



**REQUEST FOR PROPOSAL (RFP)
FOR**

Procurement, Installation, Implementation, Maintenance,
Monitoring, Management
AND
COMMISSIONING
of

NPA Management Solution (Web Portal & Middleware)

From
Category 'A'
of
Empanelled service provider

Ref: HO: IT: KD: 1443

Dated: 24.02.2021



Information Technology Department

Head Office: Star House, Plot C-5, "G" Block, Bandra Kurla Complex, Bandra (East),
Mumbai 400 051, Tel: 022 6131 4444 Web site: www.bankofindia.co.in

Ref. No. HO: IT: KD: 1443

Date: 24th February 2021

**TENDER NOTICE
(For Empanelled Vendors only)**

Bank of India, a body corporate, established under the Banking companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at Bank of India, Star House, 'G' Block, Bandra Kurla Complex, Bandra (East), Mumbai – 400 051, India intends to procure **NPA Management Solution (Web Portal & Middleware) from category 'A' empanelled service providers (as per RFP ref HO: IT: KD: 1443 dated 24th February 2021 and various documents/communications exchanged during tender process)**, invite bids from the **empanelled service providers**, to participate with complete procurement, installation, commissioning, Integration and maintenance at its new branches/offices hereinafter called **NPA Management Solution (Web Portal & Middleware) from category 'A' empanelled service providers** as per the specifications, terms, conditions and scope given in detail in the **RFP documents** and related documents as mentioned above. Bank shall be using this for the purpose of NPA recovery.

The brief detail of the scope of this RFP is as following:

- 1) The Bank intends to procure a solution for the procurement, installation, commissioning, Integration and maintenance of **NPA Management Solution (Web Portal & Middleware) from category 'A' empanelled service providers Project ref HO: IT: KD: 1443 dated 24th February 2021 and various documents/communications exchanged during tender process** for a period of 4 years.
- 2) In this regard, a two-envelope bidding Procedure (Technical Bid and Price Bid) in separate envelopes will be adopted. The technically complete and commercially competitive bids shall be submitted in two parts viz. **qualifying and Technical Bid – Part A and Price Bid – Part B in separate sealed cover**. The Bids should be delivered to the address mentioned below with acknowledgement due so as to reach before **15.00 hours** on or before **09.03.2021**. If the last day of submission of bid is declared holiday under **Negotiable Instruments Act** by the Government subsequent to the issuance of RFP, the next working day will be deemed to be the last date of submission of the Bid. The bids, which are received after the above mentioned date and time, are liable to be rejected at the discretion of the Bank without giving any reason.
- 3) The Bank shall not be liable for non-delivery of documents due to Postal/Courier delay or loss of documents in transit etc., if any, in submitting the Bid. The Qualifying & Technical Bid shall be opened in the presence of Bidders on **09.03.2021 at 16: 00 hrs.** in the below mentioned premises. The Bidder's representative may be present during the Technical Bid opening at our Office well in time along with the authorization letter from the bidder's company.

4) The important dates / schedules for the above RFP shall be as following:

Date and Time of commencement of inspection / Sale of Bid Document	24.02.2021 from 10.00 am onwards
Last Date and Time for Receipt of Bids at Bank of India (Address as given below)	09.03.2021 15.00 hrs.
Date and Time of opening of Technical Bids	09.03.2021 16.00 hrs.
Address for Communication and submission of bid.	The General Manager, Bank of India Star House-2, 'G' Block, Head Office, I.T. Department; 8 th floor, Bandra Kurla Complex, Bandra (East), Mumbai – 400 051 Telephone: 66684444
Bid document Availability	Bidding Document to be downloaded from the Tender section of our Bank's web-site www.bankofindia.com

5) For any technical clarification, the contact person are Shri Kiran Kumar, Senior Manager-Recovery, Ph. No. 022-66684574 email- kiran.m@bankofindia.co.in and / or Shri Aakash Agarwal, Senior Manager-IT, email- aakash.agarwal@bankofindia.co.in, Ph.No.-022-61319854.

Disclaimer

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Bank of India (BOI), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by BOI to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. BOI makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. BOI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

Event Dates

Sr. No.	Event Description	Date
1.	Date on which bid document will be made available in Bank of India's website	24.02.2021
2.	Last Date and Time for Submission of Bid	09.03.2021 15.00 hrs.
3.	Date and time of opening Qualifying & Technical Bid	09.03.2021 16.00 hrs.
4.	Date and time of Pre Bid queries	26.02.2021 11:00 hrs.
5.	Date and time of opening Price Bid of Technically responsive bidders	Will be advised Later

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1. Introduction:

Bank of India, a body corporate, established under the Banking companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at Bank of India, Star House-2, C-4, 'G' Block, Bandra Kurla Complex, Bandra (East), Mumbai – 400 051, India, hereinafter called “**the Bank**”, which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed to include its successors and permitted assigns, intends to issue this bid document, hereinafter called “**Request For Proposal or RFP**”, to the empanelled vendors, to participate in the competitive bidding for a total solution for the Procurement, Installation, and commissioning **NPA Management Solution (Web Portal & Middleware) from category 'A' empanelled service providers under RFP ref HO: IT: KD: 1443 dated 24th February, 2021 and various documents/communications exchanged during tender process** and as per the specifications, terms, conditions and scope defined in this RFP.

Bank of India is having more than 5200+ branches across the country.

A vendor who is empanelled under **RFP ref HO:IT:AKA:0273 dated: 8th July 2020, related corrigendum & various communications during tender process** and submitting the proposal in response to this RFP of the Bank shall hereinafter be referred to as “**Bidder**”.

1.1 This document is meant for the exclusive purpose of bidding as per the terms conditions and specifications indicated and shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

The Bidding Document may be obtained from the Bank as given hereunder or downloaded from Bank's Website <http://www.bankofindia.co.in/tenders> and the bid should be submitted to the office of Bank of India, Head Office, I.T. Department, 8th floor, Star House-2, C-4, 'G' Block, Bandra Kurla Complex, Bandra (East), Mumbai – 400 051.

1.2 Regarding the RFP, the information will be published in News Papers advertisement/ bank corporate website and further communication or corrigendum/addendum will be displayed through our bank corporate website www.bankofindia.co.in.

1.3 Definitions

DC Site	Data Centre
DR Site	Disaster Recovery Site
SLA	Service Level agreement

2. Submission of Bids

2.1.1. The technically complete and commercially competitive bids shall be submitted in two parts viz. **qualifying and Technical Bid – Part A** and **Price Bid – Part B**.

2.1.2. The Qualifying & Technical Bid shall be as per **RFP ref HO: IT: KD: 1443 dated: 24th February 2021 and related various documents/communications exchanged during tender process** with all related annexure. Only empanelled service provider shall respond to the RFP.

2.1.3. Price bid shall be submitted as mentioned below:

2.1.3.1 The price schedule shall be submitted in **Price Bid** only.

2.1.3.2 The price schedule shall be furnished as per this RFP, specifically with reference to scope of work as per **RFP ref HO: IT: KD: 1443 dated 24th February 2021 and related various communications during tender process.**

2.1.3.3 Price shall include all charges, duties, levies, license fees, road permits, regulatory/Govt. Charges etc. in connection with supply, delivery, installation, maintenance of product at site including AMC, incidental services and commissioning. However, GST will be paid extra. The charges towards supply, installation, commissioning, integration, acceptance and services regulatory/govt. charges, duties, AMC etc., should be included in the charges and it should not be quoted separately. Otherwise, the bid is liable for rejection at the discretion of the bank.

2.1.3.4 No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the complete execution of the contract. Any benefit of downward movement of prices in future in the industry for similar product/services should be passed on to the bank.

2.1.3.5 If Prices quoted both in figures as well as in words have any discrepancy between the rates given in figures and in words, the rates given in words will be considered.

2.1.3.6 Price must be quoted in Indian Rupees only.

2.1.3.7 The rates quoted by the bidders shall be uniform across the country for all locations.

2.1.3.8 The bidder shall not omit items or leave blank against price of an item, instead, the bidder shall indicate 'Nil' or "included in item----" explicitly.

2.1.3.9 The price bid shall be as per the bill of material (**Annexure-D(c)**) required to meet the terms & conditions and specifications of the RFP.

2.1.3.10 The price bid shall contain complete bill of material with the prices indicated item-wise in hardcopy along with softcopy in CD. However if any discrepancies is found in the rates between soft and hard copy of price bid, the hard copy rates will prevail. Price bid soft copy in form of digitally signed Excel file and Hard Copy of the same file duly signed by the authorized signatory should be provided. Digital signature should be of the authorized signatory of the bidder's organization. A certificate / declaration in this regard should be provided along with the bidding documents.

2.1.4. The cost of preparing response to this RFP will be the responsibility of the bidder and the Bank will not be liable for any costs incurred by the bidder.

- 2.2. Qualifying Technical bid and Price Bid shall be submitted in English Language, in TWO separate sealed envelopes, super scribing "**QUALIFYING & TECHNICAL BID - PART A against Ref No. HO: IT: KD: 1443 dated 24.02.2021**" & "**Price bid - Part B against Ref No. HO: IT: KD: 1443 Dated 24.02.2021**", in the price bid envelope. The CDs should be in respective envelopes of both bids.
- 2.3. The Bidder shall take care of submitting the Bid properly filed so that the papers are not loose. The bidder shall submit the bid in suitable capacity of the file such that the papers do not bulge out and tear during scrutiny.
- 2.4. The Bids should be delivered to the address mentioned above in clause 1.1 above with acknowledgement due so as to reach before **15.00 hours** on or before **09.03.2021 or the amended / extended date as publicized through the website**. If the last day of submission of bid is declared holiday under NI Act by the Government subsequent to the issuance of RFP, the next working day will be deemed to be the last date of submission of the Bid. The bids, which are received after the above mentioned date and time, are liable to be rejected at the discretion of the Bank.
- 2.5. The Bidder shall certify the compliance of all clauses, terms, conditions and specifications stipulated in RFP, as per the Compliance statement Performa given in Annexure-B. Technical bids accompanied by incomplete or unsigned **Annexure-D(b)** are liable for rejection. The bidder shall also submit the soft copy of the complete Qualifying & technical bid in MS-word / Office format in a CD, super scribing "**Soft copy of Qualifying & Technical Bid against Ref No. HO: IT: KD: 1443 Dated 24.02.2021**", in the Qualifying & Technical bid envelope. The bidder shall also submit the soft copy of the price bid in MS-Excel / Office format in a CD, super scribing "**Soft copy of Price bid against Ref No. HO: IT: KD: 1443 Dated 24.02.2021**", in the price bid envelope. The CDs should be in respective envelopes of both bids.
- 2.6. All details to be provided by the bidder should be specific to the requirements mentioned. Detailed clarification and/or additional information should be provided only at Bank's request. The bidder shall also indicate the Page number in the bid, wherever additional information is enclosed like brochures, manual, documents etc., and the bidder shall ensure correctness of referred page nos. The technical bid shall be organized as follows.
 - 2.6.1 Duly signed covering letter in company's letterhead by authorized signatory with name, title and seal.
 - 2.6.2 Duly filled Compliance statement as per **Annexure-B**.
 - 2.6.3 Undertaking Letter from OEM for support and service during the contract period, wherever applicable.
 - 2.6.4 Duly filled Checklist as per **Annexure C**.
 - 2.6.5 Duly filled Bank Performance Security/Guarantee form as per **Annexure D (a)**.
 - 2.6.6 Duly filled Bid form as per **Annexure D (b)**.

- 2.6.7 Replica of complete price bid **masking the prices** as per **Annexure- E(a)**.
- 2.6.8 Duly filled Price proposal form as per **Annexure E(b)**
- 2.6.9 Duly filled undertaking letter as per **Annexure F (a)**.
- 2.6.10 Duly filled authorization letter as per **Annexure F (a)**.
- 2.6.11 Duly filled contract form as per **Annexure F(c)**.
- 2.6.12 Technical & functional Specification as per **Annexure G**.
- 2.6.13 Declaration letter as per **Annexure - H** for compliance of all clauses, terms, conditions and specifications stipulated in the **RFP ref HO: IT: KD: 1443 dated 24th February 2021 and various documents/communications exchanges during tender process.**
- 2.6.14 Duly filled format for bank Guarantee against annual maintenance as per **Annexure I**.
- 2.7 The bidder shall have their offices in India and preferably one of their offices in Mumbai. The bidder shall submit the bid authenticated by an authorized person from any of his offices in India, preferably from Mumbai office. However, the bidder shall authorize a representative from Mumbai office for interacting with the bank during evaluation of the bid. The bidder shall indicate the addresses, contact nos. and contact persons of their Regional offices and support centers. The bidder shall also indicate address of the office on which order has to be placed, if selected.
- 2.8 All pages of the bid excluding Brochures are to be numbered as Page --- (current page) of --- (total pages). The numbering shall be done for the whole bid and not section-wise.
- 2.9 The bidder must submit a detailed statement of facts and profile of their company including year of commencement of business, Internet site details, name & title of the authorized signatory, contact numbers and e-mail address.
- 2.10 If the bidder is offering solutions/products from other OEMs/principals, as required in this RFP, they shall detail the responsibilities of the parties involved. The bidder should submit a letter of undertaking from OEMs/principals mentioning their consent and assurance for satisfactory performance of the project, along with the **Qualifying & Technical Bid – Part A**.
- 2.11 The Bidder shall submit an ownership certificate duly signed by the authorized official, along with the Qualifying & Technical bid, also mentioning that change in ownership is not anticipated in the proposed period of contract. If any such change is anticipated, the scope and effect thereof shall be defined.
- 2.12 The bidder's authorized signatory shall authenticate by signature and seal on each page of the Bid including brochures/pamphlet/write-up etc. Bids with erasure/over writing/cutting are liable to be rejected. If required, the corrections can be made by scoring out entries and writing afresh. The authorized signatory shall authenticate each correction. Wherever certification/undertaking is submitted, the bidder shall affix signature with name, title/designation and seal in addition to page-wise authentication.

- 2.13 The Bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Bank, prior to the deadline prescribed for submission of Bids.
- 2.14 The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched. Withdrawal notice may also be sent by Fax, but followed by a signed confirmation copy, postmarked no later than the deadline for submission of Bids
- 2.15 No Bid may be modified after the deadline for submission of Bids.
- 2.16 It is to be understood clearly by the bidders that the selection process requires them to have adequate expertise in the proposed technology. The bank evaluating the proposed solution will also consider the competence and capability of the bidders in implementation and support services.
- 2.17 The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever. The bank reserves the right to re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s), the grounds for the Bank's rejection. The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. The Bank reserves the right to accept any bid in whole or in part.
- 2.18 The process of Price Announcement shall be as under:
- a. After processing all the quotes received from all empaneled bidders after opening of the price bid, the period for evaluation of price bids may be extended as per processing time.
 - b. Bidders who fail to quote for all the locations will be disqualified.
 - c. The result will be disclosed by displaying the consolidated prices received by all the bidders.
 - d. During the Price announcement process, not more than 2 (two) representatives from each bidder will be entertained.
 - e. Except screening the prices to all the bidders during the process, no other communication or sharing of prices be entertained by the Bank.
 - f. Summary of distribution of sites shall be disclosed to all the eligible bidders.
- 2.19 The bank reserves the right to release part order or more than one order. The bank reserves the right to finalize the bill of material and repeat orders.
- 2.20 The bank reserves its right to appoint any consultant or consultants for evaluation of the bid.

2.21 The bidders shall arrange to give a presentation/demonstration on their solution after submitting their Bid, if required by the Bank. The Bank shall communicate the venue, date and time of presentation/demonstration to the bidders separately.

2.22 The Bids shall be addressed to:

Contact Person	
Address for Communication and submission of bid.	The General Manager, Bank of India Head Office, I.T. Department, 8 th floor, Star House-2, C-4, 'G' Block, , Bandra Kurla Complex, Bandra (East), Mumbai – 400 051
For any Technical Clarification	Shri Kiran Kumar, Senior Manager-Recovery Ph.No.022-66684574 Email- kiran.m@bankofindia.co.in . Shri Aakash Agarwal, SeniorManager-IT Ph.No.-022-66689854 Email- aakash.agarwal@bankofindia.co.in ,

The Bank shall not be liable for non-delivery of documents due to Postal/Courier delay or loss of documents in transit etc., if any, in submitting the Bid. The Qualifying & Technical Bid shall be opened in the presence of Bidders on **09.03.2021 at 16:00 hrs. or amended date & time as intimated or given on website** in the above mentioned Premises. The Bidder's representative may be present during the Technical Bid opening at our Office well in time along with the authorization letter from the bidder's company.

3 **Business Requirement**

3.1 Bank of India intends to procure, install and commission of **NPA Management Solution (Web Portal & Middleware) from category 'A' empanelled service providers.** The bank at its discretion may provide orders for less or higher number of additional/new modules.

3.2 Bank may request for extension of validity of contract for next 3 months to 1 year or till the finalization of alternate arrangements. The rates applicable for the extended period shall be pro-rata basis on existing rate.

4. **Broad scope of work**

1. Bank is looking to have reporting portal which can be accessed through Web, Tablets and Mobiles. Proposed portal will contain reports, alerts, dashboard etc. and accessible to branch users, HO users, NBG users, ZO users, agents etc. Proposed

- portal will be used through bank's intranet however if bank decides to host it on internet then it should have capabilities and required security features.
2. All the Solutions should be deployed in the Bank's DC/DR Setup. The public Cloud based solutions should not be proposed under this RFP and if proposed, will not be considered.
 3. At a minimum, the new solutions should effectively and efficiently manage operations and security posture of the Bank by preparing for and responding to cyber risks/threats, facilitate business continuity and recovery from cyber-attacks / incidents.
 4. In line to Scope, the implementation shall be done by bidder, the bidder shall do back to back tie-ups with methodology for the same.
 5. The proposed solutions shall be tightly integrated with all existing setup and new infrastructure /Assets of the Bank. The selected bidder shall supply, implement and maintain these IT Tools/ Solutions for Bank's IT Infrastructure for a period of 4 years.
 6. The bidder shall be responsible for re-installation, relocation, configuration/Re-configuration/Tuning of new/existing hardware/software for operational and failover testing of Software
 7. Bidder shall be responsible for installation, maintenance and configuration of the Database. Any DB related technical issues/vulnerabilities has to be taken care by the Bidder
 8. The bidder shall be responsible for generation and submission of necessary documents required during various phases of project viz. planning, installation, commissioning, rollout, acceptance testing, project diagrams and other reports etc. All such documents shall commence only after the same is approved by Bank.
 9. The bidder shall review the policies and procedures of the Bank and should will configure the software in such a way so as to offer the answer/solution to the customer within the purview of Bank's policy keeping in view the best industry practice.
 10. The bidder shall provide detailed drawing of the installed setup after completion of the project. This will also include the printout of important configuration settings of the servers.
 11. The bidder should provide a detailed plan describing methodology for implementing the solution.
 12. The Bidder shall be responsible for all patches/updates required in the offered solution for smooth installation of solution without any extra cost to the Bank.
 13. Bidder would be responsible for the installation, support and management of the database.
 14. Bidder shall be responsible to customize the software with respect to the Bank's requirement.
 15. Bidder is required to set up DR without any extra cost to the Bank.

16. Bidder shall be responsible for addressing VAPT issues during the contract period. All the necessary patches related to OS, Database and application etc. for addressing the VAPT issues should be installed by the Bidder. Details are mentioned under section: Maintenance and Support.
17. Bidder should comply with all the guidelines issued by RBI/IBA/Govt. of India and any other regulatory authority issued from time to time.
18. Bidder should handhold the entire module upon completion of the work.

5. Technical Requirement

Automation & Data Readiness

Middleware / Dashboard / Reporting Application

Standard Features

- AD Integration
- User Role Management / Integration with AD
- Audit Logs of all the activities performed by user(s).
- API based interface to add reports / dashboard.

Bank can add more features related to portal as and when required without any additional cost to the Bank.

Vendor should bring its application / platform to build following reports and dashboards with cross browser support/multi lingual support & Bank security. Proposed system should be able to support/integrate cross platform based application.

1. 360 Degrees view of the customer/account (Drill through & Drill down facilities). Data collected should be processed with advanced analytics to draw insights of customer which will enrich the customer profile and thus deriving 360 degree view of the customer.
 - a. Amalgamated Single Snapshot View to see all the customer relationship by fetching data from different subsystems like CBS, Credit Risk Rating, EFRM, IVR, Email, SMS Gateway etc.
 - b. Customer profiling/persona creation from 360 Degree view.
 - c. Customer classification/segmentation.
 - d. Display customer product holdings and all availed services – Deposits/Loans/Insurance/Mutual Funds/Demat etc.
 - e. Display Customer channel usage – Net Banking, Mobile Banking, Debit Card etc.
 - f. Display the leads/cases/campaign details of a customer in 360 Degree view.
 - g. Capability to drill through & drill down the customer details from 360 Degree view.
 - h. Plugin/Interface to integrate with Social Media Platforms (Facebook, Twitter etc.) from Customer 360 Module of a customer.
 - i. Capability to generate notifications/alerts in various cases like

- cross sell prospects, doable account prospects etc.
2. Recovery Process Management - Tracking of the recovery actions based as per the NPA policy.
 3. Automated multi-channel (SMS, email, IVR) batch contact process.
 4. Managing end-to-end workflows tuned for recovery through litigation and legal process according to RBI and BR act.
 5. Automatic template population for sending Notices
 6. Budgeting and forecasting based on the identified doable accounts.

Alert Management System

1. Alerts regarding irregularities with our bank and/or other banks /statutory bodies default coming in CICs or other relevant agencies giving pointed details of quantum, relevant institution, exact nature and number of days of irregularity.
2. Compliance related alerts
3. Pending litigation against by the borrower at different forums, NCLT, NCLAT, GSTAT, DRT, SARFAESI, Customs Appellate Tribunals etc. along with impact thereof.
4. Appropriation of Cash Margins
5. Alerts for customer having different mobile number / address in other banks, multiple customer are sharing same address and numbers using CICs etc.
6. Alerts with regard to the Loan Requests with other Banks / Sanction of Credit Facilities by other Banks / FIs.
7. Non Creation/modification of charge on primary/collateral security, reporting of additional charges created or deleted which may include all authorities like local revenue authority, ROC & other such relevant authority.
8. Alerts for valuation or other technical issues.

Mobile/Web Interface

1. Portals for different types of users – Customer (defaulter), recovery agents, managers, etc.,
2. Dashboard for recovery case agents to include Pending Recovery Actions based on
 - ✓ Recovery Action
 - ✓ Amount based
(absolute or % of limit)
 - ✓ Facility based
 - ✓ Event based
 - ✓ Industry based
 - ✓ Geography/location based
 - ✓ Financial Ratio analytical tool

- ✓ Or a combination of the above
3. Categorization & assignment of accounts to recovery officers.
 4. There should be customization of data entry screen in the solution for entering the relevant recovery position information from the users.
 5. Ability to contact customer through mobile or tab.
 6. Case management features, including the ability to display 360 degree view of the customer/borrower & to capture the information about the position of the borrowers by the recovery officers / Branches etc.
 7. Pending litigation management against the borrower at different forums, NCLT, NCLAT, GSTAT, DRT, SARFAESI, Customs Appellate Tribunals etc. along with impact thereof.
 8. SARFAESI ALERTS.

Volumes

1. 200 Number of reports (50 COMPLEX, 50 MEDIUM and 100 Normal Report) and Dashboard to be developed for customer 360-degree view and other requirements.
2. Number of total users using this product is 10000 and number of concurrent user is 2000.
3. Technology platform if bank wants to suggest to vendors (.Net, Java etc...) preferably JAVA.

Infrastructure Requirement

Vendor should recommend required infrastructure and sizing for implementation and execution of Portal and Middleware

Eligibility Criteria

Vendor should have deployed web portal hosting reports and dashboard in one of the organization in BFSI sector.

6. Completion Period

Completion period for commissioning and all other activities shall be within 8 weeks of issuing Purchase Order.

7. Maintenance support

Maintenance and support of the software shall be strictly maintained as per below description:

- Defect Liability Period of 1 year after UAT sign-off. Warranty period for 1 year will commence after completion of Defect Liability Period.
- The Supplier warrants that the products supplied under the Contract are of the most recent version and that they incorporate all recent improvements in design and / or features. The Supplier further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Supplier that may develop

under normal use of the supplied products in the conditions prevailing in India. Professionally qualified personnel, who have expertise in system software supplied by the vendor, will provide these services.

- The Supplier shall comply with the performance guarantees specified under the Contract. If, for reasons attributable to the Supplier, these guarantees are not attained in whole or in part, the Supplier shall make such changes, modifications and / or additions to the Products or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests.
- The Bank shall promptly notify the Supplier in writing of any claims arising under this Annual Maintenance Contract.
- Upon receipt of such notice, the Supplier shall with all reasonable speed, repair or replace the defective products or part thereof without cost to the Bank.
- If the Supplier, having been notified, fails to remedy the defect(s) within the 4 hours' time duration from the incident, the Bank may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights, which the Bank may have against the supplier under the Contract. The Bank shall also impose penalty as mentioned in clause for such defects in the solution as per Clause 4.18.
- Please refer to Clause 3 for related scope and Clause 4.18 for details of uptime required by the Bank.
- AMC for System Software / off-the-shelf Software will be provided to the Bank as per the general conditions of sale of such software.
- The maximum response time for a maintenance complaint from the site of reporting shall not exceed 2 (two) hours.
- The Supplier shall ensure that faults and failures intimated by the Bank as above are set right within 4 hours of being informed of the same.
- The bidder shall ensure re-deployment of **NPA Management Solution (Web Portal & Middleware)** at central or remote sites or at endpoints as part of maintenance only. No additional charges shall be payable for re-designing / re-deployment of solution at any or all endpoints including DC and DR sites of the Bank. All activities pertaining to continuity of the solution shall be ensured by the bidder as part of AMC without any extra cost to the Bank.
- VAPT points to be mitigated as and when reported.

Training:

- For each module/database/middleware and third party utilities installed, the Supplier is required to train the designated Bank's technical team in all aspects like resource management of software, storage allocation, backup management, backup reconciliation and end-user personnel to enable them to effectively operate and perform administration of the total system. The bidder shall conduct the training without any additional cost. The Supplier is also required to conduct mandatory training for customizations/database management with complete certification for the administrators /personnel specified by the Bank without any additional cost.
- The above training has to be conducted within 3 months of signoff and is to be provided every year to the Bank team.

8. Liquidated Damages (LD)

In case of delay in delivery & implementation of **NPA Management Solution (Web Portal & Middleware)** under the scope of this RFP:

If the **Supplier** fails to deliver any or all of the products and/or systems and/or services solutions within the time period(s) specified in the **Delivery Schedule** i.e. within **8 weeks from the date of Purchase Order**, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to **0.5 percent per week** or part thereof of Contract Price subject to maximum deduction of **10% of the total contract** value or unperformed services for each week or part thereof of delay, until actual delivery, installation or performance as per related clauses mentioned in RFP. Once the maximum deduction is reached, the Bank may consider termination of the Contract at its discretion.

9. Service Level Agreement (SLA) Terms and conditions

The successful bidder is bound to comply the Service Levels as described below-

- i. The successful bidder shall have to enter into "**Service Levels Agreement**" having all terms and conditions of this RFP to maintain uptime and provide the service support and onsite support during the entire contract period.
- ii. Both the bidder and OEM will be totally responsible for the maintenance, configuration and fault free operations of supplied infrastructure i.e. hardware, software and its maintenance during the warranty and post warranty (AMC/ATS period) period.
- iii. Any technical glitch/ issue in installed infrastructure of the solution (i.e. hardware and software, OS/DB etc.) should be attended on priority and should be covered under warranty/AMC.

- iv. The bidder has to maintain a guaranteed minimum uptime of **99.90%** for all systems/ solutions supplied under this RFP to avoid any business disruption due to breakdown of system or degraded performance impacting business or unavailability of data. **The calculation of uptime will be on a monthly basis.**
- v. The issue/ break down message may be communicated by the Bank team by way over phone / email/ call logging.
- vi. For penalty calculation, the total time elapsed between the intimation of break down message from Bank side to the vendor and receipt of rectification message from the bidder to Bank side will be considered.
- vii. Bidder should submit bank guarantee of 10% of individual order as per the **Annexure-D(a)** before issuing any payment invoice (applicable from project start date). Bank at its discretion may invoke that Performance Bank Guarantee (PBG) to deduct the penalty amount, if any.
- viii. During the warranty period, the penalty will be deducted in quarterly FMS & AMC payment. In case, Bank is unable to adjust penalty in FMS payment, the Bank at its discretion may invoke the Performance Bank Guarantee (PBG) for 10% of individual order issued to deduct the penalty amount.
- ix. Post warranty period, the penalty will be deducted in quarterly FMS/AMC/ATS payment. In case, the Bank is unable to adjust penalty in FMS/AMC/ATS payment, the Bank at its discretion may invoke the Performance Bank Guarantee (PBG) for 10% of individual order issued to deduct the penalty amount.
- x. If the support services is not provided on 24*7 basis and/or satisfactory services are not provided, the Bank with its discretion may reject the proposal / terminate the contract, without assigning any reason.
- xi. The bidder is required to mandatorily conduct quarterly preventive and breakdown maintenance activities to ensure (without any impact on day to day operations) to maintain uptime of 99.90% uptime on monthly basis covering 24*7*365 days.
- xii. Apart from maintaining uptime of 99.90%, for any breakdown / malfunctioning of hardware and it's any of the components or accessories or any system software issue etc., the resolution time is mentioned below:-

$$\text{Uptime \%} = \frac{((\text{Number of hours in month} - \text{Number of hours impacted in month}) * 100)}{\text{Total Number of hours in month}}$$

- xiii. For calculation of uptime (penalty), planned/ scheduled down time will be exempted. Bank will pay the bidder after deducting the calculated penalty from the payable amount.
- xiv. If any critical component of the entire configuration setup is out of service , then the bidder & OEM shall either immediately replace the defective unit (with new one) or replace it at its own cost or provide a standby , on immediate basis, **not more than 4 hours**, The bidder should maintain proper inventory of standby components for early resolution of issues.
- xv. If the bidder, having been notified, fails to remedy the defect(s) within the 4 hours' time duration from the incident, the Bank may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights, which the Bank may have against the supplier under the Contract.
- xvi. The bidder should comply with the security and audit standards of the Bank and various regulatory guidelines. For this, the bidder should apply new patches related to OS/ firmware & BIOS updates etc., without any additional cost to the bank, during the contract period.
- xvii. For all issues related to installed infrastructure, RCA (Root Cause Analysis) to be provided by the respective OEM within 3 working days. The delay in submission will lead to penalty @ Rs. 200/day.

Response Time: Maximum Response Time for Remedial Maintenance under the CONTRACT is measured in elapsed coverage hours from the time a service request is received to the time THE VENDOR's customer engineer arrives at Bank Site. This CONTRACT provides maximum of 4 coverage hour's response time.

Table1: Service Level Agreement and Penalty for Operations

Service Area	Service Level	Penalty
Availability Management		
Uptime of the solution for High availability setup	Uptime % of application calculated on monthly basis for each solution.	Penalty shall be applicable in % (as mentioned below) of monthly contract value. If the uptime is below 98%, the Bank shall have full right to terminate the contract with the Bidder.
	99.90% monthly uptime and above	NA
	Below to 99.89%	1% deduction of monthly contract value for the solution for every reduction in uptime by 0.01 % in uptime. Uptime shall be calculated monthly
Centralized Management and Monitoring System		
No Deployment or less than 60% functionality	Shall be available with 99.90 % functionalities	30% of Monthly Contract Value deduction for the entire solution for every month of its non-availability
Partial Deployment (having between 60-80% functionality)	Shall be available with 99.90 % functionalities	20% of Monthly Contract Value deduction for the entire solution for every month of its non-availability
Partial Deployment (having between than 80-95% functionality)	Shall be available with 99.90 % functionalities	10% of Monthly Contract Value deduction for the entire solution for every month of its non-availability
Partial Deployment (having between than 95-99.90% functionality)	Shall be available with 99.90 % functionalities	5% of Monthly Contract Value deduction for the entire solution for every month of its non-availability
Downtime of Centralized Monitoring Tool	Shall be available with uptime of 99.90 % monthly uptime	1 % deduction of monthly total of Monthly Contract Value for the solution for every reduction in uptime by 0.01 % in uptime. Uptime shall be calculated monthly
For “Centralized Monitoring System”, ATS post warranty period (i.e. Year 2 of the contract), will be considered during Warranty Period for calculation of penalty.		

Security Vulnerability Management		
Version Upgrade Major/ Minor for all Software / Middleware	The Operations Team has to have version upgrades of all underlying software / Middleware as per respective OEM recommendations & Publish the Quarterly version upgrade calendar for the same. Failure to comply with the Version upgrade calendar will attract penalties.	For breaches of Version upgrade – <ul style="list-style-type: none"> Penalty of Rs.100 per day for delay in version upgrade of (OS, Server, Solution, protocol etc.) per day.
Patching of all Software / Middleware	All underlying hardware / software / Middleware to be patched as per respective OEM recommendations. Failure to comply with the Patch calendar will attract penalties.	For breaches for patches – <ul style="list-style-type: none"> Penalty of Rs.100 per day for delay in applying of each patch as per security/statuary/ OEM recommendations.
Closure of VA / PT , and SCD Points on all Software / Middleware	All identified vulnerabilities over underlying hardware / software / Middleware to be patched as per respective OEM recommendations. Failure to close these calls within timelines will attract penalties based on criticality of calls. <ol style="list-style-type: none"> 1.Critical Category – 7 Days 2.High Category – 15 Days 3.Medium - 30 Days 4.Low - 60 Days 	<p>For breaches for timelines under Critical & High Category – Penalty of Rs.300 per day per vulnerability for delay in mitigation/ fixing vulnerabilities.</p> <p>For breaches for timelines under Medium Category – Penalty of Rs.200 per day per vulnerability for delay in mitigation/ fixing vulnerabilities.</p> <p>For breaches for timelines under Low Category –</p> <ul style="list-style-type: none"> Penalty of Rs.100 per day per vulnerability for delay in mitigation/ fixing vulnerabilities.
Service Delivery Management		
Service/Incident Call Closure	Service Calls/Incident call logged in ticketing tool and assigned to team should be resolved within defined timelines. Failure to do so will result in penalties.	For non-compliance of service calls/ incidents closure <ul style="list-style-type: none"> More than 5% of Service Tickets remain open for More than 3 working days, then a penalty of 3 % of the Monthly Contract Value solution will be deducted. More than 10% of Service Tickets remain open for More than 3 working days, then a penalty of 5 % of the Monthly Contract Value will be deducted. Penalty of Rs. 1000 per day for per incident ticket remains open for more than 24 hrs-48 hrs. And subsequently Rs 2000 per day if it remains open for more than 48 hours.

<p>Antivirus Installation & Pattern Update</p>	<p>All bank servers and desktops should have Trend micro Antivirus agents installed on it with the latest Antimalware pattern.</p>	<p>For breaches of Antivirus Monthly Compliance –</p> <ul style="list-style-type: none"> ● AV not installed or updated with the latest antimalware pattern on more than 1 % but less than 3% of total Servers/ desktop, then 2% of monthly FMS cost (related to the team) will be deducted as penalty. ● AV not installed or updated with the latest antimalware pattern on more than 3% but less than 5%, of total Servers/ desktop then 5 % of monthly FMS cost (related to the team) will be deducted as penalty. ● AV not installed or updated with latest antimalware pattern on more than 5% of total Servers/desktop then 10 % of monthly FMS cost (related to the team) will be deducted as penalty.
<p>Active directory Configuration on end points</p>	<p>All bank servers and desktops should be in the Bank domain. Failure to do so will attract penalties.</p>	<p>For breaches of Active directory Monthly Compliance –</p> <ul style="list-style-type: none"> ● Active directory Services not configured on More than 1 % but less than 3%, of total desktops then 3% of monthly FMS cost (related to the team) will be deducted as penalty. ● Active directory Services not configured on More than 3 % but less than 5%, of total desktops then 5% of monthly FMS cost (related to the team) will be deducted as penalty. ● Active directory Services not configured on More than 5% of total desktops then 10% of monthly FMS cost (related to the team) will be deducted as penalty.

Delay in replacement/repairs of faulty part of provided hardware		
Service Area	Service Level	Penalty
Replacement/ repair of faulty part of provided hardware and all other components.	<p>All defective parts/faulty Part shall be replaced at no extra cost. Replacement parts shall be new part from the same manufacturer(s). Whether a defective item or component is to be replaced or repaired shall be at the sole discretion of the bank. In the case of a part, the defective part removed from the system will become the property of the selected firm.</p> <p>Response Time Maximum: Response Time for Remedial Maintenance under the CONTRACT is measured in elapsed coverage hours from the time a service request is received to the time THE VENDOR's customer engineer arrives at Bank Site. This CONTRACT provides maximum of 4 coverage hour's response time.</p>	<p>All defective parts/faulty Part shall be replaced at no extra cost. Replacement parts shall be new part from the same manufacturer(s). Whether a defective item or component is to be replaced or repaired shall be at the sole discretion of the bank. In the case of a part, the defective part removed from the system will become the property of the selected firm.</p> <p>Response Time Maximum: If Response time <=4 Hrs. then no penalty If Response time > 4 Hrs. but <=8 hrs. Then 2% of Monthly Contract Value if it is under warranty else 2% of monthly AMC cost. If Response time > 8 Hrs. but <=24 hrs. then 5% of Monthly Contract Value if it is under warranty else 5% of monthly AMC cost. If Response time > 24 Hrs. then 10% of Monthly Contract Value if it is under warranty else 10% of monthly AMC cost.</p>

- a) During Warranty period, “Monthly Contract Value” will be as under-
Solution Cost /12 + FMS Cost/12 (divided by 12 for getting monthly amount out of yearly amount)
- b) Post Warranty period, “Monthly Contract Value” will be as under-
AMC of Solution Cost/12 + FMS Cost/12 (divided by 12 for getting monthly amount out of yearly amount)
Penalty Cap on SLA: - 100% * Monthly Contract Value (calculated on Monthly basis).
- c) Payment Terms

Payment shall be made in Indian Rupees, as given below for delivering, installing, commissioning and monitoring the Solution/ deliverables as mentioned in the price schedule.

- a) **Payment of Solution**
 - i. **Payment of Solution Cost-**

- a. **On issuing PO - 20%** payment of solution cost upon issuing of Purchase order. The payment for partial delivery shall not be made.
- b. **After UAT delivery- 20%** of Solution Cost/ Implementation Cost on successful completion of UAT delivery.
- c. **After UAT sign-off- 25%** of Solution Cost/ Implementation Cost on successful completion of UAT delivery.
- d. **On production Go-live- 25%** after successful deployment of the solution (licenses) at all end points and its acceptance & signoff from the Bank.
- e. **After 1 year of warranty:** 10% after completion of Defect Liability Period (after 1 year).

b) Payment of FMS

- i. The Facility Management charges shall be paid by the bank in equal quarterly instalments in arrears within forty-five (45) days from the date submission of invoice after completion of respective quarterly period after deducting the applicable pro-rata amount of absent / deficit resources. The payment will be subjected to satisfactory services rendered from the date of commencement of services and acceptance of the support system at the rates quoted in the price schedule.
- ii. The start date of FMS will be calculated from the date of deployment of resources at the central site as per project and delivery of Solution. The FMS will be started from the deployment of resources as per requirement under the RFP.

c) Payment of AMC/ATS

- i. The AMC/ATS charges shall be paid by the bank quarterly in arrear within forty-five (45) days from the date submission of invoice with adequate and correct / undisputed supporting documents and after deducting the applicable penalty.
- ii. The payment will be subjected to satisfactory services rendered and preventive maintenance carried out as per scheduled frequency. The invoice should be clear and with all supporting documents else the payment processing shall be delayed and the bank will not be responsible for any delay in non-payment beyond stipulated time to the bidder due to non-availability of supporting documents. The total support period will be **Four years**.

11) BID FORM, PRICE SCHEDULES AND OTHER FORMATS

FORMATS

Annexure – A	Undertaking for complying Technical Specification
Annexure – B	Compliance Statement
Annexure – C	Checklist
Annexure – D (a)	Performance Security / Bank Guarantee Form
Annexure – D (b)	Bid Form (Technical Bid)
Annexure – D (c)	Bill of Material
Annexure – E (a)	Price Bid
Annexure – E (b)	Price Proposal Form
Annexure – F (a)	Undertaking letter format
Annexure – F (b)	Authorization letter format
Annexure – F (c)	Contract Form
Annexure – G	Technical & Functional Specification
Annexure – H	Declaration Letter for Compliance
Annexure – I	Format for bank Guarantee against annual maintenance

Annexure – A

Undertaking for Complying Technical Specifications

Ref no.

Date:

To
The General Manager,
Bank of India, Head Office,
Star House-2, C-4, 'G' Block,
8th floor, I.T. Department;
Bandra Kurla Complex,
Bandra (East), Mumbai – 400 051
Email:

Sub: Undertaking for Complying Technical Specifications
RFP Ref: No. HO: IT: KD: 1443 Dated 24.02.2021

Dear Sir,

We, the undersigned, as a bidder, having examined the Technical Specifications as per RFP Project ref HO: IT: KD: 1443 dated 24th February 2021 and various documents/ communications exchanged during tender process.

We hereby agree to comply the all technical specifications as per RFP Project ref HO: IT: KD: 1443 dated 24th February 2021 and various documents/ communications exchanged during tender process in full conformity of your requirements as elaborated in above said RFP.

Dated this day of 2021

(Signature)

(In the capacity of)

Duly authorized to sign Proposal for and on behalf of

Annexure – B

Compliance Statement

We certify that except for the following deviations, we agree to abide by all other clauses, terms, conditions and specifications mentioned in the RFP.

Main RFP / Annexure No.	Clause / Sub Clause No.	Deviation	Specific Page no. of the Response

Place:

Date:

Signature of Authorized signatory with seal

Note: If there are no deviations the bidder has to give his response by writing 'NIL' in the statement. If no deviations are mentioned in Annexure C it shall be deemed that there is no deviation, irrespective of the fact whether any mention in the bid document anywhere.

ANNEXURE – C
CHECKLIST

The bidder shall confirm whether following are submitted in their bid. The bidder shall indicate the page no. at which the details asked below are furnished, otherwise, bid is liable for rejection.

Sl.No.	DETAILS	SUBMITTED (Yes/ No)	Page No. at which details are enclosed
1.	Technical Solutions given in Technical bid and price/rate/ cost estimate/price performance figures etc. given in price bid only		
2.	Bid is filed in proper capacity files. Original and Photocopies are filed in separate files. Photocopy is complete.		
3.	Duly filled and signed compliance statement in Annexure-B		
4.	Soft Copy of Technical bid and Price bid in MSWORD /MS – Excel format submitted in CD		
5.	Bids Submitted as per clause 3.2		
6.	Whether the Bid is authenticated by authorized person		
7.	Bank and Bidder's scope, deliverable and responsibilities during warranty		
8.	All the pages are numbered properly		
9.	All pages are authenticated by sign and seal (Full signature to be affixed and not initials). Erasures/Overwriting/Cutting/Corrections authenticated Certification/Undertaking is authenticated.		
10.	OEM certificate submitted(if any)		
11.	Details of service support and response time as per this RFP		
12.	Price bid as per the clause submitted (Annexure-D(c))		
13.	Whether price quoted are exclusive of Sales Tax and other taxes viz. Octroi / Entry tax, etc.		
14.	Whether replica of price Bid is enclosed in Technical Bid masking price		
15.	Validity of the bid for 6 months mentioned.		

16.	Support offered for 2 years on 24 hours basis on 365 day. (i.e. 24 * 7*365 basis)		
17.	Call log in Procedure, Preventive and Break down/Corrective Maintenance during warranty and ATS.		

Annexure – D (a)

PERFORMANCE SECURITY/Bank Guarantee Form

Bank Guarantee No.

Date:

Issued by

To,

Bank of India

(As per RFP).....

.....

WHEREAS....., having its registered office at..... (Hereinafter called the “**Service Provider**”) has undertaken, in pursuance of your RFP Reference No. Ref: HO: IT: KD: 1443 Dated 24th February 2021 **for procurement of NPA Management Solution (Web Portal & Middleware) from category ‘A’ empanelled service providers** (hereinafter called "the Contract").

2. **AND WHEREAS** it has been stipulated by you in the said Contract that the Service Provider shall furnish you with a Bank Guarantee by a recognized Bank for the sum of Rs..... as security for compliance with the Service Provider’s performance obligations in accordance with the said Contract.

3. **AND WHEREAS** wehaving our Head Office at..... and a Branch office at..... at the request of the Service Provider issue this Guarantee in your favour guaranteeing the due performance of the Service Provider of the said Contract.

4. We Bank hereby agree and affirm that we are Guarantors and responsible to you, on behalf of the Service Provider, up to a sum of Rs ... (Rupees in words) and we undertake to pay you the said amounts without demur or objection, upon your first written demand declaring the Service Provider to be in default under the said Contract. We shall pay the said amounts without cavil or argument as aforesaid, without needing to prove or to show grounds or reasons for your demand or the sum specified therein.

5. We undertake to pay you any money so demanded notwithstanding any dispute or disputes raised by the Service Provider in any suit or proceeding pending before any Court or Tribunal relating thereto our liability under this present being absolute and unequivocal.

6. We, _____ (indicate the name of bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Contract and that it shall



continue to be enforceable till all the dues of the Bank of India under or by virtue of the said Contract have been fully paid and its claims satisfied or discharged or till Bank of India certifies that the terms and conditions of the said Contract have been fully and properly carried out by the said Service Provider and accordingly discharges this guarantee. This Guarantee shall be valid up to..... and unless a demand or claim under this guarantee is made on us in writing on or before the..... +3 months we shall be discharged from all liability under this guarantee thereafter.

7. We, _____ (indicate the name of bank) further agree with Bank of India that Bank of India shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Contract or to extend time of performance by the said Service Provider from time to time or to postpone for any time or from time to time any of the powers exercisable by Bank of India against the said Service Provider and to forbear or enforce any of the terms and conditions relating to the said Contract and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Service Provider or for any forbearance, act or omission on the part of Bank of India or any indulgence by the Bank of India to the said Service Provider or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

8. This guarantee will not be discharged due to the change in our constitution or of the Service Provider.

9. We, _____ (indicate the name of bank) lastly undertake not to revoke this guarantee during its currency.

Executed at..... on this the Day of

Signature and Seal of Guarantors (Service Provider's Bank)

.....

Date.....

.....

Address:

.....

Annexure D (b)

BID FORM (TECHNICAL BID)

(To be included in Technical Bid Envelope)

Date:

To:
Bank of India,
Head Office, Star House-2,
C-4, "G"-Block,
8th Floor, I. T. Department
Bandra Kurla Complex
Bandra (East), Mumbai-400 051.

Dear Sir,

Sub: Procurement of NPA Management Solution (Web Portal & Middleware)

Ref: RFP Ref No. HO: IT: KD: 1443 Dated 24.02.2021

~~~~~  
Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offers NPA Management Solution (Web Portal & Middleware), in conformity with the said Bidding documents.

We undertake, if our Bid is accepted, to deliver, install and commission the Solution in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to 10 percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

**We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid, which shall remain binding upon us.**

Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this ..... day of ..... 2021

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(In the capacity of)

Duly authorized to sign Bid for and on behalf of \_\_\_\_\_



**Annexure D(c): Bill of Material  
(To be included in Technical Bid)**

To:

Bank of India,  
Head Office, Star House-2,  
C-4, "G"-Block,  
8th Floor, I. T. Department  
Bandra Kurla Complex  
Bandra (East), Mumbai-400 051.

Dear Sir:

**Sub: Procurement of NPA Management Solution (Web Portal & Middleware)**  
**Ref: Your RFP Ref: BOI: HO: IT: KD: 1443 Dated: 24.02.2021**

A) **The Bidder should provide Bill of Material for entire Solution.**

| Sr. No | Description | Make | Model | Quantity |
|--------|-------------|------|-------|----------|
|        |             |      |       |          |
|        |             |      |       |          |
|        |             |      |       |          |
|        |             |      |       |          |
|        |             |      |       |          |

We confirm that, the quoted Bill of Material (BOM) is in compliance of all RFP terms and conditions. If it is found that "BOM" is not in compliance of any/all of the terms and conditions, at any moment, the Bank as it discretion, may reject the bid / terminate the contract without any prior notice to the bidder.

**Signature of Bidder:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Business Address:** \_\_\_\_\_

**Place:**

**Date:**

**Annexure E(a): Price Bid  
INDICATIVE PRICE SCHEDULE  
(Include in Price Bid Only – Not to be included in Technical Bid, only masked Price Bid is to be included in Technical Bid)  
COMMERCIAL BID: TOTAL COST OF OWNERSHIP CALCULATION**

| Sl No. | Module / Item Description                                                                                                                                   | One Time Cost | Year 1 (Defect Liability period) (In Rs.) | Year 2 (warranty) (In Rs.) | Year 3 (In Rs.) | Year 4 (In Rs.) | Total (In Rs.)     |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------------------------------------|----------------------------|-----------------|-----------------|--------------------|
| 1.     | Application & Implementation cost for Bank                                                                                                                  | 0.00          | X                                         | X                          | X               | X               | 0.00<br><b>(a)</b> |
| 2.     | ATS (Annual Technical Support) for Bank                                                                                                                     | X             | X                                         | X                          | 0.00            | 0.00            | 0.00<br><b>(b)</b> |
| 3.     | Facility Management / for resource for 1 shift(*) to maintain the SLAs and provide all support and Technical and Functional Specification as per Annexure G | X             | 0.00                                      | X                          | X               | X               | 0.00<br><b>(c)</b> |
| 4.     | Amount in Numerals                                                                                                                                          |               |                                           |                            |                 |                 |                    |
| 5.     | Amount in Words                                                                                                                                             |               |                                           |                            |                 |                 |                    |

Criteria for L1 would be **(a+b+c)**.

- Kindly note that the Bids submitted should be most competitive in nature as there will be **no Reverse Auction (RA)**.
- Bidders are empanelled in **Category A** (work order value maximum upto Rs.35 Lakhs excluding taxes) and **Category B** (work order maximum upto Rs.10 Lakhs excluding taxes). Bid submitted with Price bid of more than permissible amount as per their category will be disqualified.
- Bank reserves the right to increase the count of resources (over and above 1 mentioned herein) at the same rate for any/all years of contract.

**Annexure E (b)**  
**Price Proposal Form**  
*(To be included in Price Proposal Envelope)*

To,  
Bank of India,  
Head Office, Star House-2,  
C-4, "G"-Block,  
8th Floor, I. T. Department  
Bandra Kurla Complex  
Bandra (East), Mumbai-400 051.

Dear Sir,

**Sub: Procurement of NPA Management Solution (Web Portal & Middleware)**  
**from empaneled service providers for new branches/offices of Bank for a period of 4**  
**years**  
**RFP Ref: No. HO: IT: KD: 1443 Dated 24.02.2021**

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer **Procurement of NPA Management Solution (Web Portal & Middleware)**, in conformity with the said Bidding documents. The Offered Price is attached with this declaration as per Annexure-E (a). Such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Proposal. (To be modified suitably to contain the details of all items under this RFP and its prices)

We declare that offered price for each locations as per of this RFP has been submitted. In case of any site/location price is missing in our proposal, our Price bid proposal will not be accepted by the bank. We undertake, if our Proposal is accepted, to deliver, install and commission the system, in accordance with the delivery schedule specified in the Schedule of Requirements.

**We agree to abide by the Proposal and the rates quoted therein for the orders awarded by the Bank.**

Until a formal contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that you are not bound to accept the lowest or any Proposal you may receive.

Dated this ..... day of ..... 2021

\_\_\_\_\_  
(Signature)

(In the capacity of)

Duly authorized to sign Proposal for and on behalf of  
\_\_\_\_\_

## Annexure – F (a)

### Undertaking letter format

Offer Reference No:

Date:

To

The General Manager,  
Bank of India, Head Office,  
Star House-2, C-4, 'G' Block,  
8th floor, I.T. Department;  
Bandra Kurla Complex,  
Bandra (East), Mumbai – 400 051  
Email: [headoffice.it@bankofindia.co.in](mailto:headoffice.it@bankofindia.co.in)

Dear Sir,

Sub: **Procurement of new NPA Management Solution (Web Portal & Middleware)  
from empaneled service providers**

**RFP Ref: No. HO: IT: KD: 1443 Dated 24.02.2021**

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We, the undersigned, as a bidder, having examined the complete RFP document (along with its annexure), do hereby offer to **NPA Management Solution (Web Portal & Middleware)** in full conformity of your requirements as elaborated in above said RFP for the amounts mentioned by us in the Price Bid or such other sums as may be agreed to between us.

We hereby agree to all the terms and conditions stipulated in the RFP except for the variations and deviations of requirements as mentioned by us in the Compliance Statement, submitted along with our Technical Proposal. We agree to abide by our Offer for a period of 6 months from the date of last day of Bid submission and it shall remain binding upon us and may be accepted by the Bank at any time before the expiration of this period. Until a formal contract is prepared and executed, this offer together with the Bank's notification of award by means of order shall constitute a binding contract between us. We undertake, if our Bid is accepted, to provide Contract Performance Guarantee, and other Guarantees as mentioned in RFP and in the amounts and within the times stipulated in the RFP.

We understand that the Bank may reject any or all of the offers without assigning any reason whatsoever.

We understand that you are not bound to accept the lowest or any bid you may receive.

Yours faithfully,

(NAME AND DESIGNATION)

Place:

For and On behalf of \_\_\_\_\_

Date:

**Annexure – F (b)**

**Authorization letter format**

To

The General Manager,  
Bank of India, Head Office,  
Star House-2, C-4, 'G' Block,  
8th floor, I.T. Department;  
Bandra Kurla Complex,  
Bandra (East), Mumbai – 400 051  
Email: headoffice.it@bankofindia.co.in

Dear Sir,

**Sub: Authorization Letter for attending the Bid Opening**

**Ref No. HO: IT: KD: 1443 Dated 24.02.2021**

This has reference to your above RFP for procurement of NPA Management Solution (Web Portal & Middleware), **RFP Ref: No. HO: IT: KD: 1443 Dated 24.02.2021**. Mr. / Miss / Mrs. \_\_\_\_\_ is hereby authorized to attend the bid opening of the above RFP **HO: IT: KD: 1443 Dated 24.02.2021** on \_\_\_\_\_ on behalf of our organization.

The specimen signature is attested below:

\_\_\_\_\_  
Specimen Signature of Representative

\_\_\_\_\_  
Signature of Authorizing Authority

\_\_\_\_\_  
Name of Authorizing Authority

\_\_\_\_\_  
Signature of Attesting Authority

## Annexure – F (C)

### CONTRACT FORM

**THIS AGREEMENT** made the .....day of....., 2021 between.....  
(Name of Purchaser) (Hereinafter called "the Purchaser") of the one part and..... (Name of  
Service Provider) of..... (City and Country of Service Provider) (Hereinafter called "the  
Service Provider") of the other part:

**WHEREAS** the Purchaser invited Bids for certain Products and services viz. (Brief Description of  
Products and Services) and has accepted a Bid by the Service Provider for the installation and  
commissioning of Point to Point link and services in the sum of ..... (Contract Price  
in Words and Figures) (Hereinafter called "the Contract Price").

#### NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents of RFP Ref No.: **HO: IT: KD: 1443 dated 24.02.2021** shall be deemed to form and be read and construed as part of this Agreement, viz.:
  - a) the Bid Form and the Price Schedule submitted by the Bidder;
  - b) the Bill of Material;
  - c) the Technical & Functional Specifications;
  - d) the Terms and Conditions of Contract;
  - e) the Purchaser's Notification of Award;
  - f) Schedule of Dates, Amounts etc. (SDA)
  - g) All pre bid clarifications /mail communications shared with the bidder during the processing of this bid.
3. In consideration of the payments to be made by the Purchaser to the Service Provider as hereinafter mentioned, the Service Provider hereby covenants with the Purchaser to provide the services for NPA Management Solution (Web Portal & Middleware) and to remedy defects therein, in conformity in all respects with the provisions of the Contract.
4. The Purchaser hereby covenants to pay the Service Provider in consideration of the provision of the Products and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

**DELIVERY SCHEDULE:**

**IN WITNESS** whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the

said ..... (For the Purchaser)

in the presence of:.....

Signed, Sealed and Delivered by the

said ..... (For the Service Provider)

In the presence of:.....

## ANNEXURE-G

### Technical & Functional Specification

| Sl.      | Description                                                                                                                                                                                                                                                         | Score | Compliance (Yes / No) |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----------------------|
|          | <b>Deliverables:</b>                                                                                                                                                                                                                                                |       |                       |
|          | The deliverables of the system to be implemented by the vendor will cover but not be limited to the following:-                                                                                                                                                     |       |                       |
| <b>1</b> | <b>Middleware / Dashboard / Reporting Application</b>                                                                                                                                                                                                               |       |                       |
| 1.1      | User Role Management / Integration with AD                                                                                                                                                                                                                          | 10    |                       |
| 1.2      | Audit Logs of all the activities performed by user(s)                                                                                                                                                                                                               | 2     |                       |
| 1.3      | API based interface to add reports / dashboard                                                                                                                                                                                                                      | 15    |                       |
| 1.4      | Vendor should bring its application / platform to build following reports and dashboards. With cross browser support/multi lingual support. Bank security.                                                                                                          | 10    |                       |
| 1.5      | 360 Degrees view of the customer/account (Drill through & Drill down facilities). Data collected should be processed with advanced analytics to draw insights of customer which will enrich the customer profile and thus deriving 360 degree view of the customer. | 10    |                       |
| 1.6      | Recovery Process Management - Tracking of the recovery actions based as per the NPA policy                                                                                                                                                                          | 5     |                       |
| 1.7      | Automated multi-channel (SMS, email, IVR) batch contact process                                                                                                                                                                                                     | 5     |                       |
| 1.8      | Managing end-to-end workflows tuned for recovery through litigation and legal process according to RBI and BR act                                                                                                                                                   | 10    |                       |
| 1.9      | Automatic template population for sending Notices                                                                                                                                                                                                                   | 5     |                       |
| 1.10     | Budgeting and forecasting based on the identified doable accounts.                                                                                                                                                                                                  | 5     |                       |
| <b>2</b> | <b>Alert Management System</b>                                                                                                                                                                                                                                      |       |                       |
| 2.1      | Alerts regarding irregularities with our bank and/or other banks /statutory bodies default coming in CICs or other relevant agencies giving pointed details of quantum, relevant institution, exact nature and number of days of irregularity                       | 1     |                       |
| 2.2      | Compliance related alerts                                                                                                                                                                                                                                           | 1     |                       |
| 2.3      | Appropriation of Cash Margins                                                                                                                                                                                                                                       | 2     |                       |
| 2.4      | Alerts for customer having different mobile number / addresses in other banks, multiple customer are sharing same address and numbers using CICs etc.                                                                                                               | 1     |                       |



|          |                                                                                                                                                                                                                             |     |  |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|--|
| 2.5      | Alerts with regard to the Loan Requests with other Banks / Sanction of Credit Facilities by other Banks / FIs.                                                                                                              | 1   |  |
| 2.6      | Non Creation/modification of charge on primary/collateral security, reporting of additional charges created or deleted which may include all authorities like local revenue authority, ROC & other such relevant authority. | 2   |  |
| 2.7      | Alerts for valuation or other technical issues.                                                                                                                                                                             | 1   |  |
| <b>3</b> | <b>Mobile/Web Interface</b>                                                                                                                                                                                                 |     |  |
| 3.1      | Portal with Dashboard for different types of users – Customer (defaulter), recovery agents, managers, etc., based on Categorization & assignment of accounts to recovery officers.                                          | 5   |  |
| 3.2      | There should be customization of data entry screen in the solution for entering the relevant recovery position information from the users.                                                                                  | 2   |  |
| 3.3      | Ability to contact customer through mobile or tab.                                                                                                                                                                          | 2   |  |
| 3.4      | Pending litigation management against the borrower at different forums, NCLT, NCLAT, GSTAT, DRT, SARFAESI, Customs Appellate Tribunals etc. along with impact thereof.                                                      | 5   |  |
|          | TOTAL                                                                                                                                                                                                                       | 100 |  |

Only those bidders who is having score 80 or more, out of 100 based on the technical scoring will be selected for price bidding.

However, the Bank at its discretion may reject the proposal of the Bidder or will not consider, if in the Bank's opinion the Bidder could not present or demonstrate their software development skills / services as described in the proposal or in case the responses received from the customer contacts are negative or technicality does not meet Bank's technical requirement. Bidders who meet these criteria will only qualify.

**Annexure – H**

**Declaration Letter for Compliance**

To  
The General Manager,  
Bank of India, Head Office,  
Star House-2, C-4, 'G' Block,  
8th floor, I.T. Department;  
Bandra Kurla Complex,  
Bandra (East), Mumbai – 400 051  
Email: headoffice.it@bankofindia.co.in

Dear Sir,

**SUB: Declaration for compliance of all clauses of  
RFP ref. no. HO: IT: KD: 1443 Dated 24.02.2021**

We certify the compliance of all clauses, terms, conditions and specifications stipulated in RFP. We agree to abide by all clauses, terms, conditions and specifications mentioned in the **RFP Project ref HO: IT: KD: 1443 dated 24th February 2021 and various documents/communications exchanges during tender process.**

Name of Authorized Signatory:  
Designation:

Signature of Authorized signatory with seal

Place:  
Date:

**Annexure- I**

**FORMAT FOR BANK GUARANTEE AGAINST ANNUAL MAINTENANCE**  
**(ON NON-JUDICIAL STAMP PAPER OF APPROPRIATE VALUE)**

Reg.: Request for Proposal (RFP) For Empanelment of Vendor for Customization/ Development / Maintenance/ Testing /Support

**Ref: Your RFP Ref: BOI: HO: IT: KD: 1443 Dated: 24.02.2021**

Bank Guarantee No.: ..... Date: .....

To..... (Name of the Purchaser)

Whereas..... (Name of the Supplier) hereinafter called "the Supplier" has undertaken, in pursuance of contract No..... dated..... to supply ..... (Description of Products and Services) hereinafter called "the Contract".

AND WHEREAS it has been stipulated by you in the said contract that the Supplier shall furnish you with a Bank Guarantee by a recognized Bank for the sum specified therein as security for compliance with the Supplier's performance obligations under the contract for Annual Maintenance and Repairs of the entire system for next three years.

AND WHEREAS we have agreed to give the Supplier a Guarantee.

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you on behalf of the Supplier, up to a total of Rs..... (Amount of guarantee in words and figures) being 4% of the Contract Price and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the contract and without cavil or argument, any sum or sums within the limit of Rs. .... (Amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until ..... day of.....

Signature and Seal of Guarantors  
Date:

Note:

1. Suppliers should ensure that seal and code no. of the signatory is put by the bankers, before submission of the bank guarantees.
2. Stamp paper is required for the bank guarantees issued by the banks located in India.