prevented by the force majeure event. Provided further that in case of delay of Services, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the said Contract and the Bank shall have the right to terminate the said Contract without giving any further notice to the Vendor. The Bank reserves the right to assign the work to other Vendor without any consequences and claims.

21. Earnest Money Deposit (EMD): - Bidder has to submit the Earnest Money Deposit (EMD) of Rs.5 lakhs (Rupees Five lakhs Only) (Registered MSE is exempted from payment of Earnest Money Deposit if bidder can furnish requisite proof, subject to the satisfaction of Bank). In case of unsuccessful bidder, EMD will be returned within 30 days of disqualification (Technically/ Commercially) or within 30 days of completion of tender process, as the case will be, and no interest will be payable on EMD amount. The EMD will be returned to the successful bidder upon submission of Performance Bank Guarantee and no interest will be payable on EMD amount.

22. PERFORMANCE BANK GUARANTEE:

The successful bidder has to submit the Performance Bank Guarantee (PBG), detailed as under:

- a. The successful bidder will have to submit Performance Bank Guarantee as per Annexure - VI amounting to 3% of Contract value within one month from purchase order issued & initially valid for a period of 3 years from the date of contract with claim period of another additional 6 months.
- b. The Bank Guarantee should be issued by any Public Sector Bank or scheduled Commercial Bank.
- c. The Performance Bank Guarantee will be furnished for due performance of the complete Solution.

- d. In case successful bidder submits any false information or declaration letter during the tender process or period of rate contract, Bank shall invoke the Earnest Money Deposit (EMD)/ Performance Bank Guarantee submitted by the bidder to recover penalty/damages. In case successful bidder fails to perform the contract, Bank shall invoke the Performance Bank Guarantee to recover penalty/damages.
- e. No interest on Performance Bank Guarantee (PBG) amount will be paid by the Bank

TURNOVER CERTIFICATE

[To be provided by Statutory Auditor/Chartered Accountant on their Letterhead]

[GeM Tender Ref. No..... dated]

This is to certify that M/s _____, a company incorporated under the Companies Act, 1956 with its headquarters at, _____ has the following Turnover, Net Profit/Loss and Net worth from its Indian Operations. This information is based on the Audited Financial Statements for FY2022-23, 2023-24 and FY2024-25.

Financial Year (for Three Consecutive FY)	Annual Turnover (in Rs.)	Net Profit/Loss (in Rs.)	Net Worth (in Rs.)
2022-23			
2023-24			
2024-25			

Date: _____

Place: _____

[Signature of Authorized Signatory]

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

UNDERTAKING FOR NON- BLACKLISTED

[To be provided on letter head of the Bidder's Company]

To

The Deputy General Manager

Risk Management Group – Information Security Unit,

Export-Import Bank of India,

Head Office, Floor No.21, World Trade Centre,

Centre One Building, Cuffe Parade

Mumbai – 400005

[GeM Tender Ref. No..... dated]

We M/s_____, a company incorporated under the Companies Act, 1956 with its headquarters at, _____ do hereby confirm that our company have not been blacklisted/ debarred by the Government / Government agency / Banks / Financial Institutions in India.

This declaration is being submitted and limited to, in response to the tender reference mentioned in this document.

Date: _____

Place: _____

[Signature of Authorized Signatory]

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

FORMAT FOR SUBMISSION OF CLIENT REFERENCES

To whosoever it may concern

Particulars	Details
Client Information	
Client Name	
Client address	
Name of the contact person and designation	
Phone number of the contact person	
E-mail address of the contact person	
Project Details	
Name of the Project	
Start Date	
End Date	
Current Status (In Progress / Completed)	
Size of Project	
Value of Work Order (In Lakh) (only single work order)	

Name & Signature of authorised signatory

Seal of Company

INTEGRITY PACT

(On ` 500/- Non- Judicial Stamp paper)

Between

Export-Import Bank of India (India Exim Bank) a corporation established under the Export-Import Bank of India Act, 1981, and having its head office at Centre One Building, Floor 21, World Trade Centre Complex, Cuffe Parade, Mumbai – 400 005 hereinafter referred to as “The Principal”.

And

..... hereinafter referred to as “The Applicant/ Contractor”

Preamble

The principal intends to award, under laid down Organizational procedures, contract/ for _____”. 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 Applicant(s) and / or Contractor(s).

In order to achieve these goals, the principal will appoint Independent External Monitors (IEMs) who will monitor the RFP 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 RFP 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 RFP process treat all Applicant(s) with equity and reason. The principal will in particular, before and during the RFP process, provide to all Applicant(s) the same information and will not provide to any Applicant(s) confidential / additional information through which the Applicant(s) could obtain an advantage in relation to the RFP 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 Applicant(s)/ Contractor(s)

- (1) The Applicant(s) / Contractor(s) commits themselves to take all measures necessary to prevent corruption. The Applicant(s) / Contractor(s) commits themselves to observe the following principles during participation in the RFP process and during the contract execution.
 - a. The Applicant(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 RFP 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 RFP process or during the execution of the contract.
 - b. The Applicant(s)/ Contractor(s) will not enter with other Applicants 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 Applications or any other actions to restrict competitiveness or to introduce cartelization in the process.
 - c. The Applicant(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Applicant(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 Applicant(s)/ Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Applicant(s)/ Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.
 - e. The Applicant(s)/ Contractor(s) will, when presenting their Application, disclose any and all payments made, are committed to or intends to make to agents, broker or any other intermediaries in connection with the award of the contract.
 - f. Applicant(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.

- g. In case the contract permits sub-contracting by the Applicant(s)/ Contractor(s), then the Contractor shall take responsibility of the adoption of Integrity Pact by the sub-contractor(s) and to ensure that all sub-contractor(s) also sign the Integrity Pact. In case of the sub-contractor(s), the Integrity Pact will be a tri-partite arrangement to be signed by the organization, the Contractor and the sub-contractor.
- (2) The Applicant(s)/ Contractor(s) will not instigate third person to commit offences outlined above or be an accessory to such offences.

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

If the Applicant(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 Applicant(s)/ Contractors(s) from the RFP process.

Sanction 4 – Compensation for Damages

- (1) If the principal has disqualified the Applicant(s) from the RFP process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages as deemed fit.
- (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 as deemed fit.

Section 5 - Previous transgression

- (1) The Applicant declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anticorruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the RFP process.
- (2) The Applicant also declares that there is no transgression that have occurred before the three years period mentioned in the clause 5 (1) above which are pending conclusions before the competent authority of any other public/government organisation.
- (3) If the Applicant makes incorrect statement on this subject, he can be disqualified from the RFP process.

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

- (1) In ease of Sub-contracting, the 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 Applicants and Contractors.
- (3) The Principal will disqualify from the RFP process all Applicants who do not sign this Pact or violate its provisions.

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

If the Principal obtains knowledge of conduct of an Applicant, Contractor or Subcontractor, or of an employee or a representative or an associate of an Applicant, 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;

Shri Janak Digal Plot No. 1B/2, Sector - 11 CDA Market Nagar, Cuttack Odisha - 753015 janakdigal85@gmail.com	Shri Ajay Kumar Lal 260, Phase-II, Vasant Vihar Colony, Dehradun Uttarakhand - 248006 akl87@gmail.com
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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 Applicants/Contractors as confidential. He/ she reports to the Managing Director (MD), India Exim Bank.
- (3) The Applicant(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-contractor.
- (4) The Monitor is under contractual obligation to treat the information and documents of the Applicant(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), India 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), India 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), India Exim Bank, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Managing Director (MD), India 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 Applicants 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the Applicants 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 India 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 member.
- (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)

Applicant/Contractor) (Office Seal)

(For & On behalf of

(Office Seal)

Place

Date

Witness 1:

(Name & Address)

Witness 2:

(Name & Address)

COMPLIANCE CERTIFICATE

[GeM Tender Ref. No..... dated

DECLARATION: Please note that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. The Bank reserve the right to reject the bid, if bid is not submitted in proper format as per tender document.

Compliance	Description	Compliance (Yes/No)
Terms and Conditions	We hereby undertake and agree to abide by all the terms and conditions including all Annexure, Corrigendum(s) etc. stipulated by the Bank in this tender. Any deviation may result in disqualification of our bid. We understand & agree that in event of being successful in the bid, we shall comply to the terms & conditions of tender in future and shall not attempt to get the same changed from Bank later in process of implementation, contract signing, and extension of contract and / or subsequent purchase order/s from Bank. We understand and agree that such attempts and noncompliance to tender terms may lead to cancellation of our Contract and suitable penal action may be taken by Bank against us including invoking the EMD and/ or PBG and blacklisting.	
Scope of work and/ Technical Specification	We certify that the systems/services offered by us for tender confirm to the Scope of Work and Technical specifications stipulated by Bank. (Any deviation may result in disqualification of our bid)	
Clarifications & subsequent Corrigendum/s, if Any.	We hereby undertake that we have gone through tender document, Clarifications & Corrigendum/s issued by Bank and agree to abide by all the terms and conditions including all Annexures, Corrigendum(s) etc. stipulated by the Bank in this document. (Any deviation may result in disqualification of our bid).	

Date: _____

Place: _____

[Signature of Authorized Signatory] Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with Stamp Act)

The non-judicial stamp paper should be in the name of issuing Bank

Ref.....

Bank Guarantee No.....

Date.....

To

Export-Import Bank of India,
Floor No.21, World Trade Centre Complex,
Cuffe Parade,
Mumbai-400025

Dear Sirs,

1. In consideration of the Export-Import Bank of India, on behalf of the President of India, (hereinafter referred to as the 'Owner' which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s..... with its Registered/Head office at

.....

(herein after referred to as the "Contractor" which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issue of Notification of award No..... dated and the same having been acknowledged by the Contractor, resulting in a Contract, bearing No..... dated.....valued at.....for... (scope of Contract) and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract not exceeding Rs..... (in words & figures).

2. We.....(Name

&

Address of Bank Branch) having its Head office at (hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the amounts due and payable under this guarantee without any demur, reservation, context, recourse or protest and/or without any reference to the Contractor merely on a demand from the Owner stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Owner by reason of breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the Contractor(s)' failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive and binding notwithstanding any difference between the Owner and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable till the Owner discharges this guarantee.

3. The Owner shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee, from time to time to extent the time for performance of the Contract by the Contractor. The Owner shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Owner and the Contractor or any other course or remedy or security available to the Owner. The Bank shall not be released of its obligations under these presents by any exercise by the Owner of its liberty with reference to the matters aforesaid or any of them or by reason of any other act of omission or commission on the part of the Owner or any other indulgences shown by the Owner or by any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the Bank.
- 4 The Bank also agrees that the Owner at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and not withstanding any security or other guarantee the Owner may have in relation to the Contractor's liabilities.
- 5 This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/Service Provider(s).
- 6 Notwithstanding anything contained hereinabove:
 - a) Our liability under this guarantee is restricted to `..... (in words & figures).
 - b) This Bank Guarantee will be valid up to; and
 - c) We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before

In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this..... day of.....20.....at.....

WITNESS

.....

(Signature)

.....

(Name)

.....

(Official Address)

(Designation with Bank Stamp)

.....

(Signature)

.....

(Name)

.....

Attorney as per Power of Attorney No..... Dated.....

Scope of Annual Maintenance Contract (AMC) and Change Management

A. The AMC ensures the continued functionality, reliability, and performance of the PAPR system post-deployment. The scope will include:

1. Corrective Maintenance

- Bug fixing and error resolution.
- Addressing system crashes or performance issues.
- Security patches and vulnerability fixes.

2. Preventive Maintenance

- Regular health checks of the system.
- Database optimization and cleanup.
- Performance tuning and resource usage monitoring.

3. Adaptive Maintenance

- Updates to accommodate changes in the operating environment (e.g., OS upgrades, browser updates).
- Integration with new third-party tools or APIs.

4. Perfective Maintenance

- Minor enhancements to improve usability or performance.
- UI/UX refinements based on user feedback.
- Report customization and dashboard tweaks.

5. Support Services

- Helpdesk or ticketing support (email/phone/chat).
- SLA-based response and resolution times.
- User training and documentation updates.

B. Change Management Process (for changes > 8 hours of effort)

When a change request requires more than 8 hours of development effort, a formal change management process should be followed:

1. Change Request Initiation

- Stakeholder submits a Change Request (CR) with detailed requirements.
- CR logged in a centralized system.

2. Impact Analysis

- Technical team evaluates the CR for feasibility.
- Estimation of effort, cost, and timeline.
- Identification of affected modules and potential risks.

3. Approval Workflow

- Review by Change Advisory Board (CAB) or designated authority.
- Budget and timeline approval.
- Prioritization based on business impact.

4. Development & Testing

- Development as per approved scope.
- Unit, integration, and user acceptance testing (UAT).
- Documentation updates.

5. Deployment

- Scheduled release in staging/production.
- Rollback plan in case of failure.
- Post-deployment verification.

6. Closure

- Stakeholder sign-off.
- Update change logs and system documentation.