Request for Proposal (RFP)

For

Supply, Implementation & Maintenance of Loan Origination System (LOS)

यूको बैंक **UCO BANK**

Head Office-2
Department of Information Technology
7th Floor, 3 & 4 DD Block, Sector -1
Salt Lake, Kolkata-700 064

RFP REF NO: DIT/BPR & BTD/OA/3365/2019-20
Date: 20/09/2019

CONTENTS

Bid Control Sheet

Tender Reference	**DIT/BPR & BTD/OA/3365/2019-20 dated 20/09/2019**
Cost of Tender Document	**Rs.20,000/- (Rupees Twenty Thousand only)**
Date of issue of RFP	**20/09/2019**
Earnest Money Deposit (EMD)	**Rs.25,00,000/- (Rupees Twenty-Five Lakhs only, in the form of BG)**
Date of commencement of sale of tender document	**20/09/2019**
Pre-Bid queries submission Date	**On or before 27/09/2019 upto 3:00 PM**
Pre- Bid Meeting Date & Time	**01/10/2019 at 12:30 AM**
Last Date and Time for receipt of tender bids	**25/10/2019 at 4:00 PM**
Opening of Eligibility and Technical bids	**25/10/2019 at 4:30 PM**
Opening of Commercial Bid	**Will be informed subsequently to technically qualified bidders.**
Address of Communication	**UCO BANK, Head Office-2, Department of Information Technology, 5th Floor,3 & 4 DD Block, Sector -1, Salt Lake, Kolkata-700 064.**
Email address	**hodit.proc@ucobank.co.in**
Contact Telephone	**Tel :033-44559770 / 75**
Bids to be submitted	**Tender box placed at: UCO BANK, Head Office-2, Department of Information Technology, 5th Floor, 3 & 4, DD Block, Sector -1, Salt Lake, Kolkata-700 064.**

Note: Bids will be opened in presence of the bidders' representatives (maximum two representatives per bidder) who choose to attend. In case the specified date of submission & opening of Bids is declared a holiday in West Bengal under the NI act, the bids will be received till the specified time on next working day and will be opened at 4:30 p.m. UCO Bank is not responsible for non-receipt of responses to RFP within the specified date and time due to any reason including postal holidays or delays. Any bid received after specified date and time of the receipt of bids prescribed as mentioned above, will not be accepted by the Bank. Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the specified date & time for submission of bids. No bidder shall be allowed to withdraw the bid.

PART-I Introductions

UCO BANK, a body Corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at 10, B.T.M. Sarani, Kolkata- 700001, India, hereinafter called "The Bank", is one of the leading public sector Banks in India having more than 3000+ branches. All the branches of the Bank are CBS enabled through Finacle (Ver. 7.0.25) as a Core Banking Solution and soon going to be upgraded to Finacle (Ver. 10.X). Currently, we are using Lending Automation Processing System (LAPS) for processing loan applications. We are having thirteen schemes of Retail module in live environment and three schemes of Agriculture module and eight schemes of MSME module under development and will be made live soon. LAPS is integrated with Finacle for pulling/pushing data from/to Finacle. Further Single Sign On (SSO) is implemented whereby login into LAPS is through Finacle. LAPS is integrated with Vidyalakshmi Portal and PSBloanin59minutes portal. Also, LAPS is integrated with a connector called Bureau Link for pulling consumer Credit Information Report of the borrowers from CIBIL and CRIF High Mark bureaus on real time basis.

1. Overview or Objectives

UCO BANK is pleased to invite proposal of Loan Origination System (LOS) from the prospective bidders having proven past experience and competence in the field and offering services to various banks at different locations in India.

Proposed origination system should enhance customer experience by streamlined operations that will enable faster responses to customer queries and requests. The Bank envisages having deeper insights into each transaction through real time business activity monitoring, analytics to ensure lower defects, content and resource optimization through audit trails and dynamic resource allocation. Bank intends to automate and streamline credit processing and user experience of all schemes of Retail, MSME and Agriculture modules right from lead generation to post sanction compliance and disbursement.

2. Eligibility Criteria

Only those bidders who fulfil the following criteria are eligible to respond to the RFP. Offers received from the bidders who do not fulfil any of the following eligibility criteria are liable to be rejected.

Sl. No.	Clause	Documents required
1	Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 for the last	Certificate of Incorporation, PAN, TAN, GSTIN Certificate and any other tax related

	3 years as on RFP issuance date. Concerns registered as MSME Entrepreneur & still categorized as MSME as on RFP submission date can also participate in bidding process.	document if applicable, along with the copies of Memorandum of Association and Articles of Association are required to be submitted along with the eligibility bid. Registration from DIC, KVIB, NSIC, KVIC, DIHH, UAA or any other body specified by Ministry of MSME
2	The Bidder should have minimum annual turnover of Rs. 10 Crores per year during the last three financial years (2016-17, 2017-18 & 2018-19).	Copy of the audited balance sheet of the company showing turnover of the company for the consecutive last three financial years (2016-17, 2017-18 & 2018-19) should be submitted along with Cratered Accountant Certificate. In case audited balance sheet is not present for year 2018-19, Chartered accountant certified Unaudited Balance sheet should be submitted.
3	Bidder should have maintained a positive net-worth in the last three financial years (2016-17, 2017-18 & 2018-19).	Copies of the audited balance sheets of the company showing positive networth of the company for last three consecutive financial years (2016-17, 2017-18 & 2018-19) should be submitted along with Auditor's Certificate. In case audited balance sheet is not present for year 2018-19, Chartered accountant certified provisional Balance sheet should be submitted
4	The bidder should be an OEM / OSD or their authorized representative in India. In case OEM / OSD participates in the tender process directly, authorized representative will not be permitted to	Undertaking / Power of Attorney (PoA) from the OEM / OSD mentioning a clause that OEM / OSD will provide support services during warranty period if the

	participate in the same tender process.	bidder authorized by them fails to perform. In case of an authorized representative, a letter of authorization (MAF) / OSD Authorization Form from original manufacturer / solution developer must be furnished in original duly signed & stamped (As per Annexure – III & XIII).
5	Bidder should not have been black-listed by (the Central / any of the State Governments or any Financial Institutions in India as on date of RFP submission) any bank / institution in India.	Self-declaration to this effect on the company's letter head should be submitted. Bidder has to submit a Declaration in the format as mentioned in the Annexure – VII.
6	The bidder should be in business of providing similar service/ application/ business rules management and decision platform (for loan/credit processing) for at least 2 years and 2 scheduled commercial banks / BFSI in India as on date of submission of bid.	Documentary evidence with relevant copies of Purchase Order along with Satisfactory Working Certificates / Completion Certificates / Installation Reports / Project Sign-Offs in the last two years including names of clients with Phone and Fax numbers, E-Mail IDs etc.
7	The proposed application/business rules management and decision platform (for loan/credit processing) should be running in at least 2 scheduled commercial banks / BFSI in India as on date of submission of bid.	Documentary evidence with relevant copies of Purchase Order along with Satisfactory Working Certificates / Completion Certificates / Installation Reports / Project Sign-Offs in the last two years including names of clients with Phone and Fax numbers, E-Mail IDs etc.
8	The service provider should ensure that there are no legal proceedings / inquiries / investigations have been commenced / pending against service provider by any statutory or regulatory or investigative	Declaration in the letterhead of the bidder's company to that effect duly certified by Statutory Auditor should be submitted.

agencies or any other for which performance under the contract will get adversely affected / may get affected.	

Note:-

The Bidder must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. Documentary Evidence for compliance to each of the eligibility criteria must be enclosed along with the bid together with references. Undertaking for subsequent submission of any of the required document will not be entertained under any circumstances. However, UCO BANK reserves the right to seek clarifications on the already submitted documents. Non-compliance of any of the criteria will entail rejection of the offer summarily. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder.

PART-II: INVITATION FOR BIDS AND INSTRUCTIONS TO BIDDERS

1. Invitation for Bids

UCO Bank invites sealed tenders comprising of Eligibility Bid, Technical bid and Commercial bid from experienced bidders having proven capabilities of providing Loan Origination System with 24x7 availability and correlated services for customers. Against the above backdrop, UCO Bank Invites Request for Proposal (RFP) from the prospective bidders having proven past experience and competence in the field of providing Installation, customization, configuration and maintenance of the software required for a Loan Origination System (LOS) and related services as per the technical / functional specifications given in this RFP document.

The selected bidder is required to adhere to the terms of this RFP document and any deviations to the same shall not to be acceptable to UCO Bank.

The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful bidder will be entirely at Bank's discretion

2. Due Diligence

The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP and study the RFP document carefully. Bid shall be deemed to have been submitted after careful study and examination of this RFP with full understanding of its implications. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP. Failure to furnish all information required by this RFP or submission of a Bid not responsive to this RFP in each and every respect will be at the Bidder's own risk and may result in rejection of the Bid and for which UCO Bank shall not be held responsible.

3. Tender Document and Fee

A complete set of tender document can be obtained from the below mentioned address during office hours on all working days on submission of a written application along with a non-refundable fee of **Rs. 20,000.00/- (Rupees Twenty Thousand Only) and additional GST @18% of Tender document Cost (Please quote**

your GST number) in the form of Demand Draft or Banker's Cheque in favour of UCO BANK, payable at Kolkata.

The tender document may also downloaded from the bank's official website www.ucobank.com. The bidder downloading the tender document from the website is required to submit a non-refundable fee of **Rs. 20,000.00/- (Rupees Twenty Thousand Only) and additional GST @18% of Tender document Cost (Please quote your GST number)** in the form of Demand Draft or Banker's Cheque in favor of UCO BANK, payable at Kolkata, or NEFT at the time of submission of the technical bid, failing which the bid of the concerned bidder will be rejected.

In case of bidders being an MSME under registration of any scheme of Ministry of MSME, they are exempted from the submission of EMD and the Tender Cost / Fee. A valid certificate in this regard issued by the Ministry of MSME has to be submitted.

UCO BANK reserves the right to accept or reject in part or full any or all offers without assigning any reason thereof and without any cost or compensation therefor. Any decision of UCO Bank in this regard shall be final, conclusive and binding upon the bidders. The Bank reserves the right to accept or reject any Bid in part or in full, and to cancel the Bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Bank's action. During the evaluation process at any stage, if it is found that the bidder does not meet the eligibility criteria or has submitted false / incorrect information the bid will be rejected summarily by The Bank.

Bank details for Tender Fee	Address for Obtaining printed copy of RFP
Account Number-18700210000755 Account Name- M/s H O DIT Branch- DD Block, Salt Lake branch IFSC- UCBA0001870 MICR-700028138	UCO Bank Head office, Department of Information Technology 3&4 DD Block, 7th floor, Salt lake City, Sector-1, Kolkata – 700064 Ph- 033- 4455 9775/9770

4. Earnest Money Deposit

The Bidder(s) must submit Earnest Money Deposit in the form of Bank Guarantee valid for a period of 6 months together with a claim period of 30 days in favor of UCO Bank payable at Kolkata for an amount mentioned hereunder:

Particulars of Job to be undertaken	**EMD**
RFP for Supply, Implementation & Maintenance of Loan Origination System (LOS)	**₹ 25,00,000/- (Rupees Twenty-Five Lakhs Only)**

Non-submission of Earnest Money Deposit will lead to outright rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process without any interest thereon. The EMD of successful bidder(s) will be returned to them on submission of Performance Bank Guarantee (s) either at the time of or before the execution of Service Level Agreement (SLA). The EMD of successful bidder(s) will be returned on submission of Performance Bank Guarantee.

The Earnest Money Deposit may be forfeited under the following circumstances:

i) If the bidder withdraws its bid during the period of bid validity (180 days from the date of opening of bid).

ii) If the bidder makes any statement or encloses any form which turns out to be false, incorrect and / or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or

iii) The selected bidder withdraws his tender before furnishing on unconditional and irrevocable Performance Bank Guarantee.

iv) The bidder violates any of the provisions of the terms and conditions of this tender specification.

v) In case of the successful bidder, if the bidder fails:

- To sign the contract in the form and manner to the satisfaction of UCO BANK

- To furnish Performance Bank Guarantee in the form and manner to the satisfaction of UCO BANK either at the time of or before the execution of Service Level Agreement (SLA).

5. **Rejection Of The Bid**

The Bid is liable to be rejected if:

i) The document doesn't bear signature of authorized person on each page signed and duly stamp.

ii) It is received through E-mail.

iii) It is received after expiry of the due date and time stipulated for bid submission.

iv) Incomplete Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids/ deviation of terms & conditions or scope of work/ incorrect information in bid / Bids not conforming to the terms and conditions stipulated in this Request for proposal (RFP) are liable for rejection by the Bank.

v) Bidder should comply with all the points mentioned in the RFP. Non-compliance of any point will lead to rejection of the bid.

vi) Any form of canvassing/lobbying/influence/query regarding short listing, status etc. will be a disqualification.

vii) The bidder submits Incomplete Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for proposal (RFP).

viii) Non-submission of Pre Contract Integrity Pact as per format given in Annexure – XVI.

6. **Pre-Bid Meeting**

The queries for the Pre-bid Meeting should reach us in writing or by email on or before the date mentioned in the Bid Control Sheet by e-mail to hodit.proc@ucobank.co.in. It may be noted that no query from any bidder shall be entertained or received after the above mentioned date. Queries raised by the prospective bidder and the Bank's response will be hosted at Bank's web site. No individual correspondence will be accepted in this regard.

Only authorized representatives of bidder will be allowed to attend the Pre-bid meeting.

7. Modification And Withdrawal Of Bids

a. Bids once submitted will be treated, as final and no modifications would be permitted. No correspondence in this regard will be entertained.
b. No bidder/sub-contractor shall be allowed to withdraw the bid after the deadline for submission of bids.
c. The bidder/sub-contractor will not be allowed to withdraw from or seek amendments to the bid commitments. The bid earnest money in such eventuality shall be forfeited and all interests/claims of such bidder shall be deemed as foreclosed

8. Information Provided

The RFP document contains statements derived from information that is believed to be reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services. Neither Bank nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied as to the accuracy or completeness of any information or statement given or made in this RFP document.

9. Clarification of Offer

To assist in the scrutiny, evaluation and comparison of offers/bids, UCO Bank may, at its sole discretion, ask some or all bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of UCO Bank in this regard shall be final, conclusive and binding on the bidder.

10. Late Bids

Any bid received by the Bank after the deadline (Date and Time mentioned in Bid Details table / Pre Bid / subsequent addenda / corrigenda) for submission of bids will be rejected and / or returned unopened to the bidder.

11. Issue Of Corrigendum

At any time prior to the last date of receipt of bids, Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by a Corrigendum. Any such corrigendum shall be deemed to be incorporated into this RFP.

12. For Respondent Only

The RFP document is intended solely for the information to the party to whom it is issued ("the Recipient" or "the Respondent") and no other person or organization.

13. Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information, including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with

any negligence, omission, default, lack of care or misrepresentation on the part of Bank or any of its officers, employees, contractors, agents, or advisers.

14. Selection Process

Technically qualified bidder with the lowest quote based on TCO as quoted in Annexure – XXI(ii), will be considered as the L1 bidder.

15. MSME

As per recommendations of GOI, Bank has decided to waive off EMD and tender cost for NSIC registered MSME entrepreneurs.

i. Exemption from submission of EMD and Tender Fee / Cost shall be given to bidders who are Micro, Small & Medium Enterprises (MSME) and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME.Bids received without EMD and tender cost from bidders not having valid NSIC registered documents for exemption will not be considered.

ii. To qualify for EMD & Tender Fee / Cost exemption, firms should necessarily enclose a valid copy of registration certificate which is valid on last date of submission of the tender documents. MSME firms who are in the process of obtaining registration will not be considered for EMD & Tender Fee / Cost exemption. (Traders are excluded who are engaged in trading activity without value addition / branding / packing. In such a case they will have to submit EMD and Tender Cost).

iii. MSME bidder has to submit a self-declaration accepting that if they are awarded the contract and they fail to sign the contract or to submit a Performance Bank Guarantee before the deadline defined by the Bank, they will be suspended for a period of three years from being eligible to submit bids for contracts with the Bank.

iv. An MSE unit will not get any purchase preference over any other MSE unit.

v. Bids received without EMD for bidders not having valid NSIC registered documents for exemption will not be considered. Bids received without EMD for bidders not having valid registration documents for exemption will not be considered. However, Performance Bank Guarantee has to be submitted by the bidder under any circumstance.

16. Costs Borne By Respondents

All costs and expenses incurred by Recipients / Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by Bank, will be borne entirely and exclusively by the Recipient / Respondent.

17. No Legal Relationship

No binding legal relationship will exist between any of the Recipients / Respondents and Bank until execution of a contractual agreement.

18. Cancellation Of Tender Process

a. UCO Bank reserves the right to cancel the tender process partly or fully at its sole discretion at any stage without assigning any reason to any of the participating bidder.

b. The vendor shall indemnify UCO Bank and keep indemnified against any loss or damage that UCO Bank may sustain on account of any violation of patents, trademark etc. by the vendor in respect of the products supplied / services offered.

19. Corrupt And Fraudulent Practices

As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

"Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution.

AND

"Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive he Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

20. Non-Transferrable Offer

This Request for Proposal (RFP) is not transferable. Only the bidder who has purchased this document in its name or submitted the necessary RFP price (for downloaded RFP) will be eligible for participation in the evaluation process.

21. Address Of Communication

Offers / bid should be addressed to the address given in **bid control sheet**.

22. Period Of Bid Validity

Bids shall remain valid for 180 (One Hundred and Eighty) days after the date of bid opening prescribed by UCO BANK. UCO BANK holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence. In exceptional circumstances, UCO BANK may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The Bid Security provided shall also be suitably extended. A bidder acceding to the request will neither be required nor be permitted to modify its bid. A bidder may refuse the request without forfeiting its bid security. In any case the bid security of the bidders will be returned after completion of the process.

23. No Commitment To Accept Lowest Or Any Bid

UCO Bank shall be under no obligation to accept the lowest or any other offer received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. UCO Bank reserves the right to make any changes in the terms and conditions of purchase. UCO Bank will not be obliged to meet and have discussions with any vendor, and or to listen to any representations.

24. Other Terms And Conditions

Cost of preparation and submission of bid document:

The bidder shall bear all costs for the preparation and submission of the bid. UCO Bank shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.

i. The Bank reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised bids from the bidders with regard to such changes. The Bank reserves its right to negotiate with any or all bidders. The Bank reserves the right to accept any bid in whole or in part.

ii. The Bank reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder. When the Bank makes any such rejection, the Bank will not be bound to give any reason and/or justification in this regard to the bidder. The Bank further reserves the right to reject any or all offers or cancel the whole tendering process due to change in its business requirement.

Response of the Bid:

The Bidder should comply all the terms and conditions of RFP.

I. The bidder is solely responsible for any legal obligation related to licenses during contract period for the solution proposed and Bidder shall give indemnity to that effect.

II. UCO Bank shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. UCO Bank has the right to re-issue tender/bid. UCO Bank reserves the right to make any changes in the terms and conditions of purchase that will be informed to all bidders. UCO Bank will not be obliged to meet and have discussions with any bidder, and / or to listen to any representations once their offer/bid is rejected. Any decision of UCO Bank in this regard shall be final, conclusive and binding upon the bidder.

25. Errors And Omissions

Each Recipient should notify Bank of any error, omission, or discrepancy found in this RFP document.

26. Acceptance Of Terms

A Recipient will, by responding to Bank RFP, be deemed to have accepted the terms as stated in the RFP.

27. RFP Response

If the response to this RFP does not include the information required or is incomplete or submission is through Fax mode or through e-mail, the response to the RFP is liable to be rejected.

All submissions will become the property of Bank. Recipients shall be deemed to license, and grant all rights to, Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.

28. RFP Response Validity Period

RFPs response will remain valid and open for evaluation according to their terms for a period of at least **6 months** from the time the RFP response submission process closes.

29. Notification

Bank will notify the Respondents in writing as soon as possible about the outcome of the RFP evaluation process, including whether the Respondent's RFP response has been accepted or rejected. Bank is not obliged to provide any reasons for any such acceptance or rejection.

30. Erasures Or Alterations

The Bid should contain no alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialed / authenticated by the person/(s) signing the Bid.

31. Clarifications On And Amendments To RFP Document

Prospective bidders may seek clarification on the RFP document by letter/fax/e-mail till the date mentioned in the bid control sheet. Further, at least 7 days' time prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) sought from prospective bidders, modify the RFP contents by amendment. Clarification /Amendment, if any, will be notified on Bank's website.

32. Language Of Bids

The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the Bank shall be in English language only.

33. Authorized Signatory

The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the bid shall be signed by person who is duly authorized by the Board of Directors / Competent Authority of the bidder or having Power of Attorney.

The selected bidder shall indicate the authorized signatories who can discuss, sign negotiate, correspond and any other required formalities with the bank, with

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regard to the obligations. The selected bidder shall submit, a certified copy of the resolution of their Board certified by Company Secretary along with Power of Attorney duly stamped, authorizing an official or officials of the company to discuss, sign with the Bank, raise invoice and accept payments and also to correspond.

34. <u>Submission Of Offer – Three Bid System</u>

UCO Bank will follow Three Bid System i.e. Separate Eligibility Bid – containing Eligibility Information, Tender Fee, Earnest Money Deposit in the form of Bank Guarantee OR certificate from Ministry of MSME (wherever required) and Pre Contract Integrity Pact (as per Annexure – XVI), Technical Bid – containing Technical Information and Commercial Bid – containing Price Information along with the soft copies (preferably in non-optical storage) duly sealed and super-scribed as — RFP for Supply, Implementation & Maintenance of Loan Origination System (LOS) (Eligibility Bid), — RFP for Supply, Implementation & Maintenance of Loan Origination System (LOS) (Technical Bid) and — RFP for Supply, Implementation & Maintenance of Loan Origination System (LOS) (Commercial Bid) as per the format prescribed in Annexure – XXI(ii) respectively should be put in a single sealed outer cover duly sealed and super-scribed as — RFP for Supply, Implementation & Maintenance of Loan Origination System (LOS) as per the bid details given in the RFP.

Eligibility evaluation would be completed first followed by Technical & Functional evaluation. Thereafter, Price Information (Commercial Bid) of the eligible & technically qualified bidders will be opened and Lowest Bidder (L1) will be selected based on the Total Amount quoted in the commercial bid. The bids (along with soft copy preferably in non-optical drives) shall be dropped/submitted at UCO Bank's address given in Bid Control Sheet Table, on or before the date specified therein.

All envelopes must be super-scribed with the following information:
- Name of the Bidder
- Offer Reference
- Type of Offer (Eligibility or Technical or Commercial)

The Eligibility and Technical Offers should be complete in all respects and contain all information asked for, in the exact format of eligibility and technical specifications given in the RFP, except prices along with the Tender Fee, Earnest Money Deposit in the form of Bank Guarantee and the Pre Contract Integrity Pact on a non-judicial stamp paper of requisite value (as per Annexure – XVI). Tender Offer forwarding letter prescribed in Annexure – I should be submitted with the Eligibility / Technical Offer. The Eligibility and Technical offers must not contain any price information. UCO BANK, at its sole discretion, may not evaluate Eligibility or Technical Offer in case of non-submission or partial submission of eligibility or technical details. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder. The Technical bid should have documentary proof in support of Eligibility Criteria and Annexures.

The entire RFP, Pre-bid responses along with all the Addenda and Corrigenda should be stamped & signed by the authorized signatory of the participating bidder and to be submitted to the Bank with all other documents as part of the Eligibility bid.

The envelopes separately should contain the documents in the order mentioned in the following diagram.
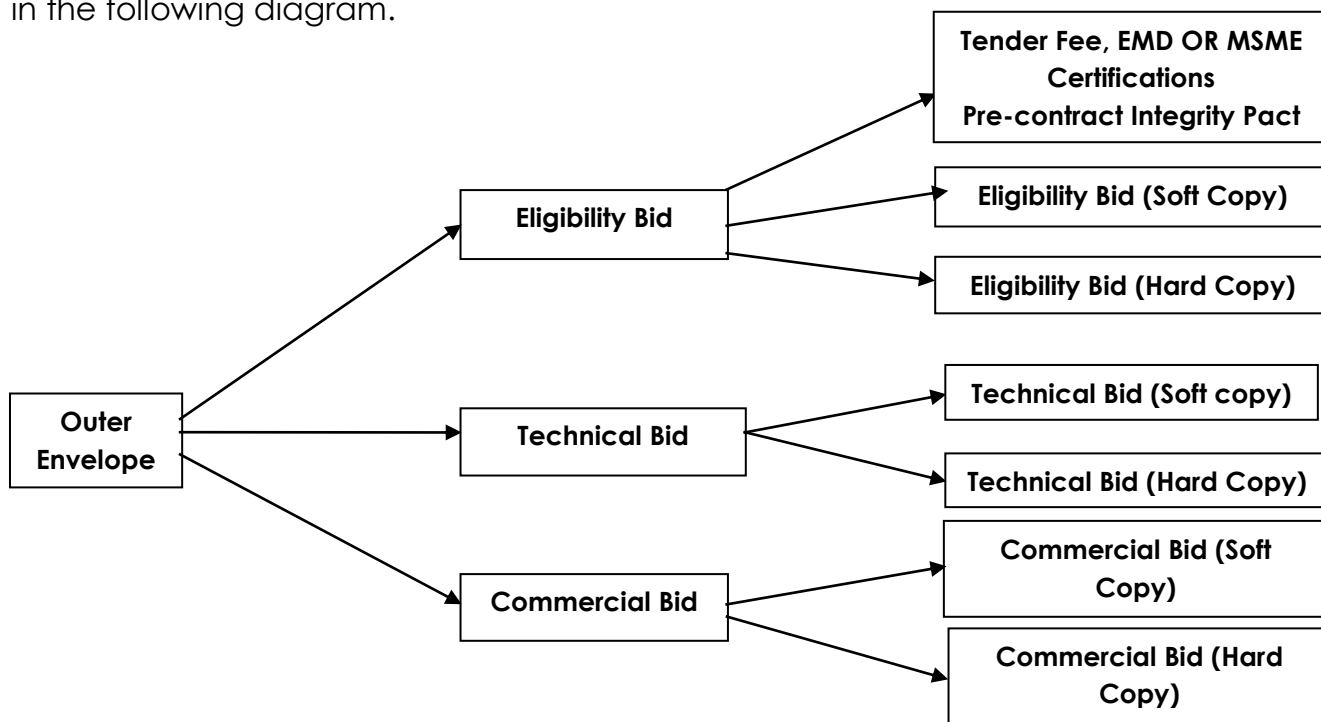
The Commercial Offer (Hard Copy) should contain all relevant price information as per Annexure – XXI(ii).

All pages and documents in individual bids should be numbered as page no. – (Current Page No.) of page no – (Total Page No.) and should contain tender reference no. and Bank's Name.

Note:

i. If the outer cover / envelop are not sealed & super-scribed as required, the Bank will assume no responsibility for bid documents misplacement or premature opening.

ii. The commercial offer (Hard Copy) should contain all relevant price information.

iii. All pages and documents in individual bids should be numbered as page no. (Current Page. No) of page. no - (Total Page No) and should contain tender reference no. and Bank's Name.

iv. 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 issuance of purchase order without assigning any reasons whatsoever.

v. If any inner cover / envelop of a bid is found to contain Eligibility/ Technical & Commercial Bids together then that bid will be rejected summarily.

vi. If any outer envelope is found to contain only the eligibility bid or technical bid or commercial bid, it will be treated as incomplete and that bid will be

liable for rejection.

vii. If commercial bid is not submitted in a separate sealed envelope duly marked as mentioned above, this will constitute grounds for declaring the bid non-responsive.

viii. The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection.

ix. The Bank reserves the right to modify any terms, conditions or specifications for submission of bids and to obtain revised Bids from the bidders due to such changes, if any, at any time prior to completion of evaluation of technical / eligibility bids from the participating bidders.

x. Canvassing of any kind will be a disqualification and the Bank may decide to cancel the bidder from its empanelment.

PART-III Bid Opening & Evaluation Criteria

1. Stages Of Evaluation

There would be Three (3) stages for evaluation process.

The Stages are:

> Eligibility Criteria Evaluation
> Technical Evaluation
> Commercial Evaluation

The Eligibility Criteria would be evaluated first for the participating bidders. The bidders, who qualify all Eligibility Criteria as mentioned in clause 2.1, will be shortlisted for the Technical bid evaluation. A detailed technical evaluation would be undertaken for eligible bidders and only the technically qualified bidders would be shortlisted for commercial opening.

The Bank will open the technical bids, in presence of bidders' representative(s) who choose to attend, at the time and date mentioned in Bid document on the date and venue mentioned in control sheet. The bidder's representatives who will be present shall sign the register evidencing their presence / attendance.

The bidder with the lowest commercial quote will be declared L1.

Evaluation Methodology

The objective of evolving this evaluation methodology is to facilitate the selection of the most cost-effective solution (Total Cost of Ownership) over contract period that appropriately meets the requirements of the Bank.

1.1. Eligibility Evaluation

The Eligibility would be evaluated first for the participating bidders. The bidders, who would qualify all Eligibility Criteria as mentioned in **the RFP,** will be shortlisted for the Technical bid evaluation.

1.2. Technical & Functional Evaluation

a. First, Technical bid documents will be examined from the Eligibility Criteria angle. Bidders, who fulfill the eligibility criteria conditions related to bidder's financial stability and experience fully as mentioned in **the RFP,** their bids only will be taken up for further evaluation/selection process rejecting the remaining bids.

b. The Bank will evaluate the technical responses of the bidders who are found eligible as per the eligibility criteria mentioned in the RFP.

c. During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter / fax / e-mail seeking clarification / explanation.

d. Technical bid evaluation methodology that UCO Bank would adopt is given below:

➢ The requirements are given in Annexure – XIX.

➢ UCO BANK may, at its discretion, waive off any minor non-conformity or any minor irregularity in an offer/bid. This shall be final, conclusive and binding on all bidders and UCO BANK reserves the right for such waivers.

➢ The bidders should provide their response ('Y' or 'N') to the questionnaire in the column "Compliance" in Annexure –XIX.

➢ The Responses should be as per the table below.

Y	Available
N	No, Not Available

➢ If any bidder provides response other than Y' or 'N' the same will be treated as Not Available i.e. N.

➢ Bidder should comply with all the requirements given in Annexure-XIX. Non-compliance to any of the requirement in Annexure – XIX may attract rejection of the proposal.

1.3. Commercial Evaluation

The commercial bids of only technically qualified bidders will be opened and evaluated by the Bank and the evaluation will take into account the following factors:

a. The Bill of Material must be attached in Technical Bid as well as Commercial Bid. The format will be identical for both Technical Bid and Commercial Bid, except that the Technical bid should not contain any price information (with Prices masked). Technical bid without masked Bill of Materials will be liable for rejection. Any deviations from the Bill of Material / non-submission of prices as per the format shall make the bid liable for rejection.

b. The L1 bidder will be selected on the basis of the amount quoted for the proposed solution quoted by them as per commercial bid. However, in case of any discrepancy in calculation, unit cost of component and services shall prevail.

c. The optimized TCO (Total Cost of Ownership) identified in the commercial bid would be the basis of the entire outflow of the Bank for undertaking the scope of work.

d. In case there is a variation between figure and words, the value mentioned in words will be considered.

2. <u>Shortlisting</u>

The bidder needs to qualify as per eligibility criteria. Only eligible bidders will be qualified for the Technical evaluation process, to be qualified for commercial bid opening. Only those bidders who achieve technical requirements mentioned in scope of work would be short-listed for commercial bid evaluation.

The Commercial Bids of only technically qualified bidders will be opened and evaluated by the Bank and the evaluation will take into account the following factors:

i. The optimized TCO identified in the commercial bid would be the basis of the entire outflow of the Bank for undertaking the scope of work. The Bank will consider the TCO over a Five-year period starting from the date of going live in production. Any further infrastructure or hardware (electrical components) required to meet the performance criteria of the Bank as stated in the RFP, during the tenure of the project, would be at the cost of the Bidder.

ii. **Normalization of bids**: The Bank will go through a process of Eligibility evaluation followed by the technical evaluation and normalization of the bids to the extent possible and feasible to ensure that shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion ask all the technically short-listed bidders to re-submit the technical and commercial bids once again for scrutiny in part or full.

The resubmissions can be requested by the Bank in the following two manners:
  ➤ Incremental bid submission in part of the requested clarification by the Bank.
  ➤ Revised submissions of the entire bid in the whole.

The Bank can repeat this normalization process at every stage of bid submission or till the Bank is satisfied. The shortlisted bidder/s have to agree that they have no reservation or objection to the normalization process and all the technically short listed bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the

Bank during this process. The shortlisted bidder/s, by submitting the response to this RFP, agrees to the process and conditions of the normalization process.

iii.   The bidder will be solely responsible for complying with any applicable Export / Import Regulations. The Bank will no way be responsible for any deemed Export benefit that may be available to the bidder.

iv.   In case there is a variation between numbers and words; the value mentioned in words would be considered.

v.   The OEM needs to provide Unit costs would be provided for components and services; unit rates would be considered for the TCO purposes.

In the event the vendor has not quoted or mentioned the component or services required, for evaluation purposes the highest value of the submitted bids for that component or service would be used to calculate the TCO. For the purposes of payment and finalization of the contract, the value of the lowest bid would be used.

PART-IV Scope of Work

Bank intends to streamline the loan origination, processing, tracking and post sanction compliance in order to have faster loan process leading to business growth. This should also lead to lower defects to ensure optimum returns on lending cycles and decreased operational costs improving the bottom-line.

Proposed origination system should enhance customer experience by streamlined operations that will enable faster responses to customer queries and requests. The Bank envisages having deeper insights into each transaction through real time business activity monitoring, analytics to ensure lower defects, content and resource optimization through audit trails and dynamic resource allocation.

1. Functional Requirement

Functional Requirement for Retail, MSME and Agriculture Modules in detail is as under (the list of requirement is indicative, not exhaustive, as the actual requirements will be determined during SRS/gap study phase)-

Note – All the points marked as Customizable (C) and To be developed (D) below are to be made available before go live within the time frame as stipulated in the RFP.

At least 75% of the requirements mentioned below should be Available (A) in the proposed solution in order to qualify.

S. No.	Description	Available (A) /Customizable (C) /To be developed (D)	Remarks (if any)
1	**GENERAL REQUIREMENTS**		
1.1	The system should define and support loan products/ portfolios like Working capital loan, Term Loan, overdraft, Real estate loans, Non fund based lines (LC, BG etc.), Bills, Trade Finance solution, Lease(Finance or operating Lease), Hire purchase, all segments like Retail, MSME and Agriculture segment (Farm & Non-Farm credit) etc. as per the requirement of the Bank.		
1.2	System should have the ability to define, generate and collect leads and manage external agencies and their users like Direct Selling Agency (DSA), dealers, builders,		

	Bank Mitra, valuation agencies, Law Firms, verification agencies, BCs and BFs etc. Should allow creation of user groups under each business partner and creation of users under each group as part of Corporate License.		
1.3	System should have the ability to allocate relevant cases to these external agencies and give controlled access to work or give them facility to upload their reports.		
1.4	System should have facility to calculate commission/Fee for DSAs, Valuer, LIEs, Lawyers and other third parties.		
1.5	System should be able to receive various reports in predefined form from authorized vendors through internet, email, and other electronic media in a secured manner.		
1.6	Software should deliver the followings: • Lead Origination. • Lead Management/Database management • Loan Origination System. • Integration with Bank's Core Banking System. • End-to-end workflow management. • Ability to define & manage different origination channels. • Support different loan products and loan types /processes. • Secured access using profile definition. • Audit trail of data/ processes. • Powerful structured and configurable workflow for automatic routing of application. • Supports multi-level loan product hierarchy. • Support multi-tier rate structure like fixed/floating, indexed and mixed. • Support multi-tier lending power structure. • Supports application processing for individual and non-individual customers. Non individual customers to include various constitutions like proprietorship, partnership, Companies, trusts, societies, Corporations, LLP, foreign entities, local branches of foreign entities, sovereign, SHG/JLG/FPO etc. • User configurable parameters/ processes. New product launch and defining/amending product parameters to be internally enabled for Bank user. • Configurable Risk policies. To be in built in the system once by the vendor at the time of installation and later to be allowed to be configured by the Bank internally, in case of need. • Rule based credit evaluation to provide internal credit checking, Credit rating, credit scoring, risk		

assessment, execution of power delegated and compliance check.

- Document flow, imaging and archiving.
- Image processing abilities, including pictures taken by webcam and other similar image forms.
- Image processing abilities so that image fed as input is properly populated in output.
- Application details and status enquiry should be possible.
- Generate letters, forms, loan legal documentation & all desired template automatically. The generated forms to be modifiable/ configurable from front end by Bank only without depending on vendor.
- Interface to external/internal systems.
- E-Signature/ Digital signature enabled that can be applied at any stage of processing.
- Possibility of enhancement with add-ons like Analytics, third party users/ auditors/ valuers / advocates/ stock auditors/ due diligence agencies.
- Ability to perform 3rd party Verifications, Valuations, Field Investigations etc.
- Ability to define repayment variations like balloon, moratorium (skip), step-up/ down in the product. Ability to change repayment options, in case of need.
- EMI, Non EMI / Principal Distributed and other methods of payment supported.
- Interest and principal moratorium supported.
- Specific data entry screens designed for a given customer type.
- Additional details like financial data for a specific period captured for corporate customer.
- Combinations like individual/ corporate as a borrower/ co-borrower/ guarantor or vice-versa are supported.
- De-dupe parameter specific to customer type can be defined.
- Document set specific to customer type can be defined.
- KYC verification/Due diligence module.
  -System should be able to capture and validate various data for KYC norms as per RBI norms from time to time like Customer Type, Customer Profile, Customer Address, KYC documents etc.
- Restructured account Module along with Configurable business rules as per policy and approvals.
- Dashboard reporting : few specific reports that are needed are

	▪ Report on Pending proposals. ▪ Report on Pending documentation. ▪ Report on pending security creation ▪ Report on an industry, etc. any other report required by the Bank This list is only illustrative. Any type or number of reports can be drawn from the system as per the requirement of the Bank.		
1.7	Ability to generate automated e-mails / SMSs to applicants / valuers / other agencies, users etc as per the requirement. System should have the ability to send Reminder Emails and SMS to designated higher Officials of the Bank which can be scheduled in the system as online mode/batch mode. The Software should store all e-mail/electronic communications/SMS (external and internal for recommendations, concurrence etc. electronically as part of all loan documentations. System should have provision to generate alerts/SMS/e-mails from each stage – normal alerts and exceptional alerts.		
1.8	Ability to perform 3rd party Verifications, Valuations, Field Investigations, credit bureau checks, geo-tagging etc. with minimum human intervention etc.		
1.9	Secured access using profile definition		
1.10	System should keep history of each of parameters change.		
1.11	System should provide comprehensive audit trail report on all activities performed on the system/ proposal including modification of data by any user including admin/system admin.		
1.12	Single implementation supporting multiple portfolios		
1.13	The LOS system shall have a business rules engine to support different types of Application routing mechanism including- a) Sequential routing (Tasks are to be performed one after the other in a sequence), b) Parallel routing (Tasks can be performed in parallel by splitting the tasks among multiple users and then merging as single composite process instance. The system shall support conditional merging of multiple parallel activities i.e. Response from mandatory parallel process stages before it can be forwarded to next stage),		

	c) Rule based routing - One or another task is to be performed, depending on predefined rules, d) Ad-hoc routing: Changing the routing sequence by authorized personnel. Rules can be defined on parameters set for each product/group of products as defined in the process flow.		
1.14	Seasonal cash flows/repayment defining capabilities.		
1.15	Should store various units of land area prevailing in various states and also to convert it to standard units like acre, hectare, sq. ft., sq. meters, sq. yard etc.		
1.16	Parameterization, historical data management, verifying data quality, migrating data, user acceptance testing, documentation, knowledge transfer and support.		
1.17	After fetching data from internal/external system, system should store it and make it available for subsequent processes/checks as and when required.		
1.18	Should provide end-to-end subsidy/ margin money processing solution and automate the process of subsidy claim and information flow.		
1.19	Should capture the company/organization details and flag in the account in case of loans under MOU/tie-ups (existing or future).		
1.20	Should read Optical Character Recognition (OCR)/Quick Response Code (QR Codes) in the documents and auto-fill the relevant fields in the system (e.g. Aadhaar, land Records etc.)		
1.21	All the upgrades of the software solution should be provided to the bank free of cost for the entire contract period.		
1.22	Comprehensive training manual with built-in "help" menu in system. Define and view help against each item.		
1.23	The system should provide output format to be generated in MS Word, MS Excel, Adobe acrobat PDF, HTML, XML etc. and any format needed in future. Output has to be a printable format with full alignment of text, images & tables (in A4, A3, legal, letter etc. paper sizes)		
1.24	Multilingual (English & Hindi Languages) output templates. Moreover, proposed solution should have feasibility to include the major regional/scheduled language at a later date.		

1.25	System should be able to handle entire loan life cycle management i.e. complete loan origination and processing system having automated process from lead management till loan disbursement and post sanction compliance.		
1.26	PSR (Post sanction review) Submission and management.		
1.27	System should have mobile/tab solutions for field functionality, client visits, including data & document, pictures uploads or on website upload by third party agency.		
1.28	Automatic picking up of charges (if any) for deviations/modifications/processing etc. for each type of facilities/borrower.		
1.29	Automatic printing of all the applicable forms and documents as per requirement of the Bank.		
1.30	Solution for improving Data quality through automated processing & reduced manual interventions.		
1.31	Generation of bank specified documents like application forms, loan appraisal, sanction letter and documentation with prefilled data.		
1.32	Loan management system including loan origination, complete processing including (Appraisal, sanction and documentation), disbursement & post sanction Loan management including review/renewal and monitoring.		
1.33	Restructured account Module along with Configurable business rules as per policy and approvals.		
1.34	Single Loan Application with suitable Annexure to process single or multiple Facilities/ borrowers (Fund based & Non-Fund based) as per the Bank's requirement.		
1.35	Any number and types of facilities to be configurable.		
1.36	Ability to define various masters e.g. Calendar Master, Business Partners, Deviation reason master, Delegation level master (Value), Product master (including pricing etc.), Customer master (With ID details etc.), Policy criteria master, Profession master, Company master, Customer service master, Collateral detail master, Interest Rate Master, Other Masters as relevant for the		

	software/as required by the bank, System should support 'Master Data Management' of various heads such as type of loan, geography, business unit etc. and also version control in key masters. There should be a facility to configure templates in the system like the Call Report, Offer letter, SMS and email alert, Survey report templates, subsidy claim template which can be configured at the masters level in the system.		
1.37	System should be able to restrict access to data based on user's position/Role/combination of both in the organization, eg. Branch employees should not be able to access Sales data and vice versa.		
1.38	System should be able to customize the screen based on user's hierarchy in the organization. Restricted viewing or viewing of related fields only.		
1.39	System should be able to integrate with document imaging/processing systems and convert financial document into excel or table format, thus facilitating the rapid movement of applications across the processes/ Units without the need of paper flow.		
1.40	The system should be able to capture the verification of application/ documents/ KYC with digital signature.		
1.41	System should have Flexibility through extensive Parameterization, Workflow and Configuration of Rules.		
1.42	System should provide user definable rules for scoring, de- dupe, eligibility, customer exceptions, workflow movement, etc. using rule builder.		
1.43	System should be possible to extract any or all data for further analytical functions or for other purposes for end users or other systems at Bank in desired format.		
1.44	Solution should facilitate bulk upload of information through batch files containing the application details.		
1.45	System should be capable of supporting product features. This may be as: - Regular product parameters. - Special campaign or category parameters - Exceptions (approved through a defined process)		
1.46	MIS/data input that requires interfacing with the core Banking system/ document management system/ any other system to retrieve/ compare/ validate existing customer details.		

1.47	Referencing on the basis of defined rules.		
1.48	It should be possible to integrate with and derive data from bank's other systems.		
1.49	System should have controlled interface with external/internal web links/ data sources/ reference sources for data verification/ data & information feeding/ checking information.		
1.50	System should be capable to capture financial data of the customer both current and projections, as needed e.g. Equity / capital details, Credit facility sanctioned/availed by/ from other Banks/ institutions, profit and loss statements, balance sheet statements, projected cash flows, carry out comparison between estimated and actual achieved at the time of renewal etc.		
1.51	System should have validation based on Due diligence/ compliance checks through interface.		
1.52	The system should ensure field level validation in all screens, depending on security group / level of each user. E.g. Only relevant data may be allowed in the field or user may be able to approve values/comments defined by his capability level.		
1.53	System should have parallel processing abilities where at any point of time more than one user can view the case and record their queries/comments/inputs/approvals. System should have capability for horizontal and vertical processing of a loan application/task. Like loan application is forwarded from branch to different departments of zonal office simultaneously; those departments can work on the loan proposal in parallel manner and put in their comments/remarks. Concerned department can view the entire application, but edit the pages related to their own specified department.		
1.54	Report on workflow management both for reporting as well as to have a comment & work log of the complete user trail.		
1.55	System should have notification facility i.e. when an application is approved by a reviewing authority and forwarded to the next person on the workflow, ability to send auto-notification via outlook/SMS to the receiving personnel/ other defined users to inform on applications awaiting actions/ progress.		
1.56	Ability to automatically send notifications/SMS/E-mail of rejections/ approvals to appropriate personnel with		

	predefined data and conditions. Generation/ transmission of email alerts/ advices /SMS at various stages of the processing.		
1.57	System should able to function two way interactions with Core Banking System where loans approved in LOS can be automatically open in Core Banking without repeat data entry.		
1.58	System should have abilities to create / update qualitative / quantitative details in the system through rule builder and same given to specific users as per policy.		
1.59	Setting up/ managing unit cost depending upon purpose or other definable parameters.		
1.60	Should handle substitution (Assign/Reassign) due to leave/ Emergency/Transfer/Improvement of TAT. Only Authorized Officials should be allowed for this job.		
1.61	System should have full version control along with ability to keep old versions retrievable in case of need.		
1.62	System should have start date and end date for a particular work flow/loan products based on set parameters.		
1.63	System should have a provision to capture Sector/sub-sector, Borrower category, Occupation code and other BSR details as required by RBI and statutory authorities.		
1.64	System should allow admin/system admin to manage various groups, users, roles, document management operations and define and configure various workflow steps for each process.		
1.65	System should provide facility to define and administer different rating criteria for different industries /branches /group of customers.		
1.66	System should have facility for OCR based bank statement analysis, GST analysis, ITR analysis, salary slip and KYC		
2	**LEAD MANAGEMENT**		
2.1	Manual Lead Creation through front line staff.		
2.2	Bulk Lead Creation through Excel sheet/XML upload.		
2.3	Lead Creation through integration with Bank's website, Mobile apps, SMS, TAB, ATMs, KIOSK, Business Correspondents (BC), Business Facilitator(BF), Direct Selling Agent (DSA), online lead providers such as psbloansin59minutes.com, BankBazar etc.		
2.4	Automatic/ Manual lead assignment to users/ branches based on pre-defined logic like PIN code, type of lead etc.		

2.5	Manual Lead Assignment/Re-assignment		
2.6	Lead De-duplication		
2.7	Capture Detailed information of the lead		
2.8	Add and modify lead details		
2.9	Should process modification sanction with the same lead number by changing status of lead before loan account opening.		
2.10	Attach, scan documents		
2.11	Initiate leads for multiple products through single application		
2.12	Unique Lead ID generation and communication to customers. System should enable searching based on the Unique Lead ID or other defined parameters with full/ partial matching. Full/partial matching option should be configurable		
2.13	Lead should be forwarded (allocated) to Sales Team/ Branch through SMS/ e-mail with unique reference number		
2.14	Below details of the lead to be captured (more can be configured, if required) Lead Details Family Details Wallet Details Existing liabilities with same and other banks Household details Account Details		
2.15	System should have the ability to capture details of the source of the application with details like Relationship manager/ Front line manager, BC, BF, Credit Managers, product team names, branch, sourcing location etc.		
2.16	Supervisor should be able to override the distribution of the tasks to Users and reroute to other Users to speed up Loan Application Processing.		
2.17	System should have the ability to input varied loan application scenarios (e.g. varied loan amount, repayment terms, pricing etc.) for customer and view the implications/ outcome of the scenarios to front office team/ agents/ officer.		
3	**USER MANAGEMENT**		
3.1	System should provide complete user management feature - that allows the correct level of user to add new users and remove users. - that allows the correct level of user to modify the access a user requires. - Facility to add users to designated business unit/ branch/ processes/ roles.		

	- System should allow definition/modification of the approval limits, branches and organization structure which could be centralized or decentralized. - The system should include ensuring screen level security in all screens, depending on security group/ level of each user. - System should be configurable to have more user types/ levels to accommodate process changes/ audit or any other functional/ reporting requirement.		
4	**WORKFLOW & ALLOCATION**		
4.1	System should have workflow which can be configured/ parameterized depending on channel, product, scheme, source, and any other available fields.		
4.2	The system should allocate particular application to specific approvers. Further, there should be a queuing system that should allocate based on pre-set logic. Approval process can be defined as single approver or multiple approvers.		
4.3	Process of approval may have defined sequential and parallel (like committee based approval etc.) movements. It should be possible to have both in workflow simultaneously.		
4.4	System should provide Fast track processing feature whereby a single user (duly designated) to process an application from start to finish or may have limited access to a specific task.		
4.5	System should provide - ability to define role, profile, level, branch, location based allocation rules for each user along with holidays. - ability to reallocate or reassign cases from one user to another.		
4.6	System should provide multiple to & fro movement of workflow items possible. Comprehensive Reports for workflow.		
4.7	System should provide 'queuing feature' which should include the ability for escalation to higher supervising authority in case the application has remained pending without any activity for a specified period.		
4.8	Should define Service Level Agreement (SLA) , TAT rules for each activity in the workflow		
4.9	System should have the ability to have workflows for credit lines based on the current process of the Bank. Interact dynamically between the rules engine and the		

	queuing process to move across queues based on process results at each stage of credit processing – Example: risk based verification process resulting in instant approval or based on potential credit limit.		
4.10	System should have provision of maker checker facility for different activities like data entry, documents, approval based on risk segment. However this may be defined by administrator. Some of the common steps that should be followed in applications workflow are as follows. • Quotations • Quick /Detailed data entry • Duplicate Check /Review • Credit Scoring • Document Process • Credit Bureau Check (CIBIL etc.) • Verifications Details • Multi-level credit evaluation • Decision Making • Disbursement • Monitoring • Review renewal.		
4.11	System should have the capability whereby the user can view all previous notes exchanged and remarks made by other users with respect to the application under consideration and also seek clarification on the same.		
4.12	System should have the ability to allocate automatically to each user based on role and also to a pool/ team so that the available users can select case to work on if needed.		
4.13	System should have facility to put applications on hold till pending actions are completed.		
4.14	Application can be returned to any earlier stage in the workflow if required.		
5	**APPLICATION AND DETAILED DATA ENTRY**		
5.1	Customer information at detailed level should be captured. Customer's detailed information should be maintained. Add Borrower, Co-borrower and Guarantor details. Loan and product details are added with various repayment parameters. Multiple collaterals are accepted as security		
5.2	This process should allow the user to enter missing data/ modify the existing data and then re-submit the application for further processing.		
5.3	Provisions for giving Specific recommendations for any modifications/deviations by the user/sanctioning authority.		

5.4	System should check the application data against all the product level parameters and in case of discrepancies, the same can be modified at this stage. Product validations to be checked. If violated, rectification activity performed.		
5.5	Provision to add specific comments/litigations for a particular case/lead to be provided.		
5.6	Option to reject the application/lead for ineligible customers with appropriate justifications by the appropriate higher authority.		
5.7	Upload scanned images of signed Application form, KYC and statement of means. System should also have OCR facility to capture the application data entered.		
5.8	Extract the details filled in online application automatically.		
5.9	System should support error / warning / action messages for doubtful / wrong entries during Data Entry, Modification and Saving Stage.		
5.10	System should be able to flag and alert (pop up message) the user for missing essential information.		
6	**APPLICATION INPUT AND TRACKING**		
6.1	Should capture customer details like: • Borrower Information • Personal information • Application details of Loan a. Customer profile, constitution, address, demographic details etc. b. Customer KYC details, c. Employment Details, d. Loan details, e. Guarantor/ Co-applicant details, f. Customer exposure with other Banks, g. Land Holding Details, h. Asset & liability details i. Existing Cultivation pattern, j. Date of appraisal initiation k. Registering the application details in a user defined format l. Borrower Master data m. Customer Follow Up reports n. Write Up Details o. Financials /CMA DATA p. Comments on crop/product q. Facility Details r. Pricing Details s. Security Details t. Standard Terms &Conditions		

	u. Credit Rating/scoring results v. Ratios and calculation from rating input/output sheets w. Document checklist		
6.2	Should generate output (on screen or print) based on input provided for the customers to view the eligibility for loan and other parameters by front line staff while interacting with the customers.		
6.3	Should provide space to provide additional information that may be relevant in making credit decision e.g. number of bounced instruments, failed standing orders.		
6.4	System should support Qualitative Data Extraction (QDE), Dynamic Data Extraction (DDE) and checking of the data for any corrections extensively so as to ensure integrity of data.		
6.5	System should have facility to validate the data being entered with validations like mandatory/ non-mandatory, format validations etc.		
6.6	System must generate a unique loan number for every loan application and the application enquiry should be possible on specific keys definable parameter. The unique loan number generated should be easy to trace by the various users who may wish to track the application. For example: can be queried by inputting customer's id no, name or business registration number.		
6.7	Support multiple sub-borrowers in a single loan (viz. self-help groups).		
6.8	Facility of Application tracking across the life cycle of the loan application and across business partners.		
6.9	System should be able to capture the date and time details of application like date of receipt, date of Login and other dates as will be defined by the Bank.		
6.10	System should provide for search facilities across the screens in various modules during various stages of processing		
7	**PRODUCT CONFIGURATION**		
7.1	System should have following facility - • A multi-level hierarchy for defining financials loan product. • Ability to attach risk policies at any these levels. • Support for multiple interest rate type liked fixed, index based and mixed. • Ability to define repayment variations like EMI, non EMI, balloon, moratorium (skip), step up/down in the product. • Intermittent and last balloon payment supported. • Interest and principal moratorium supported.		

	• Servicing of interest during moratorium in line with repayment frequency supported • Support for individual and corporate customer. • Specific data entry screens designed for both customer types. • Additional details like financial data for a specific period captured for corporate customer. • Combinations like individual as a borrower and corporate as co-borrower/Guarantor and • De dupe parameter specific to customer type can be defined. • Loan products can be defined as corporate products offering more processing flexibility. • Document set specific to Customer type can be defined.		
7.2	System should be able to define various hierarchies:- Defining the organization hierarchy (at least 10 levels),Define the roles performed in the organization, Co-relating the role of employee and his area of work, Co-relating business partners with products offered, Define hierarchies based on type of deviation (for e.g. Credit for exposure, Delegation of Power etc.		
7.3	Should be able to check the ceiling limit as prescribed in the loan policy for the sector in which the loan is proposed. And it should be able to add/deduct the available limit for the sector.		
8	**CUSTOMER MANAGEMENT**		
8.1	System must generate a unique customer id & searching based on the defined parameters with full/ partial matching. Full/ partial matching option to be configurable.		
8.2	System should allow automatic fetching of the customer data for an existing customer - Customer Profile - Exposure Details - Group Exposure if any - Existing Facility Details - Limit details - Classification detail - Securities etc.		
9	**DE-DUPE & NEGATIVE DATABASES CHECK**		
9.1	Provision to configure rules for De-dupe at customer/ product level.		
9.2	De-dupe rules to be configured for applicant as well as asset/ collateral.		
9.3	System supports phonetics as well as algorithm based duplicate check.		
9.4	Unique rule sets can be defined for individual, Business units and corporate applicant types		
9.5	System should have the ability to find if a customer is an		

	existing one and check for internal / external referral lists or whether the customer is defaulter at any other branch of our Bank		
9.6	The system should have the ability to de-dupe with the current application details like ID numbers, names or parts thereof, telephone numbers against similar lists in other product databases.		
9.7	System should have an option to reject the application for customer based on the compliance check results.		
9.8	Escalation Matrix pre-defined.		
9.9	System should have the ability to view the existing history, relationship of the customer with Bank.		
9.10	System should able to do the de-dupe against CBS.		
10	**CREDIT EVALUATION/ RATING**		
10.1	Interface with Internal credit rating system for borrowers		
10.2	Scoring parameters based assessment abilities in case of schematic lending.		
10.3	Should provide flexibility in defining credit scoring rules/ policies with different multiple combinations and base criteria, provide on-line credit scoring processing with auto approvals.		
10.4	The product should have a scoring engine that is capable of credit scoring across demographic and bureau variables and handle multiple score cards across products and segments		
10.5	Should key in financial/ non-financial data and use the same for scoring.		
10.6	Generation of rating input from CMA DATA		
10.7	System should have capability to interface with third party external credit rating systems and use the same for defining different paths of the workflow or in internal scoring engine real time or in batches.		
10.8	System should have capability to interface with multiple credit bureaus and use the results of same in scoring.		
10.9	The system should have the infrastructure to support rule based decisions with embedded architecture enabling such rules to be written by users using customer level elemental data.		
11	**ELIGIBILITY**		
11.1	System should have the ability to define the customer eligibility rules based on different parameters. Details will be conveyed at time of SRS.

These parameters should be modifiable from time to time as per change in Bank/Product norms from front end only. | | |

11.2	Should arrive at eligible loan amount for a customer based on these rules and data entered for application.		
12	**ANALYSIS**		
12.1	Evaluation of Credit Limit, Credit Scoring and Appraisal.		
12.2	System should be able to capture CMA data furnished by the customer (either through uploading/ manual entry)		
12.3	System should support financial analysis based on parameters like:- NPV, IRR and Benefit-Cost ratio, Debt Service ratios, sensitivity, FCFF, FCFE, or other similar tools. or any other ratios.		
12.4	System should support definition of standard formats for financial data and statements like Balance sheet, Cash Flow statement, P&L account, and Funds flow statements. Definition of financial structures based key parameters like Industry segment, customer type etc. Structures can be defined for various financial statements like Balance sheet, Cash Flow statement, P&L account, Funds flow statements etc.		
12.5	Excel based template/ file upload/ processing facility to be provided.		
12.6	Credit assessment based on product specific guidelines/Requirements.		
12.7	System should compare benchmark ratios based on risk policy of the bank.		
12.8	Standard analysis of financials using basic analytics, Key financial ratios and benchmark.		
12.9	System should allow defining ratios like operating profit, margin, etc. based on formulae and data obtained in financial statements.		
12.10	System should support details like Average and benchmark ratios.		
12.11	Financial data for the customer can be derived using excel reports/ CMA data.		
12.12	Analysis of CMA Data/ Generation of projections for 2 years based on CMA Data (Audited Balance sheet)		
12.13	System should capture any Number of years for which the financial projections/ cash flow/ loan /covenants data can be recorded & processed.		
12.14	System should provide a space to provide additional information that may be relevant in making credit decision e.g. number of bounced instruments, comments on TOD/excess drawls/adhoc and their regularization, failed standing orders, window dressing of accounts issues, Credit summation vis-à-vis sales. System should have an analysis capability based on		

	transaction (e.g. excess withdrawal of cash from loan accounts, transfer of loan funds to sister concerns, transfer of loans to saving accounts)		
12.15	The system should capture remarks (with replies) of latest internal/ external auditors (concurrent, statutory, stock audit, etc.), first site inspections. It should also support capturing of text comments along with capturing of remarks and irregularities pertaining to the account in the Bank's monthly / quarterly monitoring reports.		
12.16	Data should be uploaded for audited/ unaudited/ draft/ in-house/ projected balance sheet.		
12.17	Standard analysis of financials using basic analytics and using various methods of lending like Turnover Method, MPBF, Cash Budget or any other assessment methods adopted by the bank from time to time.		
12.18	Based on the data uploaded, system should compute the financial ratios as per the configuration in the masters. The system should be able to perform comparison of selected key ratios, financial parameters across borrowers within the industry and against bench marks. Ratios like debt/equity ratio, current ratio, ICR/DSCR etc. and additionally (but not limited to) following: Paid up capital Reserves and Surplus Intangible assets Revaluation reserve Tangible net worth Long-term liabilities Capital employed Net block Investments Non-current assets Net working capital Current assets Current liabilities Net sales Other income Net profit after tax Depreciation Intangible assets Cash accruals ROCE (Return on capital employed) Drawing Power of the applicant, etc. **An illustrative list of ratios to be computed for financial**		

	analysis is furnished below: Liquidity Ratios, Profitability Ratios, Efficiency Ratios, Leverage Ratios, Market Ratios, Capital Budgeting Ratios, DSCR, NPV, IRR, ICR, FACR etc.		
12.19	The system should support sensitivity analysis where the user can modify the financial data to find out how the change will affect certain key financial ratios/indicators.		
12.20	System should support to insert images, signatures, table and format the template as per Bank standard formats/ Proposal complexities.		
12.21	Data fetching on unhedged foreign Exposure reference data to be analyzed.		
13	**PROJECT APPRAISAL**		
13.1	System should support Standard & customized project appraisal tool & processes.		
13.2	Building up/ importing/ assessing various financials & business models and other appraisal requirements of project funding.		
14	**DOCUMENT MANAGEMENT**		
14.1	Should define the documents checklist for an application, applicant, asset etc.		
14.2	Documents / reports can be uploaded at various stage like document receipt, verification report etc in compressed and encrypted form and should be able to retrieve and display the same whenever required.		
14.3	Should track the receipt of Documents for an application.		
14.4	Maintains separate Error list which contains documents that are marked as error.		
14.5	Should upload documents against documents checklist/ data in different formats like jpg, jpeg, png, pdf etc.		
14.6	Should update, to inquire, archive and retrieve the documents.		
14.7	Should defer, waive the documents with approval from competent authority based on customer request.		
14.8	Should support document waiver process with an approval flow and comments by the approving authority.		
14.9	Should allow adding new documents in existing list at multiple stages.		
14.10	Should define mandatory, non- mandatory documents.		
14.11	Should track documents stage wise.		

14.12	Should mark the no of pages, date of receipt, location of the document while receiving it.		
14.13	Should have a verification of the documents by a different user.		
14.14	Should maintain scanned image of applications, forms, appraisals, reports, cover documents, visit reports, security documents etc.		
14.15	Based on each product and parameter bank specific documents/ forms to be generated automatically with prefilled fields based on the input fields given.		
15	**DOCUMENT CONFIGURATION and DOCUMENT CHECK LIST**		
15.1	Three Tier Document Definitions. - Document Code – Identification of documents should be done - Document set code – set of various types of documents based on type of customer, loan product, security, Legal aspects and so on to be uploaded/ retrieved. - Document family – Similar type of documents to be grouped together in a family. Branch should be able to view the documents required easily.		
15.2	Applicable document sets can be configured at applicant, application and asset level.		
15.3	Stage at which the documents are expected to be received can be configured.		
15.4	Provision should be there to make available the automatic document checklist based on application data according to pre-configured document set.		
16	**DOCUMENT RECEIPT**		
16.1	Documents should be received or verified at 3 levels. These are applicant level, asset level and application level.		
16.2	Depending on the stages, documents can be received till post disbursement.		
16.3	Provision to upload scanned images of documents available at multiple stages.		
16.4	Should waive a certain document.		
16.5	Should defer a certain document to a future date / stage.		
16.6	Provision to verify/ upload received documents.		
16.7	Documents configured to be received post disbursement are tracked through email/ SMS alerts		
17	**DOCUMENT VERIFICATION**		
17.1	All KYC documents can be E-verified after they are received by the designated officer.		
17.2	Multiple types of verification should be supported viz.: -		

	Field Investigation, Office Verification, Residence Verification, Personal Interview and Organization Verification		
17.3	Multiple instances of a single verification type		
17.4	Assigning verification requests to Internal and External users		
17.5	Verification is a 3 step process - Initiate Verification - Perform Verification - Accept Verifications		
17.6	Should re-initiate verification if required		
17.7	System should also support third party verification (report update etc.)		
17.8	Should define Escalation matrix/ Queue Management		
17.9	Should interface with external agencies/ authorities for documents verification.		
17.10	Auto assignment to empanelled Advocates and Engineers for Legal scrutiny report and Engineer valuation.		
17.11	Provision for reports to be uploaded by the empanelled advocates and engineers directly through an interface exclusive for this purpose.		
17.12	Documents can be marked as satisfactory/Non-satisfactory.		
17.13	Flagging of pending documents account wise and follow up.		
18	**FEES & CHARGES**		
18.1	System should have a facility to define different fees, charges and taxes as per guidelines, which are to be collected for a credit product type and customer type.		
18.2	Should collect fees and charges based on the checklist of generated charges partially or fully.		
18.3	Apart from system identified fees, provision to add for additional fee type should be there.		
18.4	Should waive or defer a charge after the approval of competent authority.		
18.5	Should integrate the facility for collection of fees for external agencies like DSA, Business Correspondents, CIBIL etc.		
18.6	Should integrate with banks collection system (existing or proposed)		
18.7	Offer letter to have detailed fee and charge calculation which can be directly debited to Core banking on triggers.		
19	**DEVIATION MANAGEMENT**		
19.1	System should define deviation based on rules for		

	pricing, demographics and other parameters.		
19.2	Generation of deviations automatically by the system and allocation to designated authority for approval.		
19.3	Maker Checker process for deviation approval.		
19.4	Facility to add certain user deviations based on the discretion of the user/ competent authority.		
19.5	Should support following deviations • Multi-Level Deviations. • System defined deviations triggered based on the configuration • Additional manual deviations • Role based deviation approval		
19.6	Ability to define credit deviation matrix for a hierarchy of reviewers and approvers, credit committee, or a hierarchy of credit committees		
19.7	The System should have capability for Setting up of Score Card, Deviation logic by Business users and any changes made should be effective from date of modification. Historical records of Score card and Deviation along with user audit trail be available for future reference		
20	**USER WORKSPACE**		
20.1	System should allow user to see all application he has to work on in a single view.		
20.2	System should allow user to prioritize his work by being able to filter cases based on certain parameters like application id, first name, last name, product etc.		
20.3	User should also be able to view cases in a pool and request to attend the case to start working on same with approval of allocating authority.		
20.4	Supervisor user should be able to view records of his subordinates and be able to take actions on same.		
21	**COLLATERAL MANAGEMENT**		
21.1	Should generate unique collateral ID for the asset/ collateral. In case of extension, if any, existing collateral ID number to be captured for subsequent applications.		
21.2	System should define different collaterals and attributes in the systems which have to be captured for a collateral.		
21.3	System should capture collaterals for an application.		
21.4	System should generate technical and legal valuation for a collateral and allocate it to a user or agency and capture the valuation details.		
21.5	Workflow based valuation process - Initiate valuation request, Valuation report details, Accept valuation and		

	Attach collateral. Multiple instances of a single valuation request can be generated.		
21.6	System should calculate eligibility based on collateral value and Net Present Value (NPV).		
21.7	System have facility to upload, display and print valuation documents/legal reports into the system.		
21.8	System should have Ability to configure single/ multiple collateral at application level.		
21.9	Collateral processes like entry, valuation and attachment should be supported as workflow activities.		
22	**VERIFICATION MANAGEMENT**		
22.1	Should generate different verifications for customer based on his application and evaluation process. List of verification processes shall be provided at the time of SRS.		
22.2	Allocate verifications like phone, income, personal, address etc. to user/ agencies, if there are third party or internal validators.		
22.3	Should initiate and do field investigations.		
22.4	Should capture details and documents related to each verification.		
23	**TERMS & CONDITION MANAGEMENT**		
23.1	Facility T&C list has to be automatically selected on the basis of facility type selection.		
23.2	Provision should be there for bringing in any changes/ amendments by the users/ approval authorities.		
23.3	Borrower standard T&C be selected on the basis of borrower type.		
24	**CREDIT APPROVAL**		
24.1	Multi-level approval based on sanction limits.		
24.2	Should define the sanctioning authority based on loan size, product, deviation etc. Should have a multi-level sanctioning matrix and automatic routing of the case based on that.		
24.3	The system should aid credit decision making based on the proposal evaluation analysis and credit risk rating. It should facilitate users/reviewers in understanding assessments through electronic case files.		
24.4	System should allow authorized personnel to override system credit approval or rejection recommendations but with an audit trail that can be tracked.		
24.5	The system should have the capability to route the case for committee approval in case of higher loan		

	amounts where multiple officers can approve the loan as specified in the committee.		
24.6	Multiple committee members can be defined along with veto and non-veto members.		
24.7	Provision to define committees like approval committee, pricing committee etc.		
24.8	Automatic approval / rejection based on decisions taken.		
24.9	System should generate Credit Appraisal report in a printable and/or screen readable form.		
24.10	System should provide for definition of the minimum requirements for one to qualify for a credit facility generally and within each stage.		
24.11	System should allow reviewing personnel to view defined sets of information/ comments on each credit request.		
24.12	Should view the application data in a summarized form to take credit action.		
24.13	Ratification process for decisions taken is supported.		
24.14	Should generate Sanction tickets and term sheets for Customers/ Bank with mandatory fields and T&C.		
25	**COVENANT MANAGEMENT SYSTEM**		
25.1	Should view/ input financials & non-financial covenants based on pre-defined rules.		
25.2	Periodic monitoring (with manual intervention) of covenants.		
25.3	Report generation on compliance/ non- compliance.		
26	**REVIEW/ RENEWAL**		
26.1	Capture data on future date of review or renewal for each loan at the time of loan origination based on set rules or manual entry.		
26.2	System should allow timely review/renewal of application as per the above processes.		
26.3	System should provide previous approvals / rejections in the system history.		
26.4	For existing loans, system should fetch the data from CBS and generate alert for review/ renewal/ DPN due date etc. and alert to be sent to branch/ customer through email and to Branch Manager through SMS on daily basis.		
27	**EXCEPTION HANDLING**		
27.1	System should add certain actions/conditions if the application is not fully up to the mark for approval like addition of co-borrower, collateral etc.		
27.2	System should be able to re-routing the case to an		

	appropriate officer in case of any changes or amendments to be made.		
27.3	System should automatically reroute the case in case of any data change based on which the approval was done.		
27.4	System should allow to reject the application with reason. The system should allow review of rejected applications through a screen that includes the reason for rejection.		
27.5	System should have facility to bifurcate Loan requirements into various purposes including Insurance amount wherever applicable.		
27.6	System should allow to review rejected applications for reopening in special cases by authorized user.		
27.7	Facility to recommend an application if it is not in users approving authority.		
27.8	System should facilitate archival of rejected applications for de-dup purposes.		
27.9	Once an application for credit is closed, it should not be possible to change the data.		
27.10	System should have a mechanism that cancels/rejects an application with justification if it is pending for more than a specified number of days after follow-up for missing documents/information. This should be done after certain number of reminders to the users.		
27.11	System should have override options whereby an earlier rejection or cancellation can be revoked and the application be brought back into the mainstream for positive closure.		
28	**OFFER LETTER & LOAN DOCUMENTS**		
28.1	Generate pre-printed offer letter & Loan Documents for customer.		
28.2	Should capture the acceptance by the customer.		
28.3	Allow printing of approval/ rejection letter in desired format.		
28.4	Should view the status of applications under process Stage wise, branch wise and user wise.		
28.5	System should support generation of sanction advice as per the format/requirement of the Bank which shall be shared at the time of SRS.		
28.6	Customer correspondence, including reminder letters, etc. automatically generated by the system in accordance with defined parameters.		

28.7	The system should handle and generate documents like but not limited to:
	        Loan Sanction Letter
	        Loan Rejection Letter
	        Loan Related Agreements/documents		

	Security document All other document forms (Format/template of each document should be flexible and admin user can add or modify the document as per bank's requirement.)		
28.8	There should be a facility to configure templates in the system like Offer letter, SMS & email alert, Survey report, Various Vendor reports, Inspection reports etc. which can be configured at the masters level in the system.		
29	**APPRAISAL NOTE and LIMIT MANAGEMENT**		
29.1	System to have the capability to show a snap shot view on a click of the entire appraisal on a single click		
29.2	Should print the appraisal sheet for offline study of the appraisal		

29.3	Limit management
	  System should have push / pull abilities for customer limit positions to / from CBS.
	  Interchangeability from funded to non-funded & vice-versa.
	  Multiple levels of sub limits.		

29.4	Loan Amortization schedule		
30	**DISBURSEMENT**		
30.1	Should generate a disbursement request/ voucher/ forms based on facility type.		
30.2	Should generate pre disbursement compliance sheet/ certificate		
30.3	Disbursement release and Disbursement approval		
30.4	If any loan application is approved from a higher authority, then there should be a provision to take disbursement permission from the concerned authority in the system.		
30.5	Support for Partial Disbursement/ full disbursement/ disbursement in stages as per sanction terms and conditions.		
30.6	Principal and interest repayment on partially disbursed amounts		
30.7	Should enter disbursement details like beneficiary, mode of disbursement etc.		
30.8	Have maker checker process for disbursement approval.		
30.9	Facility to update disbursement details once the disbursement has been done, if needed.		
30.10	Facility to update details of asset created if any, like machine details, project details etc. and make it available to use afterward.		

30.11	Facility to do multi tranche disbursement for loans.		
31	**POST SANCTION FOLLOW UP**		
31.1	The System should have a separate dash board system where branch user or controlling offices can view or track the post sanction details, depending upon the configuration of parameters set up, as per the Bank's policy. The functional requirement of the post sanction module will be as follows.		
31.2	This should enable the Bank to manage the customer profiles to whom the loans have been disbursed. The customer records are to be obtained from LOS & Finacle database. Integration with Finacle to this extent, to be carried out. The monitoring system should have the following functions: 1. Customer Information: System should have ability to display the customer's fund and non-fund-based exposures details. 2. Co-Obligant and Guarantor: System should provide the view of the list of co-obligants and guarantors associated with the loan. 3. Guarantee Cover: Guarantee Cover page display the lists of all the guarantee cover (CGFMU for Mudra loan, CGTMSE for all types of MSME loans, Credit Guarantee for Standup India Loan, CEGFSE meant for loans extended to Scheduled Castes, etc.), provided to secure the loan. 4. Subsidy: Subsidy page allows you to manage various financial grants by the government or public bodies like CLCSS (Credit Linked Capital Subsidy Scheme), NABARD, NHB(National Horticultural Board) and TUFS (Technology Up gradation Fund Scheme, PMEGP etc., 5. Consortium/Multiple Banking: Details of the Consortium of banks/Multiple Banking along with fund based and non- fund-based exposures to be provided. 6. External Rating: Periodic updation of the External Rating of the customer to be provided. 7. Department Observations: Provision for entering observations of various departments and authorities on the loan to be made available. This will enable to view the observations posted by various departments/authorities in a single location and the same should be available during review/renewal of the facilities. 8. Security: Details of the securities (primary and		

	collateral) provided to the loans along with first/second/pari-passu charge to be made available and security coverage of the loans also to be made available. Pending for creation of charge with various statutory authorities like CERSAI, MCA, Registrar Office, Transport Authorities etc., also to be made available. Further, the details of the legal report, vetting report, valuation date, Fair Market Value, realizable value, Distress Sale value etc, should be captured. 9. Restructuring of the Loans: Provision should be available for restructuring of the existing accounts and sanctioning of the restructuring of the loans to be supported. 10. Insurance Details: The system should be able to capture details of the insurance available against charged securities (both Primary as well as Collateral). This helps the branches to renew the validity of the Insurance on time to safeguard the bank's interest when need arises. Insurance details such as insurance company name, policy number and date, renewal date, insured property address name of borrowable account, limits under which insurance is made, amount of insurance, period of insurance, hypothecation clause etc. Alerts are to be given before the date of expiry of insurance along with generation of letter to be sent to customer and also for renewal to the Insurance Company concerned.		
31.3	The system should have provision to submit the project completion reports, stage-wise disbursal of term loan etc., of a customer with respect to the loan. The workflow is enabled upon successful completion of the document. • Project Completion Certificate • Stage wise disbursement of term Loans • Post Sanction Inspection Report/ end use monitoring		
31.4	The controlling offices should be provided with options to monitor and follow–up actions for rectifications.		
31.5	Document Details: The system should be able to store the details on the legal documents that are executed. Details such as document name, date of document, vetted date, expiry date and the authority who vetted the document to be provided. Valuation details like name of valuer, date of valuation, Fair market value,		

	realizable value and distress value.		
31.6	System should have the facility wherein legal documents created for any loan application can be uploaded into LOS post approval of loan application. Thereafter, it can be sent to higher authority like ZO/HO for vetting. Post vetting, higher authority can send it back with confirmation for disbursement or ask for rectification of specified document, if any. System should allow this interactive communication between different hierarchies and upload of documents at any stage of processing.		
32	**NOTIFICATION MANAGEMENT**		
32.1	Facility to provide real time notification of case as per configuration of the Bank		
32.2	Alert to be given by the system after the sanction for registration, cancellation or modification of charges at external agencies.		
32.3	Should automatically send notifications of rejections/ approvals to appropriate personnel/customers with predefined data and conditions.		
32.4	When an application is approved and forwarded to the next person on the workflow, it should send auto-notification via email/SMS to the receiving personnel/ other defined users to inform on applications awaiting actions/ progress.		
32.5	System should have the ability to send SMS alerts to the customer on Vital information related to Processing of Loan as well as offering of other facility.		
32.6	Should automatically notify or alert when the loan is disbursed.		
32.7	Should define templates for SMS, email, letters for notifications based on existing templates of the Bank.		
33	**PRODUCT MANAGEMENT**		
33.1	Should define new portfolios, products, schemes based on the current/proposed offering of the Bank.		
33.2	Should define pricing(fixed, floating) with different frequencies like yearly, monthly etc. along with ability to set up rules for risk based pricing.		
33.4	Calculation of interest sacrifice/ surplus, in case interest rate is changed due to certain reasons.		
33.5	Should define different calculation methods, repayments methods, repayment variations like step up, step down etc.		
33.6	Should restrict the availability of the product location wise.		
33.7	Should copy and configure new product internally		

	without vendor support.		
33.8	System must have capability for pricing to be based on the tenor of the loan. The system should give capability for longer tenors to have higher pricing.		
33.9	In the event that a customer already has an existing loan, the system must have capability to settle the existing loan and generate a new loan application, with a consolidated balance of the new and old loan. This can be done manually.		
33.10	Capability for balance transfers In the event that a customer has an existing loan with another institution, the system must allow for input of this information at origination. This will allow for this information to be reviewed at verification.		
33.11	Full Ad-hoc Limit Management System where temporary limits can be processed in the system.		
33.12	There should be risk weightage and automatic loan interest setting as per CIBIL score of the entity.		
33.13	System should have capability for adding, modifying, suspending, revoking products as and when required without hampering processing of existing applications. Historical records of products along with user audit trail be available for future reference.		
34	**RULE BUILDER**		
34.1	Facility to define rules based on different parameters required for loan processing. Rules could be related to de- dupe, scoring, eligibility, deviations, sanctioning powers etc. or other rules like risk based pricing.		
34.2	System should have flexibility to add new rules based on calculations, criteria .There must be rules that decide on minimum requirements including and not limited to age, income/ balances / employer category / scores obtained etc.		
35	**FINACLE and THIRD PARTY INTEGRATION**		
35.1	Should support tie ups with vendors, Institutions, Organizations etc. Configure APIs/any other mode for connecting to third party portals hosted by GOI/RBI/NABARD/ any other govt. or non-govt. dept. or agency etc.		
35.2	The proposed software should be able to pick up Interest Rate, various master data, Reference Codes from Core Banking Software (Finacle) for regular processing of Loan applications		
35.3	Post account opening, proposed software should be able to create Security Records (SRM creation in Finacle).		

35.4	System should have the ability to view the match details and compare the matched parameters to be sure that the customer match is exact and then map them against same customer id.		
35.5	System should have provision to validate and use user input Cust Id (Existing Cust Id) to open the Loan account in Core Banking System. However for new customers, system should create a new cust id and open the account using the new cust id.		
35.6	System should be able to integrate seamlessly with Banks Core Banking System (CBS).		
35.7	Interfacing with other external/internal systems, including but not limited to Core Banking solution, Risk Rating Models, Scoring Models, CIBIL, UIDAI, IT Website, MCA website/data, EC, CRILC, Market Reports, CERSAI, ECGC, Defaulter list, DGFT, Sub registrar office websites (to verify land documents) and any other website/portal which would help in validation of data provided by customer.		
35.8	System should check the depository/RBI Fraud Depository and show that the account/ entity are shown as Red Flag Account (RFA)/ not from other Banks.		
35.9	Auto checking of CERSAI from the portal for loans in which CERSAI registration is mandatory. Auto upload/bulk upload of the data on CERSAI portal for approved loan applications.		
35.10	Digital signature should be enabled for the corporate entity and auto updation of registration of charges on the site of MCA.		
35.11	User credentials to be linked to internal CBS/other systems as required by the Bank.		
36	**REPORTS/ MIS & DASHBOARDS**		
36.1	Provide standard reports which are printable in PDF and exportable to Word or Excel or other data analysis formats.		
36.2	Allows report configuration by allowing customizing report parameters.		
36.3	System should generate reports like:- Application received Applications approved Application declined Sourcing Performance Turnaround Time (TAT) Reports SLA reports Applications pending Disbursement of Applications Pending documents Application		

	Pending verification Pre Finalized Company Rating Report Final Company Rating Report Interim Industry Rating Report Final Industry Rating Report Company Financials Report Score Mismatch Report Risk Rating Reference Report Industry Benchmark Report Company Comparison Report Case Status Report User Access Rights Report Audit Report Executive Summary Report User Login Logout Report Periodically reports in PDF/ MS Word/ MS excel/ HTML etc.		
36.4	Report should be available for follow up with prospect clients on Offer letter issued and not acknowledged with details like Relationship Manager name, Prospect client details, Product, Date of application, date of issuance of offer letter and days pending for acknowledgement.		
36.5	Report should be available from the system on the proposals approved but not accepted by the customer.		
36.6	The LOS system should support the generation of statistical and management reports like Number of proposals assigned, Number of proposals completed, Time taken to complete each proposal, Process History Report, User Performance Report, Average proposal Time Report, MIS reports as decided by the Bank from time to time.		
36.7	The Software should support definition of new customized reports based on existing data and other calculated logic.		
36.8	MIS should be available through system like branch wise exposure, industry wise exposure etc.		
36.9	Report on pending documents after disbursement: System should provide report on daily basis automatically as well as through user invocation for all the documents pending from customer proposal wise. Specific Documents received /Pending should be a part of account opening process		
36.10	System should generate a report which gives the category wise application received, approved, pending during particular period.		
36.11	System should provide Vendor wise detail report for		

	ascertaining TAT and quality of work performed by the Vendor, BC and others.		
36.12	Exception reports/ Deviation Reports to be available to Authorized users only		
36.13	The solution should have ability to generate various MIS reports as per regulatory / statutory guidelines / requirements. Vendor to arrange for necessary customizations wherever required during the contract period free of cost.		
36.14	The system should have the capability of report generation on compliance/ non-compliance.		
36.15	The system should have the capability to generate report for Periodic monitoring (with manual intervention) of covenants.		
36.16	System should have Irregularity & Compliance Based reporting.		
36.17	System should have the ability to classify applications stored according to their status e.g. Approved, declined, cancelled, under review, closed (definable frequency for reports).		
36.18	Online MIS and inquiries should include but not be limited to productivity MIS per processor type, per loan type, limits type, Operational MIS, Demographic MIS, Credit scoring MIS, path traversed by an application – workflow activities done with date, time, main comments and processor details etc.		
36.19	Should define operational dashboard parameters, presentation style, levels, products, etc.		
36.20	Should have provision for graphical representation of account details including history transactions of customer/ bank statement analysis.		
36.21	Should generate any type of report as desired by the Bank from time to time.		
36.22	Executive Dashboard on Document Turn Around Time (TAT) overdue, Application Tracking, Other Alerts (Contract overdue, Expired date, Surveyor, Appraiser.)		
36.23	Support for online access of reports/dashboards as per the requirement of the Bank.		
36.24	System should have the ability to track the Staff with whom and for how long the customer's application is pending. Date and Time associated with TAT should be non-editable.		
36.25	System should have capability to display turnaround time for approval for each approved application. TAT for each process should be defined during set up of Process flow.		
36.26	System should have TAT monitoring in hours and minutes.		

36.27	Ability to time stamp for each activity from end-to-end for Turnaround Time (TAT) calculation.		
36.28	System should provide a robust MIS support by way of Dashboard with certain in built reports. These reports would inter alia cover extraction of data for various internal, external MIS and regulatory purposes including Transaction Monitoring activities. The dashboard has to be multi-level both at front end and back end viz: (1) Corporate Level/Group level information; and (2) Branch/ Regional Office/head office level information for the Bank users/ Administrators. The reports can be generated for different domain like universal, Region specific and frequency for generating these reports should be as per Banks requirement.		
36.29	System should have provision for a reporting Tool to develop various Reports, letters, MIS data etc. as may be required from time to time by the Bank. The tool should be configurable by Users for developing adhoc reports also.		
36.30	System should have provision to route applications forward or backward (as per flow) depending on its conditions. In case the application is sent back to requestor, system should recalculate TAT.		
37	**AGRICULTURE SEGMENT (Specific Requirements)**		
37.1	Solution to have workflow & application suitable for all type of loan ranging from simple loan like Crop loan, Gold Loan to complicated loans like Agro processing Commercial loans etc.		

37.2	The system should define and support loan products/portfolios like
	
	1.1 Farm Credit:-
	   a. Kisan Credit Card (KCC)/ Seasonal agricultural (Short and long duration) loan to individual farmers/SHGs/JLGs/ FPOs.
	   b. Agricultural term loans (Allied Agri activities, Dairy, Poultry, Beekeeping, Tractors, Machinery, Land Development, Second Hand Tractors etc.) to individual farmers/SHGs/JLGs/FPOs.
	   c. Advances for Three/Four wheeler.
	   d. Agriculture Produce Pledge Loan / Financing against warehouse receipt.
	   e. Dealers of Agriculture Inputs.
	   f. Farm Building and Structures.
	   g. Interest/capital Subsidy Loan.
	   h. Conversion of short duration term loan to loan duration term loan.		

	i. System should have the provision to capture the required information related to claiming of crop insurance against the KCC/agricultural loan. j. SHG / JLG/FPC financing and delivery of Interest subvention and subsidies k. Scheme for Loan against Gold Ornaments / Jewellery. *1.2*　　Agriculture Infrastructure Schemes l. Financing of Construction of Storage facilities (warehouse, market yards godown and silos) including cold storage units/ cold storage chains designed to store agriculture produce/products irrespective of location with or without tie up with FCI/PUNGRAIN etc. m. Financing of Plant Tissue culture and agri-biotechnology , seed production, production of bio-pesticides, bio –fertilizer, and vermi composting *1.3*　　Agri-allied and ancillary Activities i. Food and Agro Processing and other product that Bank may launch in future. ii. Agri-clinic and agri business to agri graduates. iii. Customer Service units for farmers. iv. Loans to MFIs. v. Loans to Co-operative Societies of farmers. vi. Loans to PACS/FSS/LAMPS. vii. Dairy Loan viii. Poultry Loan and various other allied activities ix. Financing against warehouse receipt B. Social infrastructure for schools, health care, drinking water and sanitation. C. Individual renewal energy loans i.e solar based power generators, biomass based power generation, wind mills, micro hydel energy, Non-conventional energy, public utilities. D. Loans to a. SHG/ JLGs provided directly by Bank to individual living below a particular income level in rural and urban areas. b. Govt. agency for slum clearance. c. Housing projects for weaker sections Any other loan scheme as per the requirement of the Bank would be required to be brought into LOS.		
37.3	System should upload information through batch as well as online mode containing the application details.		
37.4	Land record retrieval in LOS from various state govt.		

	portal/agencies. Mutation charge on land record uploading on government portal with data and attachments.		
37.5	Integration of crop loan with PMFBY portal		
37.6	SHG loan processing and able to collect/ retrieve/ process individual member details and loan disbursal to individual members' bank account.		
37.7	Provision to store purity of gold (in carats) and its weight to calculate eligibility amount in case of Gold Loans.		
37.8	System should be capable of capture, store and process Loan applications based on State wise/District wise/ Crop wise/ Irrigation facility wise/ and any other definable parameter wise Scale of Finance as per RBI/NABARD guidelines on yearly basis.		
38	**MSME SEGMENT (Specific Requirements)**		
38.1	Should define various kinds of loan schemes like trader, small business loan, mudra, loan to professional/self-employed, commercial vehicle, doctor loan, loan against stocks & book debts, CA loan, GCC, udyog bandhu, all types of government sponsored schemes etc as per the currently available Bank schemes and any scheme that is brought in future. Details shall be shared during SRS.		
38.2	Integration of Government sponsored scheme MSME accounts with relevant portal		
38.3	Types of facilities like PMEGP/ PMMY/ NEEDS/ Start Up/ Stand Up/ Proposals through Udhayami Mitra Portal to be configurable.		
38.4	System should be capable of capturing, storing and processing Loan applications based on state wise/District wise.		
38.5	System should have provision to capture vital data (including Financial Documents Type of Organization, Business registration number, Place of incorporation, Number of years in business Equity Structure, Ownership structure, Contact Information, Directors & Key Management, Business operations etc.) as required for Non Individual Customers, Risk rating and MIS		
38.6	System should able to update comprehensive stock statement, book debts, tangible and intangible securities for calculating initial working capital limit, drawing power, loan limits etc.		
38.7	System should cover ECGC, CGTMSE, CGFMU and all types of guarantee Cover.		

38.8	Should allow the borrower to provide the data of more than one GST registrations.		
38.9	Should provide a detailed MCA report of Companies in order to equip the Bank with the information to better assess the proposal of the borrower.		
38.10	Should provide Bank a gateway to fetch Land records like Non-encumbrance Certificate (NEC).		
38.11	Sales Team/ Branch should complete Data Entry in LOS and submit the file to SME Hubs.		
39	**RETAIL SEGMENT (Specific Requirements)**		
39.1	System should be capable of capturing, storing and processing Loan applications based on state wise/District wise/ and any other definable parameter wise as per RBI/NHB guidelines on yearly basis.		
39.2	The system should define and support loan portfolios like Housing loans, Vehicle loans, Mortgage backed loans, Consumer durable loans, Personal loans, Education loans, Reverse Mortgage Loans, Commercial Vehicle Loans, Small Business Loans classified under Retail Credit, Rent Receivable Loans, Loan Against Gold Jewellery/Gold Coins, Microfinance, Hire purchase, Lease, KVP, NSC, LIC, Gold Bond. etc.		
39.3	Interface/ Integration with Vidyalakshmi portal for capturing of fields in the application for educational loan in LOS. Loan scheme has to be decided as per our bank norms.		
39.4	Should be able to do Subsidy administration - PMAY, Education loan and other capital subsidies/interest subsidies		
39.5	Subsidy related fields for Home Loan & Education Loan		
39.6	Integration of LOS with PSBloanin59minutes portal for receiving any variety of loan scheme into the system.		
39.7	Integration with respective state RTOs online platform for lien creation/termination of charge on vehicle(s) for the vehicle loan(s) sanctioned.		
39.8	Application workflow should support Insurance coverage. Right From calculation of premium, member form, tagging of loan accounts new/existing, Premium calculation to reporting of information through MIS.		

Online Retail/MSME Lending Module

Online Retail/MSME lending application enables to bank accept loan applications from anywhere/ anytime and is to be hosted in our Bank's internet site. The

customer can have direct access to the online module. The customer can fill the loan request as preliminary or in- principle sanction request.

In case of preliminary request, the customer has to fill the basic details and submit the loan request to the bank. Using this information, the customer is to be contacted by the bank officials and the other details of the loan request will be obtained from the customer.

In case of in-principle sanction request, the customer has to fill all the details for the loan and submit it to the bank. On submission, a unique reference number will be generated for the loan request. The reference number can be used by the customer to view the status of the loan request submitted to the bank.

The loan requests submitted by the customers are received by the branch user through Retail/MSME LOS online module. The requests received are classified as preliminary and in-principle sanction requests. The junk requests received in both the classifications can be deleted by the branch user.

Based on the information obtained for the preliminary request the customer will be contacted by the bank officials and the communication details can be logged in Retail/MSME LOS online module.

Based on the information obtained from the customer for the in-principle sanction request, basic eligibility checks for the application are performed and the branch user can decide if the loan request can be approved or rejected. If the application has been approved, then the loan request is forwarded to Retail/MSME LOS module as loan application. Details obtained through online module will automatically be pre-filled in Retail/MSME LOS module. Branch user can now perform basic assessment in Retail/MSME LOS module and contact the borrower for physical documents to be submitted.

After receiving all necessary documents, Bank can proceed to perform Risk Assessment, Appraisal and other verifications and finally hand-over the account to transaction system for disbursement. This online Retail/MSME module should be integrated seamlessly with main Retail/MSME LOS module.

Functional Requirement for Online Retail/MSME Module

1. Ability to handle both preliminary as well as detailed application submitted by the customer.
2. Provision is to be made in the application for both new customer and existing customer to submit the loan request.
3. Status of the loan application can be tracked by the customer at later stage with the help following Identity
   - PAN No/Aadhaar Number (for Retail customer) and Company PAN No (for MSME customer)
   - Reference Number generated at the time of submitting of application
4. Basics details of the customer/company and its key officials required to be captured in case of preliminary request and same may be pushed to Main Retail LOS/MSME LOS as a lead generation. Further Branch user will contact the customer to know more about them and process the loan request after getting all required supporting document.

5. For Retail loan, in case of in principal application request, system should have provision to capture the related information as per the type of loan request selected by the customer.
   - Applicant Details
   - Co- Applicant Details
   - Income Details
   - Assets & Liabilities Details
   - Proposed Asset Details

   There should be facility to upload documents at this stage.

   For MSME loan, in case of in principal application request, system should have provision to capture the related information as per the type of loan request selected by the customer.
   - Company Profile
   - Promoters & Directors Details
   - Branches & Sister Concerns
   - Financials
   - Credit Facility (existing)
   - Credit Facility (proposed)
   - Company brief and Securities Status Regarding Statutory Obligation

   There should be facility to upload documents at this stage.

6. Provision should be there in the system to upload the various documents and key financials indicator (CMA data) of the company in case of MSME loans.

7. Provision should be there in the system to take the printout of loan request details along with reference number after submitting the application.

8. System should have provision to resume the uncompleted application after providing the reference number.

9. Forgot Ref. No option should be there to get back the reference number after giving the correct mail id.

10. Online Retail/MSME module should be able to populate branch details to the customer as to enable him to select the nearest branch to his residential address.

11. Dash board display of all online requests should be displayed in the Brach user home screen.

12. All the request is to be classified as Preliminary and In-Principle sanction request based on the details keyed in by the customer.

13. The bank user can delete the unwanted or junk request by selecting the check box of request to be deleted for both type of request.

14. Provision is to be there in the system to capture the details of communication and comments made by the branch user for the preliminary type of loan request.

15. Eligibility check option is to be provided in case of detailed application request on the basis of information provided by the customer.

16. Branch users can approve or rejects the request as per the eligibility check completed for each request.

17. Provision is to be made in the system to push or upload the application/request to the Main Retail LOS/MSME LOS system and normal process is to be carried out further.

18. Online module should have integration with Credit Information Bureau from

which customer Credit Information Report of customer can be pulled.

19. The online module should also have options such as OCR which can read and analyse the Bureau reports, IT Returns etc. and can provide a final In-principle sanction letter based on the eligibility criteria, risk scoring models etc.
20. All the request is to be stored in the system for further processing at later stage as well as for audit trail purpose.

Functional Requirement for Tab Agriculture Module

It will be used by our field functionary for capturing leads into LOS. Features of Tab Agriculture Module are as under –

1. Capturing of following details of the customer –
   - Applicant Details
   - Co- Applicant Details
   - Income Details
   - Land Holding Details
   - Assets & Liabilities Details
   - Proposed Asset Details

There should be facility to upload documents at this stage.

2. Upon entering the details into the system, an SMS/e-mail will be sent to the prospective customer.
3. The lead will be pushed into LOS for further processing.
4. The branch will contact the customer for relevant documents and further processing of the loan application.

2. Technical Requirement

Bank will award the contract to the successful vendor and the vendor should deliver the service with the following scope:

1. The vendor should provide the End to End Solution (Hardware and Software) including supply, installation, development/configuration, data migration, implementation, management, maintenance, training, third party utilities (if any), testing, providing requisite interfaces, liasoning with Bank's existing system Integrator, other vendors and provide technical support for a period of five years (including Warranty and AMC & ATS period) from the date of go live.
2. By means of diagrammatic / pictorial representations, the Vendor should provide complete details of the software and network architecture of the Loan Origination System offered; including the project plan for go live. Vendor to also provide security setup proposed in the solution and various layer of risk identification and mitigation measures.
3. Bidder should provide one on-site L2 resource for facility management and support services at UCO Bank Head Office during business hours. In case of emergency or if necessity arises the bidder has to arrange FM engineer on

holidays and beyond working hours as well.

4. On-Site maintenance of LOS solution and related products with customization, change management, addition of new reports as required and desired by the Bank. Performance tuning of application and database, necessary and adequate patches for all application, database and system, upgrades, utilities, tools etc. after successful GO-LIVE of the LOS solution at the Bank, inclusive of providing support for day to day functional and technical support to the Bank's team at Bank's desired location.

5. Onsite resource should have effective technical and communication skills to pro- actively monitor the down calls of solution and ensure that calls are closed in time and submit the monthly/quarterly down call reports to the Bank for calculation of SLA. The required software (if any) for this purpose may be provided by the vendor either at onsite or accessed through web/remote free of cost to lodge and track the calls.

6. The software application should carry a warranty of one year from the date of sign off by the Bank i.e. Go-Live date.

7. Vendor should provide the complete documentation including technical, operations, like license, user manuals, training manual, technical manual, standard operating procedure, solution architecture and design, system flow document, data dictionary and other necessary documents etc.

8. The Bidder is required to supply required Hardware and Software (OS/Application) with required licenses, install & deploy the solution at Bank's DC & DR, integrate the proposed solution with CBS (Finacle 7.0.2) and subsequent upgraded version and other ancillary banking applications as per Bank's requirement. If Bank decides to upgrade to future versions of Finacle, then redeployment of the Solution should be provided by the Bidder for all such upgrade during contract period, without any extra cost to the Bank.

9. The bidder would be required to carry out the customization to the Solution deployed for the Bank as per the regulatory guidelines, directives, additional requirements, etc. without any extra cost to the Bank during the contract period.

10. The support service shall be provided on 24x7x365 basis for ensuring proper upkeep and maintenance of the solution.

11. DC & DR sites will be located at two different geographical locations. Bidder has to maintain online data replication between DC & DR.

12. The Solution should be implemented in higher security standards like Virtualization, Segregation of Servers, and compartmentalization. Secured Coding Practices, OWASP etc. to ensure 100% security of the Solution.

13. Any version changes/upgradation of the software application should be implemented by the Vendor for the Bank free of cost during contract period.

14. Validation of models, processes and maintenance of application software, system software, database, any other interfaces required by the Bank (existing or proposed) etc.

15. Vendor shall train designated Bank' officials on the configuration, operation/ functionalities, maintenance, support & administration for software, Database/

OS/ Middleware, application architecture and components, installation, troubleshooting processes of the proposed solution.

16. Bidder shall provide post Implementation support

17. Escrow arrangement of application software source code and for the modification done for the Bank should be provided. 50% of the cost for the Escrow will be borne by the successful bidder and the rest 50% will be borne by the Bank.

18. The system should support online/ real-time comprehensive and customizable mobile/web based management dashboard.

19. The solution/ software developed or customized should follow a standard development process to ensure that it meets functional, security, performance, scalability & regulatory requirements of the Bank.

20. Currently LAPS is integrated with a connector called Bureau Link for pulling consumer Credit Information Report from CIBIL and CRIF High Mark bureaus. We have altogether a different server set up for Bureau Link. Operating system is Windows Server 2012 R2 Standard and database is Oracle 12c Enterprise Edition Release 12.1.0.2.0-64 bit in production environment. Proposed LOS solution is to be integrated with the given Bureau Link environment as well. Currently used LAPS solution is on Windows Server 2008 R2 Enterprise as OS, Oracle Standard 11.2.0.4-64 bit as database and Websphere Application Server as Middleware.

S. No.	Requirements	Available (Y/N)
1	The selected vendor should host the solution at Bank's premise/ advised premise in High Availability mode, Bank's internet site along with DR and a minimum uptime time of 99.50 %.	
2	The architecture should have the ability to increase the number of concurrent instances to keep the application and database server parameters below 70% utilization (CPU and Memory)	
3	The product should support SSO (Single Sign On) for all modules of Loan Origination System (LOS) with Finacle. The product should be able to interface with the core Banking system Finacle and able to pull/push data from/to Finacle	
4	Solution is platform agnostic – not dependent on a particular hardware setup.	
5	Solution is capable and being offered in such a manner that includes installation either as a single instance or multi instance depending on Bank's requirements.	
6	The proposed solution should be capable of handling multi-currency, multi-product LOS	

	administration and services. Product can be implemented on a Centralized/ localized and/ or a Hub and spoke model implementation. The solution needs to have an inbuilt feature of assigning/ reassigning tasks even across various branches/zones.	
7	Workflow based design for various applications and transaction originations & management.	
8	Supports real time replication of data from production site to DR site and permit manual and automatic shift of the application to the DR site.	
9	Application supports database and OS level clustering.	
10	Application should be light weight that is easily accessible even in branches with low bandwidth availability.	
11	The selected vendor has to deploy the application in the Production, DR and Training and Development/UAT environments.	
12	Product can be customized for different jurisdictions as per the local Regulations as well as client needs.	
13	The product should offer maximum flexibility in User administration for all the modules while making available all the required user control tools at the hands of the Bank users. The solution should support super administration for the Bank as a whole as well as local administrators and user controls at Head/ Regional/ branch level.	
14	The vendor should provide necessary changes in the LOS to meet the regulatory/statutory guidelines/requirement free of cost to the Bank during the contract period.	
15	The vendor shall do proactive monitoring and do capacity planning well in advance at regular intervals and advise the Bank on software/hardware upgrades.	
16	Adequate staging procedures for supporting staging and availability of system 24*7*365.	
17	Test environments should be 50% to production environment in terms of data, whereas application wise test environment should be replica of production environment.	
18	Integrity of data to be maintained at 100% of	

	time.	
19	Encryption to be used for data traveling between LOS and other interfacing applications.	
20	LOS should comply with the IT Security Policy, Cyber Security Policy and IT Policy of the Bank.	
21	The Service Provider shall create adequate controls ensuring that, when exception or abnormal conditions occur, resulting errors do not allow users to bypass security checks or obtain core dumps.	
22	Client account, transaction data or any sensitive information is encrypted when in transit.	
23	System provides comprehensive audit trail and audit logs features to monitor activity of all programs/functions/processes and data files etc. and as per Bank's Policy and/or requirements. Audit logs should contain logs for all users including admin users.	
24	Segregation of duties is permitted (e.g. segregated function between system and application administration). Should allow multi-level admins i.e. system, functional etc. with modular approach in every kind.	
25	Ability to define groups so that access can be categorized.	
26	All modules in the system are fully integrated and provide online processing for Mobile/Web channels, real time updates and batch processing for offline processing like KCC in camp mode.	
27	Provide support to standard messaging protocols for interfacing.	
28	The system should have the ability to rollback a transaction to a particular stage and restart, if required.	
29	Interface able to handle exceptions (e.g. will output to log files, retries) when unsuccessful. Able to handle continual processing or gracefully terminated.	
30	The application should support various web servers and web server should scale to future Bank requirements.	
31	Provide support for store-and-forward mechanism in case of a communication breakdown.	

32	Transaction screens should display system information including Processing Date, Current Time, Current User and other necessary information.	
33	Daily activity reports are provided to highlight all the transactions being processed during the day.	
34	Recording of Unsuccessful attempts to log-in to the system.	
35	System to provide session log files. The user should be able to analyze the information (e.g., account id, session time etc.).	
36	System should provide tracking of the client's IP & Network Interface address.	
37	Support for integration with standard report writers to generate user defined reports.	
38	The application software should be Platform independent wrt OS, third party tools etc.	
39	The Vendor should provide perpetual Corporate License of the software(s) to the Bank having no limitation based on No of the Users, No. of the Branches, Nature, Location and Type of Branches etc.	
40	System should have the capability to interface with Credit Bureau and other External systems, Credit Scoring System, Document Management System, Risk Management System, SMS and Email System, CERSAI System, Other systems of the bank to capture Customer details, existing Liabilities, Defaulters, Mortgaged property, Negative Database etc. The vendor has required APIs for the desired interfacing.	
41	Facility to interface with any Negative database of Customers, Property, Vendor, Sourcing Agency (external database if available) etc.	
42	Proposed Software is to be integrated with Core Banking Solution i.e. Finacle Ver 7.X (running in Oracle DB) for fetching Customer and other Data required for processing, Online account Opening and other referral work. The Bank is in the process of migrating to Finacle Ver. 10.X and hence the proposed software should have capability to be integrated with both the versions of Finacle mentioned above. No additional charge will be	

	payable by the Bank for migrating to Finacle Ver. 10.X and normal course of business should not be affected.	
43	The LOS system architecture must be scalable and shall support increasing number of users and concurrent processing	
44	System should be able to access and use Customer and other information from Core Banking System during Loan processing. Accounts are to be opened in Core Banking System Finacle Ver. 7.0.25/10.X	
45	System software and required hardware for supporting the required present/future volume to be mentioned as part of the technical requirement. It can be given with the current concurrency of 1900 and annual increase of up to 15-20% for next 5 years. Volume of loan applications processed per day can be taken as 2500 on average day. Sizing of storage should be computed accordingly which can be sustained for the entire contract period.	
46	The Application software should have capability of being integrated with other Customer Sourcing channels like Internet, Mobile (Android + iOS), Tablets and other devices. Further the application should be accessible through other devices like Mobile, internet etc. for Loan processing / Approval by Bank's Officials on the move	
47	System should provide separate Admin Modules for System and User Admin functionalities.	
48	Documents to be stored page wise and be retrieved page wise so that bandwidth usage is minimized	
49	System should be capable of validating data at entry as well as during "Save" level.	
50	Facility to upload and attach scanned images of documents with the application in compressed and encrypted form. The different users in the workflow can view the images.	
51	All integration should be in STP mode with/without minimum intervention from user and leveraging existing platform	
52	Application should work satisfactorily with low bandwidth (32 kbps VSAT/64 Kbps lease line)	

53	Application should be compatible with any Web Browser like, Internet Explorer 8.0 and above/ Mozilla Fire Fox/ Google Chrome etc.	
54	System integration testing will be followed by user acceptance testing, plan for which has to be submitted by the vendor to the Bank. The UAT includes Functional tests, Resilience tests, Benchmark Comparisons, Operational tests, Load tests etc. Bank staff/ third Party Vendor designated by the Bank will carry out the functional testing. This staff/ third party vendor will need necessary training for the purpose and should be provided by the Vendor. Vendor should carry out other testing like resiliency/ benchmarking/ load etc. Vendor should submit result log for all testing to the Bank.	
55	Computer Security audit/Information Security Audit of LOS and its associated software applications may be conducted by the Bank or any auditor appointed by the Bank. The vendor shall conduct or help the Bank in conducting source code audit/review of the provided solution without any added cost to Bank. The successful bidder has to remedy all discrepancies observed in the audit findings at no additional cost to the Bank.	
56	Change Request for configuring/creating additional parameters, amending/creating workflows, adding/modifying product parameters in any of the segment, etc. will be part of the support scope at no additional cost. Further, the version upgrades for the proposed solution should be provided to the bank free of cost in the contract period.	
57	The system should have the tool/facility to create/customize/configure/modify any report, document, page, form, workflow, loan parameter, loan scheme, loan product, loan amount computation methodology etc. by the technical team of the Bank itself without depending on the selected bidder.	
58	**DOCUMENTATION** The following minimum documentation (hard copy and soft copy) on any proposed software	

	components must be made available in English:
	1. General functional description
	2. Set up and installation guide
	3. User guide including: -
	    a. Screen layouts
	    b. Report layouts
	    c. Transaction processing rules
	    d. Operation authorization descriptions
	    e. Error correction procedure descriptions
	4. Error tracking and defect resolution documentation process
	5. System administrator guide including: -
	    a. Data base administration guide
	    b. Data backup guide
	    c. System security and access guide
	    d. System audit trail guide
	    e. Glossary of terms
	    f. Necessary training for version upgrades / system maintenance
	    g. Changes in usage of the system in case of major upgrades
	    h. Detailed SRS (System Requirement Specifications) Document
	6. High Level Architecture Document.
	7. Techno – Functional Risks and Mitigation Document
	8. Functionality Traceability matrix
	9. High Level Design Document
	10. Test Plans
	11. Comprehensive Test Cases Document (Unit, Integration and UAT Test Cases tested)
	12. Deployment Plan Document
	13. Content Management Guide
	14. Change Management Methodology Document
	15. Security Guide
	16. User Management Guide
	17. Release Notes
	18. BCP Guide	

59	Development of a separate mobile application for sourcing leads (lead management) from Direct Selling Agent (DSA), HLC (Home Loan Counsellor), BC (Business Correspondent), staff, etc.	
60	Development of a separate portal from which customers should be able to manage their loan applications/proposals viz. apply for loans, upload documents, check application status, etc.	
61	Bidder will be required to provide root cause analysis	

	for all performance and availability problems that occur. Formal root cause analysis to be delivered within 5 days of problem occurrence, including- a. Explanation of the root cause b. Actions taken to resolve the problem c. Action plan to prevent recurrence, with project plan/tasks required and timing for each major milestone of the correction effort, and identification of Bank's responsibilities in the correction process.	
62	Undertake and assist the bank official the following server administrator activities (indicative): a. Solution software Re-installation in the event of system crash/failures b. Configuring file systems, volumes and apportioning disk space. c. Ensure proper configuration of server parameters. d. Periodic system performance tuning. e. Addition, deletion, re-configuration of devices, additional users etc. f. Implementing security patches on servers at all levels. g. Security management - Configuring account policy, access rights, password control as per Bank's security policy. h. Ensure all critical services are running properly on the servers. Schedule and optimize these services. i. Maintain lists of all system files, root directories and volumes. j. Performance tuning of servers and other equipments k. Monitoring access logs and application logs l. Purging of temporary Files, logs in accordance with Bank's policies m. Data backup and restoration. n. Applying service packs, hot fixes and security rollouts. o. Troubleshooting Problems etc. p. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Bank	
63	Undertake with and assist the bank official the following server administrator activities (indicative): a. Configure Backup for automatic backup of Application and Data. b. Recovery of Data in case of necessity etc.	

	c. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Bank	
64	Monitoring and confirming the DR replication and performing DR Drill: a. Ensuring that the application maintains the RPO and RTO as per Bank's requirements. b. Performing switchover and switchback operations for DR drills as per the Bank's requirements. c. Coordinating with bank for creating infrastructure for Disaster Recovery and Business Continuity Management as per Bank policies.	
65	All professional services of the vendor required for complete installation, commissioning and maintenance of the solution shall be included in the scope of work.	
66	Solution must integrate with the Bank's existing network and security solutions.	
67	The SI will be responsible for notification of new versions / releases of the LOS software and supervise their implementation in mutually agreed deadlines.	
68	The LOS software service must be conducted in a manner not compromising the security and integrity of Bank's data and not compromising the quality of operation of branches and administrative offices, particularly the services rendered to customers.	

The major responsibilities as specified above are indicative only and are not exhaustive in any manner.

3. **Training**

End User Training

Bidders have to provide training plan in detail covering the following

1. The selected bidder should provide training to personnel identified by Bank on end user aspects of LOS solution.
2. The training has to be provided to 180 (± 25%) officers. Bank may ask to provide the training to the above mentioned officers at various locations across the country (Preferably in 5 major location to be finalized by bank).
3. Each training batch shall consist of maximum 35 candidates.
4. Training schedule of each batch shall be of 5 days.
5. Training should include training aids such as online tutorials, manuals, etc

6. The selected bidder should provide detailed training plan for this purpose as part of the deliverables

7. The selected bidder will also provide training material for an on-line training course which can be undertaken by employees as an e-learning program.

Technical and Operations Training

Bidders have to provide training plan in detail covering the following

1. The Supplier should provide training to personnel identified by the Bank from Technical, operational and administrative aspects of LOS solution

3. The training has to be led by the instructors from the OEM.

4. The Supplier should provide the following trainings:
   - Solution Administration Training
   - Parameter Reconfiguration Training
   - New Product Configuration Training, etc.

5. The training program has to be provided to 20 (± 25%) officers. Training location shall be preferably at Kolkata. Training schedule shall be for minimum of 3 days.

6. Training should include training aids such as online tutorials, manuals, etc.

7. The Supplier should provide detailed training plan for this purpose as part of the deliverables

8. The Supplier will also provide training material for an on-line training course which can be undertaken by employees as an e-learning program.

9. Training in usage and development of the customized controls/ rule engines to be given separately to all officers as part of the training.

Note: - Further, the overview of the application provided during the UAT phase will not form part of the training.

4. <u>Facility Management Services</u>

The FM support should be deployed at Bank's premises, for supporting the solution primarily for 12 hours (viz. 9 am to 9 pm) or as decided by the Bank however in case of exigency the Bidder shall provide and maintain requisite skilled resources for extended hours as required.

The brief scope for the FM resources is as under:

a. Responsible for maintaining the System and Application uptime of the Loan Origination System as specified by the Bank.

b. Should have knowledge of Database and related Operations required for maintaining the uptime of the solution.

c. Co-ordinate with Bank's IT Team or teams identified by the Bank, Field staff and for resolving the infrastructure related issues of Loan Origination System.

d. Performing the Backup/restoration/patch/updates/upgrades of related activities pertaining to the OS/APP/DB/WEB/Middleware/ Servers and related peripherals of Loan Origination System & related servers.

e. FM personnel will be responsible for Log shipment, Backup, DC DR cutover drill, Restore-implementation of disaster recovery plan, if requires as advised by the Bank.

f. User Management /Maintenance of Loan Origination System.

g. Maintenance of Key Management in Loan Origination System.

h. Follow the Incident reporting system of the Bank and updating the same.

i. Log ticket with helpdesk for support related issues through any of the following mode: Telephonic, Email, Ticketing Tool.

j. Maintain log of all down calls for MIS purpose and provide required MIS/reports etc. to Bank as per bank's requirement.

k. Provide daily, weekly, monthly, quarterly reports to Bank in formats finalized during operations.

l. Prepare necessary documentation for Loan Origination System.

m. Work as per Standard Operating Processes defined by the Bank.

n. The resource should be well acquainted with processes followed by bidder for various activities related to services offered to Bank.

o. Escalate issues internally or to Bank's team for quick resolution of issues.

p. Extend necessary support for special activities like Quarterly Disaster Recovery Drills, Information Security Audits or any other activities pertaining to RFP scope of work.

q. Follow and implement change management process as per banks guidelines/policies.

r. Bidder has to act as single point contact and to carry out necessary coordination (call lodge, follow-ups etc.) with all stake holders for smooth functioning of the solution deployed within stipulated time frame.

s. Regular Patch Management of APP/OS/DB/ Middleware.

5. Warranty and AMC/ATS

For Software and Licenses

i. The selected bidder should provide comprehensive warranty for proposed solution for a period of one year from the date of Go-Live, including other

software, associated modules and services required to meet the requirements in the RFP. Support for the remaining time period of four years will be covered under ATS.

ii. The bidder would be responsible for updates, patches, bug fixes, version upgrades.

iii. The bidder has to provide AMC/ATS services for hardware and software provided as part of the solution.

iv. During ATS, the selected bidder will be responsible for the following:

- Overall maintenance and working of the LOS solution
- The selected bidder should fix the bugs and carry out the necessary rectifications wherever necessary and deliver patches/ version changes effected. Provision should be available for version control and restoring the old versions in case of need by the Bank.
- Bug fixing, enhancement, modifications, customization, patches, upgrades due to statutory, regulatory, industry, Bank specific changes (including installation of new upgrades.)
- Configuration changes, version up-gradations, performance monitoring, trouble shooting, patch installation, running of batch processes, database tuning, replacement / support, technical support for application and data maintenance, recovery, query generation and management etc. of all software supplied under this RFP.
- Undertake immediate bug fix actions in the event of software failure causing an interruption of operation of the LOS as per the response / resolution times defined by Bank.
- Notify all the detected software errors and correct them as per the agreed timelines.
- Support the Bank in integrating any new applications to the LOS.
- Routing the transactions through the backup system in case the primary system fails Switching to the DR site in case of system failure.
- No visiting cost will be provided by bank
- If selected bidder fails to resolve or does not attend the issue in mentioned time frame, penalty will be charged proportionately

For Hardware

The Selected Bidder must provide 3 (Three) year on-site comprehensive warranty for all items to be supplied under this RFP covering all parts and labour from the date of acceptance of the systems by UCO Bank at the respective locations i.e. on-site comprehensive warranty and two year AMC (4th Year AMC & 5th Year AMC),

i. During the warranty period, the selected bidder will have to undertake comprehensive maintenance of the entire application, system software, hardware and accessories supplied by the selected bidder.

ii. The selected bidder shall be fully responsible for the manufacturer's warranty for all equipment, accessories, spare parts etc. against any defect arising from design, material, manufacturing workmanship, or any act or omission of the manufacturer / bidder or any defect that may develop under normal use of supplied equipment during the warranty period.

iii. Warranty shall not become void even if UCO Bank buys any other supplemental hardware from a third party installs it with / in these machines. However, the warranty will not be applied to such hardware installed. Besides the above, the vendor will have to enter into Service Level Agreement (SLA) with the Bank.

6. Inspections And Tests

The Bank or its representative(s) shall have the right to visit and /or inspect any of the Bidder's premises to ensure that data provided by the Bank is not misused. The Bank shall notify the bidder in writing, in a timely manner, of the identity of any representatives retained for these purposes.

Any charges payable to the bidder's representative designated for inspection shall be borne by the Bank.

Should any inspected or tested Goods/software fail to conform to the Specifications, the Bank may reject the Goods/software, and the bidder shall make alterations necessary to meet specification requirements at no additional cost to the Bank.

The Bank's right to inspect, test and, where necessary, reject the software after the software delivery shall in no way be limited or waived by reason of the software having previously been inspected, tested and passed by the Bank.

7. Change Orders

The Bank may at any time, by a written order given to the bidder make changes within the general scope of the Contract in any one or more of the following :

a. the place of implementation; and / or
b. the Services to be provided by the bidder;

8. Delays In The Supplier's Performance

Delivery of the Goods and performance of Services shall be made by the bidder in accordance with the time schedule prescribed by the Bank in the RFP.

If at any time during performance of the Contract, the bidder or its subcontractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the bidder shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as

practicable after receipt of the Bank's notice, the Bank shall evaluate the situation and may at its discretion extend the bidder's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

9. Sub Contracting

The supplier will not subcontract or delegate or permit anyone other than the suppliers' personnel to perform any of the work, service or other performance required of the supplier under this agreement without the prior written consent of the Bank.

10. Warranty/Post-Warranty Services

The selected bidder must support and maintain the solution implemented (including LOS and supporting software and hardware) under the contract for the LOS Solution under the warranty support till one year from go-live and AMC/ATS for four years post warranty.

The selected bidder must submit a detailed plan including the manpower to be deployed during the post-implementation support of the solution. Manpower can be changed only with personnel with similar experienced substitute, after giving an advance notice of two weeks and taking approval from the Bank.
The selected bidder should provide Resume/Curriculum Vitae and Background Verification of the personnel/ engineer assigned at UCO Bank to be part of the Implementation/Onsite support for LOS solution. Also, the personnel/engineer will be interviewed by UCO Bank. UCO Bank reserves the right to disqualify any personnel/ engineer if the personnel do not match UCO Bank's requirements

11. Hardware

Bidder is required to supply, configure, install and maintain hardware for DC, DR and training and development/UAT environments as per the requirement of the Bank for the contract period.
Hardware supplied by the bidder for the LOS Solution should be able to process the peak level transactions projected during the contract period, at any point of time seamlessly and adhere to the hardware utilization parameters mentioned in this document.
Hardware sizing can be taken with reference of current concurrency of 1900 and annual increase of up to 15-20% for next 5 years.
Volume of loan applications processed per day can be taken as 2500 on average day. Sizing of storage should be computed accordingly which can be sustained for the entire contract period.

12. Backup and Archiving

The backup and archiving shall be done by the vendor during the contract period. The bidder should provide a suitable backup solution to the Bank. The selected vendor will however be responsible to liaison with Bank and to provide all integration required for backup into external storage, hard disk etc. The selected vendor should provide support to bank after completion of project for at least 3 years for retrieval/access of the stored data without any cost to bank.

13. Disaster Recovery and Business Continuity Plan

The proposed solution should have Disaster Recovery & Business Continuity plan Implementation. The selected vendor should highlight the provisions for disaster recovery and show that the application facilitates disaster recovery.

14. Preventive Maintenance

The bidder should provide onsite preventive maintenance on quarterly basis. Providing of all deliverables including warranty services etc. shall be the sole responsibility of the bidder. Bank will not be responsible for any delays/violation from third party vendors.

15. Mean Time Between Failures (MTBF)

If during the warranty period, any specific server / part of Hardware fails on four or more occasions in a quarter, it shall be replaced by equivalent / superior new server / part by the vendor at no additional cost to the Bank.

16.   Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers / bids, UCO BANK may, at its sole discretion, ask some or all bidders for clarification of their offer / bid. The request for such clarifications the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder.

Part-V

1. Consortium

The selected bidder may have a tie-up with any solution provider for providing the mentioned services. However, the selected bidder should have a relationship with the solution provider as an authorized reseller, distributor, and should have a back-to-back agreement to ensure that the total solution proposed is as a turnkey solution.

The selected bidder may form a consortium and bid for the RFP document, as it is the Banks' expectation to implement and maintain the most appropriate solution and maintain policies and procedures to serve the Bank. However, in this case the Bank will deal with only the selected bidder as a single point of contact who shall have the sole responsibility for the entire assignment irrespective of the fact that it is only the part of the consortium. Each consortium shall name the DSB Service provider who shall have the single point responsibility for the consortium in their bid responses. The selected bidder shall have the single-point responsibility of the bid will be deemed to be the system integrator and will be deemed to play the lead role in the bid and shall have single point responsibility of the bid.

The selected bidder shall mention in technical bid the details of contractor or sub-contractor in connection with the services required to be provided by the bidder. Under all circumstances, the selected bidder shall be responsible for misconduct / deficiencies in services rendered to Bank through the bidder selected or its sub-contractors. Bank reserves the right to reject work, which is not in conformity with its standards.

2. Order Details

The purchase order will be placed by Bank Head Office, DIT in the name of selected bidder as per requirement. The payment will be made by Head Office, DIT and the Performance Bank Guarantee for order will be required to be submitted in the same office.

3. Schedule Of Implementation

The total time for full (including pilot) Loan Origination System (LOS) project implementation (Supply, Customization and Deployment, go live) will be 16 weeks from the effective date of the Contract Agreement (between Bank and selected L1 bidder). Vendor is required to adhere to full project implementation schedule of 16 weeks. The vendor should submit a detail project plan and escalation matrix for implementation with one week of Purchase Order.

4. Adoption Of Integrity Pact

UCO Bank has adopted practice of Integrity Pact (IP) as per CVC guidelines. The Integrity Pact essentially envisages an agreement between the prospective vendors / bidders / sellers, who commit themselves to Integrity Pact (IP) with the Bank, would be considered competent to participate in the bidding process. In other words, entering into this pact would be the preliminary qualification. In case of bids for the purchase of Goods, Services, and Consultancy etc. not accompanied with signed IP by the bidders along with the technical bid, the offers shall be summarily rejected. The essential ingredients of the Pact include:

i.   Promise on the part of the principal not to seek or accept any benefit, which is not legally available.
ii.   Principal to treat all bidders with equity and reason
iii. Promise on the part of bidders not to offer any benefit to the employees of the Principal not available legally
iv.   Bidders not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contract etc.
v.   Bidders not to pass any information provided by the Principal as part of business relationship to others and not to commit any offence under PC/IPC Act.
vi.   Foreign bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals or associates.
vi.   Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.

Integrity Pact, in respect of a particular contract, shall be operative from the date IP is signed by both the parties till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings. IP shall cover all phases of contract i.e. from the stage of Notice Inviting Tenders (NIT)/Request for Proposals (RFP) till the conclusion of the contract i.e. final payment or the duration of warrantee/guarantee. Format of IP is attached as Annexure – XVI for strict compliance.

All pages of Integrity Pact (IP) must be signed and stamped. Integrity Pact (IP) should be deposited with Procurement or concerned Department undertaken procurement at the address mentioned along with RFP document.

5. Preliminary Scrutiny

UCO Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether all the necessary information supported by documentary evidences are submitted as per prescribed method. Offers not

meeting the prescribed guidelines and or with incorrect information or not supported by documentary evidence, wherever called for, would summarily be rejected. However, UCO Bank, at its sole discretion, may waive any minor non-conformity or any minor irregularity in an offer. UCO Bank reserves the right for such waivers and this shall be binding on all vendors.

6. <u>Single Point Of Contact</u>

The selected bidder shall appoint a single point of contact, with whom Bank will deal, for any activity pertaining to the requirements of this RFP. The selected Bidder shall provide support services which include installation of servers by providing onsite support on next business day, response and resolution during contract period after the acceptance of the hardware and software. In case of any failure of Hardware or any other components of the solution during the warranty period then the Bidder shall replace such components immediately.

7. <u>Delivery And Installation</u>

Implementation Plan

The total time for full (including pilot) Loan Origination System (LOS) project implementation (Supply, Customization and Deployment, go live) will be 16 weeks from the effective date of the Contract Agreement (between Bank and selected L1 bidder). Vendor is required to adhere to full project implementation schedule of 16 weeks. The vendor should submit a detail project plan and escalation matrix for implementation with one week of Purchase Order.

Roll Out Plan

The indicative roll out plan for LOS solution module wise consists of the following activities –

S. No.	Activity	Time period	Timeline
1	Software Requirement Specification (SRS) submission and SRS vetting by Bank	8 weeks	8 weeks from issue of LOI
2.	Signing of SLA, other documents, submission of PBG and issue of PO	2 Weeks	2 Weeks from LOI
3	Hardware supply, installation and Configuration.	6 Weeks	6 Weeks from Issue of PO
3	Application delivery for UAT	2 weeks	8 weeks from issue of PO
4	UAT Signoff	4 weeks	12 weeks from issue of PO
5	Training and Go-Live Implementation	2 weeks after UAT	14 weeks from issue of PO.

			sign-off	

8. <u>Independent External Monitor(s)</u>

The Bank has appointed Independent Monitors (hereinafter referred to as Monitors) for the Integrity Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors given in the Pre Contract Integrity Pact to be submitted by the bidder as per Annexure – XVI.

The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.

The bidder (s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties/The parties will offer to the Monitor the option to participate in such meetings.

The Monitor will submit a written report to the designated Authority of Bank within 8 to 10 weeks from the date of reference or intimation to him by the Bank and should the occasion arise, submit proposals for correcting problematic ssituations

The following Independent External Monitors (IEMs) have been appointed by UCO Bank, who will review independently and objectively, whether and to what extent parties have complied with their obligation under the pact.

i.   Shri S. R. Raman
     1A-121, Kalpataru Gardens
     Near East-West Flyover
     Kandivali East, Mumbai - 400101

E-mail:- raman1952@gmail.com

ii.   Ms. Vijayalakshmi R Iyer
      Flat No. – 1402, Barberry Towers,
      Nahar Amrit Shakti,
      Chandivali, Powai, Mumbai – 400072
      E-mail:- vriyer1955@gmail.com

9. <u>Performance Bank Gurantee</u>

The successful bidder shall be required to provide a Bank Guarantee for 10% of the Total Order Value issued by any scheduled commercial bank (other than UCO Bank) valid for 63 months (60+3 months claim period), indemnifying any loss to the Bank, as per the format of Annexure – V. The bank guarantee shall be provided to the bank either before or at the time of execution of the Service Level Agreement (SLA). Upon furnishing the Performance Bank Guarantee, the EMD of the selected bidder shall be returned.

The Performance Bank Guarantee shall act as a security deposit and either in case the prime vendor is unable to start the project within the stipulated time or start of the project is delayed inordinately beyond the acceptable levels, the Bank reserves the right to forfeit the same.

Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the Prime Vendor is not able to fulfill any or all conditions specified in the document or is unable to complete the project within the stipulated time. This is independent of the LD on Delivery and installation.

10.   <u>Taxes</u>

Bidder shall be solely liable for the payment of all taxes, duties, fines, penalties, etc., by whatever name called as may become due and payable under the local, state and/or central laws, rules and/or regulations as may be prevalent and as amended from time to time in relation to the services rendered pursuant to this agreement. The Bank may in its discretion, but without being bound to do so, make payment of Taxes, duties as aforesaid and in the event of such payment, Bank shall be entitled to deduct the payment so made from the payment due to Bidder in respect of Bills.

The Bank shall not be liable nor responsible for collection and / or payment of any such taxes, duties, fines, penalties etc., by whatever name called, that are due and payable by bidder, under the local, state and/ or central laws, rules and /or regulations as may be prevalent and as amended from time to time.

Nothing contained herein shall prevent the Bank from deducting taxes deductible at source as required by any law/s or regulation/s. Bidder shall be

responsible to report any non-receipt of certificate of taxes deducted at source within ninety (90) days of deduction of such taxes at source by the Bank to bidder.   The Bank will not issue any duplicate certificate for deduction of taxes at source unless such request is made within ninety (90) days of the closure of the financial year.

Bidder shall co-operate fully in the defence of any claim/s by any local, state or union authorities against The Bank with respect to any taxes and/or duties due and payable by bidder and /or individuals assigned by bidder under this agreement. Without limiting the generality of the foregoing bidder shall upon request by The Bank, give to The Bank all documents, evidences in a form satisfactory to The Bank to defend such claim/s. Any claims filed against The Bank, the cost to be borne by the selected bidder.

The payments which is/are **inclusive of GST and other taxes, fees etc.** as per the Payment Schedule covered herein above shall be paid by Department of Information Technology, UCO Bank, Head Office – Kolkata. However, Payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc. after deducting all penalties.

11. Confidentiality And Secrecy

The RFP document is confidential and is not to be reproduced, transmitted, or made available by the Recipient to any other party. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to Bank. Bank may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document is received subject to the same terms and conditions as this original and subject to the same confidentiality undertaking.

The Recipient will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with Bank or any of its customers, suppliers, or agents without the prior written consent of Bank.

a. The bidder/selected bidder must undertake that they shall hold in trust any Information received by them under the Contract/Service Level Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder has also to agree:

- To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by BANK;
- To only make copies as specifically authorized by the prior written consent of Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;

- To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause, and

- To treat all Information as Confidential Information.

- The selected service provider acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, data, papers, statements, any business/customer information, trade secrets and process of the UCO Bank relating to its business practices in connection with the performance of services under this Agreement or otherwise, is deemed by the UCO Bank and shall be considered to be confidential and proprietary information ("Confidential Information"), solely of the UCO Bank and shall not be used/disclosed to anybody in any manner except with the written consent of The UCO Bank.

- The selected service provider shall ensure that the same is not used or permitted to be used in any manner incompatible or inconsistent with that authorized by the UCO Bank. The Confidential Information will be safeguarded and the selected service provider will take all necessary action to protect it against misuse, loss, destruction, alterations or deletions thereof.

- **Conflict of interest:** The Vendor shall disclose to BANK in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Vendor or the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

The successful Bidder is required to execute a Non-Disclosure Agreement to the bank as per bank's format before or at the time of execution of the Master Contract.

12. Award Of Contract

The contract shall be awarded to and the order shall be placed with selected L1 Bidder based on the price quoted by the bidder in Annexure-XXI(ii). The selected bidder shall submit the acceptance of the order within seven days from the date of receipt of the order. Conditional or qualified acceptance shall be rejected. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of the order by the bidder. Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected bidder.

13. Price Validity

The selected bidder will be required to keep the price valid for a period of 01 year (12 months) from the date of issuance of 1st Purchase Order. There shall be no increase in price for any reason whatsoever during the period of 12 months and Bank may place the additional Purchase Orders to the selected bidder for any or all of the services at the agreed unit rate for line items as mentioned in the commercial format i.e. Annexure – XXI(ii) during the price validity period of 12 months.

14. Terms of Payment

The bidder must accept the payment terms proposed by the Bank. The commercial bid submitted by the bidders must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the bidder, in case of delays or defaults on the part of the bidder. Such withholding of payment shall not amount to a default on the part of the Bank. If any of the items / activities as mentioned in the commercial bid is not taken up by the bank during the course of the assignment, the bank will not pay the amount quoted against such activity / item.

Application License Cost
- 20% On SRS (System Requirement Study) Sign-Off
- 20% On Successful installation and customization of Solution
- 20% On UAT signoff
- 20% after Migration, training and Go Live.
- 20% after 3 months of successful go live i.e. after resolution of all issues encountered in live environment and final acceptance is given.
- Any delay in achievement of milestones/ deliverables/ activities from Bidder shall automatically result in delay of corresponding payment from Bank.
- The Bidders should note that the contract entered with the successful bidder will be for 5 Years (1 Year warranty post go-live and 4 Years ATS), extendable at the Bank's discretion. The Bank will have the right, in its sole discretion to re-negotiate the prices/ terms and conditions.
- ATS on Application Software shall be paid in quarterly arrear basis.
- ATS on DB, middleware, and Licences (if any) will be paid on quarterly arrear basis.

Hardware cost and cost of licenses

- 90% of the order value along with GST and other applicable duties on actual basis will be paid on delivery, installation and acceptance of ordered items, after realizing penalty charges for late delivery and / or late installation, if any. The claim for payment should contain proof of delivery,

installation note & User Acceptance Report signed by an authorised official of the bank.

- Remaining 10% of the order value (i.e. the residual amount) will be paid after completion of the Warranty period or on submission of Performance Bank Guarantee issued by a PSU Bank for equivalent amount and tenure to the respective PO issuing authority. This Bank Guarantee is in addition to the 10% Security Deposit as mentioned in clause no. 9 of this RFP.
- AMC for Hardware and OS shall be paid in quarterly arrear basis. (ATS of OS is to be renewed on Year by Year basis)

FM Services Cost
- Payment for FM services shall be paid in quarterly arrear basis.

Training Cost
- Payment of training will be made after successful completion of the respective training.

15. <u>Paying Authority</u>

The payment will be made by UCO Bank, Head Office – 2, DIT. However, all the payments shall be subject to the performance / delivery of the Services to the satisfaction of the Bank for this purpose.

However, Payment of the Bills would be released, on receipt of advice /confirmation for satisfactory delivery and commissioning, live running and service report etc. after deducting all penalties.

16. <u>Cancellation Of Order & Realization Of Compensation</u>

The bank reserves the right to cancel the order placed on the selected bidder and realize compensation on the following circumstances:

(i) The bidder commits a breach of any of the terms and conditions of the offer or any of the terms and conditions of the Purchase Order / SLA.
(ii) Serious discrepancy in the quality of service expected during the implementation, rollout and subsequent maintenance process
(iii) The bidder goes into liquidation voluntarily or otherwise.
(iv) An attachment is levied or continues to be levied for a period of 7 days upon the effects of the order.
(v) The progress regarding execution of the order accepted made by the vendor is found to be unsatisfactory.
(vi) If deductions on account of liquidated damages exceed more than 10% of the total order price.
(vii) In case the bidder fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected bidder.

(viii)   If the bidder does not perform satisfactorily or delays execution of order, UCO Bank reserves the right to get the balance order executed by another party of its choice by giving 10 days' notice for the same. In this event the bidder is bound to make good the additional expenditure, which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.

(ix) UCO Bank reserves the right to recover any dues payable by the bidder from any amount outstanding to the credit of the bidder, including the bills and /or invoking the Bank Guarantee under this purchase order.

(x) Non-compliance of the scope of the job.

(xi) Repetitive failure of the deployed personnel to perform the job to the satisfaction of the bank.

(xii) On the events of data piracy / privacy / system failures / security failures.

17. **Notices**

Notice or other communications given or required to be given under the contract shall be in writing and shall be hand-delivered with acknowledgement thereof, or transmitted by pre-paid registered post or courier.

Any notice or other communications shall be deemed to have been validly given on date of delivery if hand-delivered & if sent by registered post than on the expiration of seven days from the date of posting.

The purchase order is being sent in duplicate. Please acknowledge the same and return one copy to us duly signed by you in token of having accepted the purchase order.

18. **Compliance With Laws**

The selected service provider hereto agrees that it shall comply with Labour Laws and all applicable union, state and local laws, ordinances, regulations, CVC / RBI guidelines / statutory requirements and codes in performing its obligations hereunder, including the procurement of licenses, permits and certificates and payment of taxes where required at no additional cost to the Bank.

The selected service provider has represented that their company holds all valid, licenses/registrations as may be required under the laws prevalent from time to time, in particular but not limited to, The Contract Labor (Abolition and Regulation Act) and other labor laws. The service provider shall ensure that all such registrations/licenses where required, are kept valid and subsisting throughout the term of this agreement.

If at any time during the term of this Agreement, if UCO Bank is informed or information comes to its attention that the selected bidder is or may be in

violation of any terms and conditions mutually agreed between the UCO Bank and the bidder, which proves to be unsatisfactory to the UCO Bank, then the UCO Bank shall be entitled to terminate this Agreement by giving not less than one-month notice in writing.

Any regulatory changes which are necessitated in the services offered due to changes in the law or provisions or directions introduced / issued by Government of India, State Governments, other governmental authorities, Reserve Bank of India, NPCI, UIDAI other regulatory authorities or due to industry level changes including cassette swap system to be promptly provided by the selected bidder to the Bank during the contracted period at no extra cost to the bank.

The selected bidder and its sub-contractors should adhere to RBI guidelines related to the mentioned Scope of Work as issued from time to time. An undertaking in the company letterhead of the selected bidder has to be submitted in this regard mentioning networth, fleet-size of GPS enabled vans of the CRA, Balance Sheet of the bidder / its sub-contractor (responsible for cash management activity).

If at any time during the term of this Agreement, if UCO Bank is informed or information comes to its attention that the selected service provider is or may be in violation of any terms and conditions mutually agreed between the UCO Bank and the service provider, which proves to be unsatisfactory to the UCO Bank, then the UCO Bank shall be entitled to terminate this Agreement by giving not less than one month notice in writing.

19. <u>Penalty</u>

The selected bidder shall perform its obligations under the respective work order and the agreement entered into with the Bank, in a professional manner.

If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.

If the solution, or any of its components behaves erroneously which results in monetary or business loss to the Bank, then the entire amount of such loss shall be recovered from the bidder on actual basis.

a. Delayed Installation

- The bidder is required to deliver, install and commission the equipment required for the Loan Origination System as per the schedule mentioned.

- The Hardware is required to be configured by the bidder within 6 weeks in a time bound manner.
- Penalty for non-adherence to the schedule for installation and commissioning will attract a penalty of 1.00% of the Total Contract value per week after the period of 6 weeks up to maximum cap of 10% of TCO. (If the delay period is more than 3 days, it will be treated as one full week).

b. Downtime

- Bidder should provide facility of single point of contact for any downtime error resolution and the bidder should submit downtime report quarterly to bank.

c. Facility Management

- Facility Management resources should be compensated with similar resources for their non-availability.
- In case of non-availability of any resource for any shift will attract a deduction in cost of all resources for 1 day.

d. Guarantees On Response To Errors

The Bank will classify all issues in production region in three categories:

- Severity 1: Fault/bugs which prevent the software from being used at all or affect the critical operations of the licensee which is exclusively dependent on functioning of this application/software.
- Severity 2: Faults refer to faults/bugs which severely affect the functionality of the implemented software or affect the critical operations of the Licensee which is exclusively dependent on functioning of this application/software.
- Severity 3: These are bugs those for which workaround solutions exist and/or relate to the non-critical functionality of the implemented software

The successful bidder undertakes and guarantees that all the errors will be resolved in the production environment; and any failure will be subject to the penalty clause stipulated below. The classification of error types by the bank is final and is binding on the successful bidder.

Issue Classification	Warranty /ATS Period	
	Response Time	Resolution Time
Severity 1	0.5 hours	4 hours
Severity 2	1 hour	6 hours
Severity 3	2 hours	12 hours

A penalty of Rs. 5,000/- shall be charged per hour for non-conformance with the aforementioned table. Maximum penalty for non-conformance would be capped at the 10% of cost of the project.

20. Liquidated Damages

If the Successful Bidder fails to meet the requirements under Service Level Agreement like delays / or defaults / deficiency of services in delivery / installation / replacement / repair of any or all of the Systems and equipments mentioned in the Purchase order (PO), Bank shall, without prejudice to its other rights and remedies under and in accordance with the Contract, deduct from the Contract price, as liquidated damages, not construed as penalty, a sum equivalent to 0.5% per week or part thereof of the value of P.O. subject to maximum deduction of 10% (ten percent) of the P.O. value.

If the Bidder consistently fails to meet the requirements under Service Level Agreement (SLA) or complete the services as per the scheduled completion date or the extended date or if Bidder repudiates the Contract before completion of the contract / services, the Bank may without prejudice to any other right or remedy (i.e. penalties) available to the Bank as under the Contract, recover from the Bidder, liquidated damages over and above the penalties.

The Bank may without prejudice to its right to effect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the Bidder in its hands (which includes the Bank's right to claim such amount against Bidder's performance Guarantee) or which may become due to the Bidder. Any such recovery or liquidated damages shall not in any way relieve the Bidder from any of its obligations to complete the works / Services or from any other obligations and liabilities under the Contract.

UCO Bank reserves the right to impose / waive off the Liquidated Damages.

21. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or the Bank as the case maybe which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics,
- Situations, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes,
- Terrorist attacks, public unrest in work area,

The bidder/sub-contractor shall not be liable for forfeiture of its performance security, liquidated damages or termination of contract for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure.

If a Force Majeure situation arises, the bidder/sub-contractor shall promptly notify UCO Bank in writing of such conditions and the cause thereof within 15 (fifteen) calendar days.

Unless otherwise directed by UCO Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay.

If the duration of delay continues beyond a period of one month, UCO Bank and the bidder shall hold consultations with each other in an endeavor to find a solution to the problem.

Notwithstanding the above, decision of UCO Bank shall be final and binding upon the bidder.

22. <u>Contract Period</u>

The tenure of the Contract will be for a period of 5 (five) years effective from the date of execution of the Service Level Agreement (SLA) unless terminated earlier by the Bank by serving 90 days prior notice in writing to the selected bidder at its own convenience without assigning any reason and without any cost or compensation therefor. However, after the completion of initial period of 5 (five) years, the contract may be extended/renewed for such further period and on such terms and conditions as would be decided by the Bank.

The performance of the selected bidder shall be reviewed every quarter and the Bank reserves the right to terminate the contract at its sole discretion by giving 90 days' notice without assigning any reasons and without any cost or compensation therefor. Any offer falling short of the contract validity period is liable for rejection.

The selected bidder is required to enter into a Service Level Agreement (SLA), the format whereof is to be supplied by the Bank.

23. <u>Completeness Of The Project</u>

The project will be deemed as incomplete if the desired objectives of the project as mentioned in Section "Scope of Work" of this document are not achieved.

24. <u>Acceptance Testing</u>

The Bank will carry out the acceptance tests as per Scope of work Part – IV supplied & implemented by the selected bidder as a part of the Project. The Vendor shall assist the Bank in all acceptance tests to be carried out by the Bank. The provisioned items will be deemed accepted only on successful acceptance of those products and the vendor would need to provision insurance of those items till successful acceptance. The Bank at its discretion may modify, add or amend the acceptance tests which then will have to be included by the vendor. The Vendor shall arrange for the tests at the relevant sites in the presence of the officials of the Bank. The Vendor should ensure that the tests will involve trouble-free operation of the complete system apart from physical verification and testing and that there shall not be any additional charges payable by the Bank for carrying out this acceptance test.

25. <u>Indemnity</u>

The selected Bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any claim for infringement of intellectual property rights.

The selected Bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any breach of the terms and conditions contained in this RFP or Service Level Agreement to be executed.

The selected Bidder agrees to indemnify and keep indemnified Bank at all times against all claims, demands, actions, costs, expenses (including legal expenses), loss of reputation and suits which may arise or be brought against the Bank, by third parties on account of negligence or failure to fulfil obligations by the selected bidder or its employees/personnel.

All indemnities shall survive notwithstanding expiry or termination of Service Level Agreement and the Vendor shall continue to be liable under the indemnities.

Selected Bidder is required to furnish a separate Letter of Indemnity (Format whereof to be supplied by the Bank) in Bank's favour in this respect before or at the time of execution of the Service Level Agreement.

26. Publicity

Any publicity by the selected bidder in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank. The Bidder shall not make or allow making a public announcement or media release about any aspect of the Contract unless The Bank first gives the Bidder its prior written consent.

27. Privacy And Security Safeguards

The selected bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the selected bidder under this contract or existing at any Bank location. The Selected bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank Data and sensitive application software. The Selected bidder shall also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the selected bidder under this contract or existing at any Bank location.

28. Technological Advancements

The Selected bidder shall take reasonable and suitable action, taking into account economic circumstances, at mutually agreed increase / decrease in charges, and the Service Levels, to provide the Services to the Bank at a technological level that will enable the Bank to take advantage of technological advancement in the industry from time to time.

29. Guarantees

Selected bidder should guarantee that all the material as deemed suitable for the delivery and management for the RFP for Supply, Implementation & Maintenance of Loan Origination System (LOS). All hardware and software must be supplied with their original and complete printed documentation.

30. Resolution Of Disputes

The Bidder and the Bank shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.

b. The matter will be referred for negotiation between General Manager (IT Department) of UCO BANK and the Authorized Official of the selected bidder. The matter shall then be resolved between them and the agreed course of action shall be documented within a further period of 15 days.

In case the dispute(s)/difference(s) between the Parties is/are not settled through negotiation in the manner as mentioned above, the same may be resolved by arbitration and such dispute/difference shall be submitted by either party for arbitration within 15 days of the failure of negotiations. Arbitration shall be held in Kolkata and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 30 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at Kolkata. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Kolkata alone shall have the jurisdiction in respect of all matters connected with or arising out of the Contract/Service Level Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties, rather shall continue to render the Service/s in accordance with the provisions of the Contract/ Service Level Agreement.

31. Exit Option And Contract Re-Negotiation

The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions:

- Failure of the Selected bidder to accept the contract / purchase order and furnish the Performance Guarantee within 30 days of receipt of purchase contract;
- Delay in offering;
- Delay in commissioning project beyond the specified period;
- Delay in completing commissioning / implementation and acceptance tests / checks beyond the specified periods;
- Serious discrepancy in project noticed during the testing;
- Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of the Bank.
- Serious discrepancy in completion of project.
- Serious discrepancy in maintenance of project.

In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Selected Bidder.

The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the Selected Bidder at more favorable terms in case such terms are offered in the industry at that time for projects of similar and comparable size, scope and quality.

The Bank shall have the option of purchasing the equipment from third-party suppliers, in case such equipment is available at a lower price and the Selected Bidder's offer does not match such lower price. Notwithstanding the foregoing, the Selected Bidder shall continue to have the same obligations as contained in this scope document in relation to such equipment procured from third-party suppliers.

As aforesaid the Bank would procure the equipment from the third party only in the event that the equipment was available at more favorable terms in the industry, and secondly,

The Equipment procured here from third parties is functionally similar, so that the Selected Bidder can maintain such equipment.

The modalities under this right to re-negotiate /re-procure shall be finalized at the time of contract finalization.

Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Selected Bidder will be expected to continue the services. The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 to 12 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.

The Bank and the Selected Bidder shall together prepare the Reverse Transition Plan. However, the Bank shall have the sole decision to ascertain whether such Plan has been complied with.

Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Selected Bidder to the Bank or its designee to ensure smooth handover and transitioning of Bank's deliverables, maintenance and facility management.

In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Successful bidder shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services.

32. **Termination**

UCO BANK reserves the right to cancel the work/purchase order or terminate the SLA by giving 90 (ninety) days' prior notice in writing and recover damages, costs and expenses etc., incurred by Bank under the following circumstances: -

a) The selected bidder commits a breach of any of the terms and conditions of this RFP or the SLA to be executed between the Bank and the selected Bidder.
b) The selected bidder goes into liquidation, voluntarily or otherwise.
c) The selected bidder violates the Laws, Rules, Regulations, Bye-Laws, Guidelines, and Notifications etc.
d) An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
e) The selected bidder fails to complete the assignment as per the time lines prescribed in the Work Order/SLA and the extension, if any allowed.
f) Deductions on account of liquidated damages exceed more than 10% of the total work order.
g) In case the selected bidder fails to deliver the resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure the same or similar

resources from alternate sources at the risk, cost and responsibility of the selected bidder.

h) After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, UCO BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which UCO BANK may have to incur in executing the balance contract. This clause is applicable, if the contract is cancelled for any reason, whatsoever.

i) UCO BANK reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the adjustment of pending bills and/or invoking the Performance Bank Guarantee under this contract.

The rights of the Bank enumerated above are in addition to the rights/remedies available to the Bank under the Law(s) for the time being in force.

33. <u>Termination For Convenience</u>

The Bank, by written notice sent to the vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.

34. <u>Termination For Insolvency</u>

The Bank may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

35. <u>Termination For Default</u>

The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the bidder, may terminate this Contract in whole or in part, if the bidder fails to perform any obligation(s) under the Contract.

36. <u>Consequences Of Termination</u>

In the event of termination of the Contract due to any cause whatsoever, (whether consequent to the stipulated term of the Contract or otherwise), UCO Bank shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to

comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution / continued execution of the scope of the Contract.

In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by UCO Bank, the bidder herein shall be obliged to provide all such assistance to the next successor bidder or any other person as may be required and as UCO Bank may specify including training, where the successor(s) is a representative/personnel of UCO Bank to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.

Nothing herein shall restrict the right of UCO Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to UCO Bank under law or otherwise.

The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

37. <u>Dispute Resolution Mechanism</u>

The Bidder and The Bank shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

    i. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.

    ii. The matter will be referred for negotiation between Deputy General Manager of The Bank and the Authorised Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Kolkata and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at Kolkata. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Kolkata alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

38. <u>Signing Of Contract</u>

The selected bidder(s) shall be required to enter into a service level agreement (SLA) with UCO Bank, within 15 days of the award of the Bid through a Letter of Empanelment or within such extended period as may be specified.

The SLA shall be based on the requirements of this RFP, the terms and conditions of purchase order, the letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the proper performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract.

The selected bidder will also sign a Non-Disclosure Agreement and Deed of Indemnity with the Bank on a format prescribed by the Bank.

39. <u>Technical Inspection And Performance Evaluation</u>

UCO Bank reserves its right to carry out a technical inspection and performance evaluation (bench-marking) including reference check / site visit/ Proof of Concept (POC) of the offered item(s). Bank may instruct eligible bidders to make technical presentation at Bank's Head Office, Kolkata for the proposed solution /

service. Bidders will have to make such presentation/ arrange for site visit/ POC at their own cost.

40. <u>Verification</u>

UCO Bank reserves the right to verify any or all statements made by the vendor in the Bid document and to inspect the vendor's facilities, if necessary, to establish to its satisfaction about the vendor's capacity to perform the job.

41. <u>Compliance With Applicable Laws Of India</u>

The selected bidder shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

All the employees/operator deployed by the vendor for the digitization activity must comply with government's rules and regulations like minimum wages act, Provident fund and ESIC facility standard. (Proof of compliance and labour license needs to be submitted along with the quotation).

This indemnification is only a remedy for the Bank. The vendor is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its customers and/or regulatory authorities. The selected bidder confirms to Bank that it complies with all Central, State, Municipal laws and local laws and rules and regulations and shall undertake to observe, adhere to, abide by, comply with and notify Bank about compliance with all laws in force including Information Technology Act 2000, or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and for all purposes of this Contract, and shall indemnify, keep indemnified, hold harmless, defend and protect Bank and its officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from. The Bidder shall promptly and timely obtain all such consents, permissions, approvals,

licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation / Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate Bank and its employees/officers/staff/personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and Bank will give notice of any such claim or demand of liability within reasonable time to the Bidder.

42. <u>Order Cancellation</u>

UCO BANK reserves the right to cancel the order placed on the selected bidder and recover expenditure incurred by UCO BANK under the following circumstances: -

a. Non-compliance of the scope of the job.

b. Delay in commissioning / implementation / testing beyond the specified period

c. Serious discrepancy in the quality of service expected during the implementation, rollout and subsequent maintenance process

d. Breach of any of the terms and conditions of the Purchase Order by the selected bidder

e. If the selected bidder goes into liquidation voluntarily or otherwise

f. The selected bidder commits a breach of any of the terms and conditions of the bid.

g. The progress regarding execution of the order accepted, made by the selected bidder is found to be unsatisfactory.

h. If deductions on account of liquidated damages exceeds more than 10% of the total contract price.

i. In case of cancellation of order, any payments made by the Bank to the Vendor would necessarily have to be returned to the Bank, further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract/purchase order and any additional expenditure to be incurred by the Bank to appoint any other Vendor. This is after repaying the original amount paid.

j. Vendor should be liable under this section if the contract/ purchase order has been cancelled in case sum total of penalties and deliveries equal to exceed 10% of the TCO.

k. After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, UCO Bank reserves the right to get the balance contract executed by any bidder of its choice by giving one month's notice for the same to the Bidder. In this event, the selected bidder shall be bound to make good additional expenditure, which UCO Bank may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.

l. UCO BANK reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking the bank guarantee under this contract.

m. In addition to the cancellation of purchase order, UCO Bank also reserves the right to forfeit / invoke the Performance Guarantee / Security submitted to UCO Bank by the Bidder as well as blacklisting the Bidder.

43. **Indemnity**

1. The selected Bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any claim for infringement of intellectual property rights.

2. The selected Bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any breach of the terms and conditions contained in this RFP or Service Level Agreement to be executed.

3. The selected Bidder agrees to indemnify and keep indemnified Bank at all times against all claims, demands, actions, costs, expenses (including legal expenses), loss of reputation and suits which may arise or be brought against the Bank, by third parties on account of negligence or failure to fulfil obligations by the selected bidder or its employees/personnel.

4. All indemnities shall survive notwithstanding expiry or termination of Service Level Agreement and the Vendor shall continue to be liable under the indemnities.

5. Selected Bidder is required to furnish a separate Letter of Indemnity (Format whereof to be supplied by the Bank) in Bank's favour in this respect before or at the time of execution of the Service Level Agreement.

44. Pre-Bid Queries / Clarifications

For the purpose of clarifications of doubts of the bidders on issues related to the RFP, bidders seeking clarifications may send their queries on or before the date mentioned in the control sheet through Letter / FAX or email. Queries raised by the prospective bidders and the Bank's responses will be available at Bank's website at least seven days prior to last date of bid submission.

45. Introduction & Disclaimer

This Request for Proposal document (RFP) has been prepared solely to enable UCO Bank (Bank) in defining the requirement for Loan Origination System (LOS). The RFP document is not a recommendation, bid or invitation to enter into a contract agreement or other arrangement in respect of the services.

46. Fidelity & Secrecy

The bidder and its employees/personnel will strictly and individually undertake not to communicate or allow to be communicated to any person or divulge in any way any information relating to the process of Loan Origination System (LOS) and all information whatsoever concerning or relating to the Bank/concerned branch and its affairs to which the said employees/personnel will have access in the course of performance of the contract.

47. Insurance

The Hardware to be supplied will be insured by the vendor against all risks of loss or damage from the date of shipment till such time it is delivered at the Bank's site. Certificates of the "Comprehensive Insurance Cover" will be submitted to the Bank for verification/examination and record. The vendor shall take the insurance cover from a Government of India recognized insurance company only.

48. Authorise Signatory

The selected bidder shall indicate the authorized signatories who can discuss and correspond with UCO BANK, with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract a certified

copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the bidder to discuss, sign agreements/contracts with UCO BANK, raise invoice and accept payments and also to correspond. The bidder shall provide proof of signature identification for the above purposes as required by UCO BANK.

49. <u>Independent Service Provider:</u>

a. The selected bidder and/or its employees, agents and representatives shall perform all services hereunder as an Independent Service Provider on a non-exclusive basis and nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship of principal and agent or, master and servant or, employer and employee between the parties hereto or any affiliates or subsidiaries thereof or, to provide either party with the right, power or authority, whether expressed or implied to create any such duty or obligation on behalf of the other party. The selected bidder acknowledges that its rendering of services is solely within its own control subject to the terms and conditions agreed upon and agrees not to hold itself out to be an employee, agent or servant of the UCO Bank or any subsidiary or affiliate thereof.

b. The selected bidder's personnel, employees, sub-contractors of the bidder etc. have no authority/ right to bind the customer in any manner. It is also clarified that the personnel or employees being provided by the selected bidder shall be employed solely by the bidder and governed by terms of the bidder's employment and the selected bidder shall be solely responsible and liable in the event of any adverse claim of whatsoever nature made on the UCO Bank by the employees/ sub-contractor of the selected bidder.

c. The selected bidder shall be responsible for managing the activities of the personnel or the personnel of its subcontractors/franchisees and will be accountable for both. The selected bidder shall be vicariously liable for any acts, deeds or things done by the employees, agents, contractors, subcontractors, and their employees and agents, etc. which is outside the scope of power vested or instructions issued by the Bank. The selected bidder shall be the principal employer of the employees, agents, contractors, subcontractors etc. engaged by the bidder at UCO Bank establishments / sites and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the purchase contract to be issued for aforesaid tender.

d. No right of any employment shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc. of your company, for any assignment under the purchase contract to be issued for this tender. All remuneration, claims, wages, dues etc. of such employees, agents,

contractors, subcontractors etc. of your company shall be paid by your company alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of your employee, agents, contractors, and subcontractors, etc. Your company shall hold the Bank, its successors, Assignees and Administrators fully indemnified and harmless against loss or liability, claims, actions or proceedings, if any, that may arise from whatsoever nature caused to the Bank through the action of your employees, agents, contractors, subcontractors etc. However, the bidder selected would be given an opportunity to be heard by the Bank prior to making of a decision in respect of such loss or damage.

50. <u>Sub-Contractors:</u>

a. The selected bidder shall give prior intimation to the UCO Bank of its intention to enter into any agreement with any contractor or sub-contractor in connection with the services required to be provided by the bidder.

b. Under all circumstances, the selected bidder shall be responsible for misconduct / deficiencies in services rendered to Bank through the bidder selected or its sub-contractors. Bank reserves the right to reject work, which is not in conformity with its standards.

51. <u>UAT (User Acceptance Test)</u>

The Bidder should setup the UAT environment for testing of the solution before implementation of the solution in the production environment. The UAT setup shall be used for the customization of any changes before movement in production. The UAT setup will be at Kolkata. The setup would be kept available at all times during the contract period. The Solution will be deemed accepted only when all the functionalities as per the Scope are provided, commissioned and accepted by the Bank or the Bank appointed Consultant. The UAT shall be signed off between the Bank and the Successful Bidder.

52. <u>Limitation Of Liability</u>

Bidder's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for

a. IP Infringement indemnity.
b. Bodily injury (including Death) and damage to real property and tangible property caused by Bidder/s' gross negligence. For the purpose of this section, contract value at any given point of time, means the aggregate

value of the purchase orders placed by Bank on the Bidder that gave rise to claim, under this RFP.

Bidder shall be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.

ANNEXURES

Tender Offer Forwarding Letter
RFP Reference No.: DIT/BPR & BTD/OA/3365/2019-20 dated: 20/09/2019

To,
The Deputy General Manager (DIT, BPR & BTD),
UCO Bank, Department of Information Technology (DIT),
Head Office - II,
5th Floor, 3 & 4 DD Block,
Sector -1, Salt Lake City,
Kolkata -700064.

Dear Sir,

Sub: Your RFP for "Supply, Implementation & Maintenance of Loan Origination System (LOS)"

With reference to the above RFP, having examined and understood the instructions including all annexures, terms and conditions forming part of the Bid, we hereby enclose our offer for "**Supply, Implementation & Maintenance of Loan Origination System (LOS)"** mentioned in the RFP document forming Eligibility / Technical as well as Commercial Bids being parts of the above referred Bid.

In the event of acceptance of our Eligibility / Technical as well as Commercial Bids by the Bank, we undertake to commence **Supply, Implementation & Maintenance of Loan Origination System (LOS)** as per terms and condition of your purchase orders.

In the event of our selection by the Bank for undertaking **Supply, Implementation & Maintenance of Loan Origination System (LOS),** we will submit a Performance Guarantee for a sum equivalent to 10% of the project cost for a period of 05 years effective from the month of execution of service level agreement in favour of UCO Bank.

We agree to abide by the terms and conditions of this tender offer till 180 days from the date of eligibility / technical bid opening and our offer shall remain binding upon us which may be accepted by the Bank any time before expiry of 180 days.

Until a formal contract is executed, this tender offer, together with the Bank's written acceptance thereof and Bank's notification of award, shall constitute a binding contract between us.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

The details are enclosed as follows:
1. BG No. _____dated _____as EMD for Rs.25,00,000/- (Rupees Twenty-Five Lakhs only).
2. DD No. _____ dated _____ for Rs.20,000/- + Applicable GST (Rupees Twenty Thousand only + Applicable GST) as cost of RFP document.

BG issued by ---------------------------------- Bank ------------------------branch.

Dated this _____day of _____2018

Signature: _____
(In the Capacity of) _____
Duly authorized to sign the tender offer for and on behalf of

General Details of the Bidder / Sub-Contractor

A. Profile of Bidder

2   Name of bidder:
1. Location
    Regd. Office:
    Controlling Office:
2. Constitution
3. Date of incorporation & Date of Commencement of business:
4. Major change in Management in last three years
5. Names of Banker/s

B. Financial Position of Bidder for the last three financial years

Turnover			
Gross Profit			
Net Profit (Profit After Tax)			
Summary of Financial Position and working results			
Growth in Operations (%)			
Growth in profitability (%)			

N.B. **Enclose copies of Audited Balance Sheets along with enclosures**

C. Proposed Service details in brief

3   **Description of service :**
  ➢ **Details of similar service provided to banks in India specifying the number of Banks and branches**
  ➢
      o **In PSU banks**
      o **In non-PSU banks**

Details of Experience in implementation of similar services

Sl. No	Name of Organisation	Description of Application/Solution	Period during which implementd	
			From	To

N.B.: **Enclosed copies of Purchase Orders should be in name of the bidder only as references.** **Bank reserves the right to verify the authenticity of the reference document enclosed with the bid document. In case found not in order, the bid submitted by the bidder shall be rejected summarily.**

Place: **AUTHORISED SIGNATORY**
Date: **Name:**

Designation:

(Letter to be submitted by the Manufacturer on firm's official letter head)
Manufacturer Authorisation Form (MAF)

To,

Deputy General Manager (DIT, BPR & BTD)
UCO Bank, Head Office,
Department of Information Technology
5th Floor, 3&4, DD Block, Sector-I
Salt Lake, Kolkata -700064
Dear Sir,

Ref: RFP for Supply, Implementation & Maintenance of Loan Origination System (LOS)
RFP Reference No.: DIT/BPR & BTD/OA/3365/2019-20 dated: 20/09/2019

We …………………………………………………………… (Name of the Manufacturer) who are established and reputable manufacturers of …………………………………… having factories at ………,…………, ………, …………… and …………… do hereby authorize M/s ……………………… (Name and address of Bidder) who is the bidder submitting its bid pursuant to the Request for Proposal issued by UCO Bank on behalf, to submit a Bid and negotiate and conclude a contract with you for supply of equipments manufactured by us against the Request for Proposal received from your bank by the Bidder and we have duly authorised the Bidder for this purpose.

We hereby extend our guarantee/ warranty and AMC as per terms and conditions of the RFP No ……………………………………and the contract for the equipment and services offered for supply against this RFP No…………………………………. By the above-mentioned Bidder, and hereby undertake to perform the obligations as set out in the RFP No…………………………. In respect of such equipments and services. We undertake to provide back-to-back support for spare and skill to the bidder for subsequent transmission of the same to the Bank. We also undertake to provide support services during warranty as well as ATS period if the above bidder authorized by us fails to perform in terms of the RFP.

Yours Faithfully

Authorised Signatory

Name:
Designation:
Phone No.   Fax   E_mail

Format of Bank Guarantee (EMD)

To,
The Deputy General Manager (DIT, BPR & BTD),
UCO Bank,
Department of Information Technology (DIT),
Head Office - II,
5th Floor, 3 & 4 DD Block,
Sector -1, Salt Lake City,
Kolkata -700064

Dear Sir,

Sub: Your RFP for "Supply, Implementation & Maintenance of Loan Origination System (LOS)"

In response to your invitation to respond to your RFP for **Supply, Implementation & Maintenance of Loan Origination System (LOS)**, M/s _____ having their registered office at _____(hereinafter called the 'Vendor') wish to respond to the said Request for Proposal (RFP) for self and other associated vendors and submit the proposal for **Supply, Implementation & Maintenance of Loan Origination System (LOS)** and to provide related services as listed in the RFP document.

Whereas the 'Vendor' has submitted the proposal in response to RFP, we, the _____Bank having our Head office _____hereby irrevocably guarantee an amount of ` _____/- (Rupees _____ only) as bid security as required to be submitted by the 'Vendor' as a condition for participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

If the Vendor withdraws his proposal during the period of the proposal validity; or

If the Vendor, having been notified of the acceptance of its proposal by the Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently

We undertake to pay immediately, on demand to UCO Bank, the said amount of Rupees _____ without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked / enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by UCO Bank which shall be conclusive and binding on us irrespective of any dispute or difference raised by the vendor.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed ` _____ (Rupees _____ only).

---

2. This Bank guarantee will be valid upto ____; and

3. 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 the authorized officer has sets its hand and stamp on this day of at xxxx.

Yours faithfully,

For and on behalf of

_____ Bank

Authorised official

(NB: This guarantee will require stamp duty as applicable and shall be signed by the official whose signature and authority shall be verified. The signatory shall affix his signature, name and designation).

Format of Performance Bank Guarantee (PBG)

1. In consideration of UCO BANK, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertaking) Act, 1970, having its head office at 10, BIPLABI TRILOKYA MAHARAJ SARANI (BRABOURNE ROAD), Kolkata - 700001 (hereinafter called ―UCO BANK‖) having agreed to exempt M/s _____ (Name of the vendor Company), a Company incorporated under the Companies Act, 1956 having its registered office at _____ (Address of the vendor company) (hereinafter called ― the said VENDOR) from the demand, under the terms and conditions of UCO BANK's purchase order / Letter of Intent bearing no. ….dated…………………. issued to the Vendor and an Agreement to be made between UCO BANK and the Vendor for a period of ………….. In pursuance of Request For Proposal no…………… dated…………………………… , as modified, (hereinafter called ―the said Agreement), of security deposit for the due fulfilment by the said VENDOR of the Terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs.………… (Rupees……………only).We,………………….. [indicate the name of the bank ISSUING THE BANK GUARANTEE] (hereinafter referred to as ― the Bank) at the request of …………………………………….. [VENDOR] do hereby undertake to pay to UCO BANK an amount not exceeding Rs……………...against any loss or damage caused to or suffered or would be caused to or suffered by UCO BANK by reason of any breach by the said VENDOR of any of the terms or conditions contained in the said Agreement.

2. We …………………………………………………… [indicate the name of the bank ISSUING THE BANK GUARANTEE] do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from UCO BANK stating that the amount claimed is due by way of loss or damage caused to or breach by the said VENDOR of any of the terms or conditions contained in the said Agreement or by reason of the VENDOR'S failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.…………………………..

3. We undertake to pay to UCO BANK any money so demanded notwithstanding any dispute or disputes raised by the VENDOR in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal. The payment made by us under this bond shall be a valid discharge of our liability for payment there under and the VENDOR for payment there under and the VENDOR shall have no claim against us for making such payment.

4. We, …………………………………………… [indicate the name of the bank ISSUING THE GUARANTEE] 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 Agreement and that it shall continue to be enforceable till all the dues of BANK under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till UCO BANK

certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said VENDOR and accordingly discharged this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before …………………………….. (Expiry of claim period), we shall be discharged from all liabilities under this guarantee thereafter.

5. We ………………………………………… [indicate the name of bank ISSUING THE GUARANTEE] further agree with UCO BANK that UCO BANK 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 Agreement or to extend time of performance by the said VENDOR from time or to postpone for any time, or from time to time any of the powers exercisable by UCO BANK against the said VENDOR and to forebear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any variation, or extension being granted to the said VENDOR or for any forbearance, act or omission on the part of UCO BANK of any indulgence by UCO BANK to the said VENDOR 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.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the VENDOR.

7. We, …………………………………… [indicate the name of Bank ISSUING THE GUARANEE] lastly undertake not to revoke this guarantee during its currency except with the previous consent of UCO BANK in writing.

Notwithstanding anything contained herein:

a. Our liability under this Bank Guarantee shall not exceed Rs…….. (Rupees………………………………………….) only.
b. This Bank Guarantee shall be valid upto ……………………………………… and
c. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before …………………………………………(date of expiry of Guarantee including claim period).

8. Dated the …………………… day of ……… for ………….. [indicate the name of Bank]

Yours faithfully,
For and on behalf of

_____ Bank

Authorised Official
Note:

1. *Selected vendor should ensure that the seal and CODE No. of the signatory is put by the bankers, before submission of the bank guarantee.*
2. *Bidder guarantee issued by banks located in India shall be on a Non-Judicial Stamp Paper of requisite value as applicable to the place of execution.*

<u>Undertaking by the bidder</u>
(To be included in Technical & Commercial Bid Envelope)

It is certified that the information furnished here in and as per the document submitted is true and accurate and nothing has been concealed or tampered with.

We have gone through all the conditions of bid and are liable to any punitive action for furnishing false information / documents.

Dated this _____ day of _____ 2019

Signature

(Company Seal)
_____

In the capacity of
Duly authorized to sign bids for and on behalf of:

Undertaking for non-blacklisting / non-debarment of the bidder

To,

The Deputy General Manager (DIT, BPR & BTD),
UCO Bank, Head Office – II
Department of Information Technology,
5th Floor, 3 & 4 DD Block, Sector – 1
Salt Lake, Kolkata – 700064.

Dear Sir(s),

Sub: RFP for Supply, Implementation & Maintenance of Loan Origination System
(LOS) (RFP Ref. No. DIT/BPR&BTD/OA/3365/2019-20 Date: 20/09/2019)

a) We, M/s _____, the undersigned, hereby confirm that we have read and understood the eligibility criteria and fulfil the same.

b) We further confirm that all the information as per requirement of the Bank have been included in our bid.

c) Further, we hereby undertake and agree to abide by all terms and conditions and guidelines stipulated by the Bank. We understand that any deviation may result in disqualification of our bid.

d) We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction.

e) We undertake that adequate number of resources, if required by the Bank, will be deployed for the project to complete the assignment within stipulated time.

(Deviation to the above if any, the Bidder must provide details of such action(s))

(1)

(2)

(Signature and the capacity of the person duly authorized to sign the bid for and on behalf of)

UNDERTAKING TO ABIDE BY ALL BY-LAWS / RULES / REGULATIONS
(TO BE EXECUTED ON NON-JUDICIAL STAMP PAPER OF REQUISITE VALUE)

To,
The Deputy General Manager (DIT, BPR & BTD),
UCO Bank, Head Office – II
Department of Information Technology,
5th Floor, 3 & 4 DD Block, Sector – 1
Salt Lake, Kolkata – 700064.

Sub: Declaration-Cum-Undertaking regarding compliance with all statutory requirements

In consideration of UCO Bank, a body corporate, constituted under Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time having its Head Office at 10, Biplabi Trailokya Maharaj Sarani, Kolkata-700001 (hereinafter referred to as "Bank" which expression shall include its successors and assigns), we, M/s….………………., having its Registered Office at……….……………., do hereby, having examined the RFP including all Annexures, confirm and agree to comply with all Laws, Rules, Regulations, Bye-Laws, Guidelines, Notifications etc.

We do also hereby irrevocably and unconditionally agree and undertake to save and keep the Bank, including its respective directors, officers, and employees and keep them harmless from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and any damage caused from and against all suits and other actions that may be instituted taken or preferred against the Bank by whomsoever and all losses, damages, costs, charges and expenses arising out of non-compliance with or non-adherence to any statutory/regulatory requirements and/or any other law for the time being in force.

Dated this _____ day of _____, 20 _____ .

Place:

For M/s. …………………………….

…………………………………………….

[Seal and Signature(s) of the Authorised Signatory (s)]

**<u>Undertaking Letter on the vendor's letterhead for Central Minimum Wages Act &
Labour Laws</u>**

To,

The Deputy General Manager (DIT, BPR & BTD),
UCO Bank, Head Office – II,
Department of Information Technology,
5th Floor, 3 & 4 DD Block, Sector – 1
Salt Lake, Kolkata – 700064.

Sir,

**Sub: RFP for Supply, Implementation & Maintenance of Loan Origination
System (LOS)
(RFP Ref. No DIT/BPR&BTD/OA/3365/2019-20 Date: 20/09/2019)**

Further to our proposal dated ………………………….., in response to the Request
for Proposal (Bank's tender No. ………………………………. hereinafter referred to
as **"RFP"**) issued by Bank, we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as
contained in the RFP and the related addendums and other documents including
the changes made to the original tender documents if any, issued by the Bank.
The bidder has to ensure that the payment towards services is in consonance with
the Central Minimum Wages Act & Labour Laws. All the employees/operator
deployed by the vendor for the digitization activity must comply with
government's rules and regulations like minimum wages act, Provident fund and
ESIC facility standard. **(Proof of compliance and labour license needs to be
submitted along with the quotation).**

Yours faithfully,
For…………………………..
Designation:
(Signature and seal of authorized person)
Bidder's corporate name:

Place:

Date:

Undertaking Letter on the vendor's letterhead for GST Law

To,
The Deputy General Manager (DIT, BPR & BTD),
UCO Bank, Head Office – II,
Department of Information Technology,
5th Floor, 3 & 4 DD Block, Sector – 1
Salt Lake, Kolkata – 700064.

Dear Sir,

Sub: Your RFP for Supply, Implementation & Maintenance of Loan Origination System (LOS)

Further to our proposal dated ………………………………., in response to the Request for Proposal (Bank's **RFP Ref. No DIT/BPR&BTD/OA/3365/2019-20 Date: 20/09/2019** hereinafter referred to as "RFP") issued by Bank, we hereby covenant, warrant and confirm as follows:

We, the bidder M/s ……………………………, hereby agree to comply with all applicable GST Laws including GST Acts, Rules, Regulations, Procedures, Circulars & Instructions thereunder applicable in India from time to time and to ensure that such compliance is done.
Yours faithfully,

For…………………………..
Designation:
(Signature and seal of authorized person)

Bidder's corporate name:
Place:
Date:

Undertaking for Price Validity & Acceptance of all terms & conditions of RFP

To
The Deputy General Manager (DIT, BPR & BTD),
UCO Bank, Head Office – II,
Department of Information Technology,
5th Floor, 3 & 4 DD Block, Sector – 1
Salt Lake, Kolkata – 700064.

Dear Sir,

Sub: RFP for Supply, Implementation & Maintenance of Loan Origination System (LOS)

We understand that Bank is not bound to accept the lowest or any bid received and Bank may reject all or any bid. We shall keep the price valid for the entire contract period from the date of issuance of the first Work order.

If our bid is accepted, we are responsible for the due performance as per the scope of work and terms & conditions as per mentioned in RFP.

Yours faithfully,

For…………………………..

(Signature and seal of authorized person)

Place:

Date:

<u>Undertaking for No Deviation</u>

To
The Deputy General Manager (DIT, BPR & BTD),
UCO Bank, Head Office – II,
Department of Information Technology,
5th Floor, 3 & 4 DD Block, Sector – 1
Salt Lake, Kolkata – 700064.

Dear Sir,

   Sub: RFP for Supply, Implementation & Maintenance of Loan Origination System (LOS)

Further to our proposal dated ………………………….., in response to the Request for Proposal (Bank's **RFP Ref. No DIT/BPR&BTD/OA/3365/2019-20 Date: 20/09/2019** hereinafter referred to as **"RFP"**) issued by Bank, we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents if any, issued by the Bank. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

For…………………………..

Designation:

(Signature and seal of authorized person)

Bidder's corporate name:

Place:

Date:

(Letter to be submitted by the OSD on firm's official letter head)

<u>**Original Solution/Software Developer Authorisation Form (OSDAF)**</u>

To,

Deputy General Manager (DIT, BPR & BTD)
UCO Bank, Head Office,
Department of Information Technology
5th Floor, 3&4, DD Block, Sector-I
Salt Lake, Kolkata -700064
Dear Sir,

Ref: RFP for Supply, Implementation & Maintenance of Loan Origination System (LOS)
RFP Reference No.: DIT/BPR & BTD/OA/3365/2019-20 dated: 20/09/2019

We ………………………………………………………… (Name of the developer) who are established and reputable developer/solution provider of ………………………………… having factories/offices at ……….,…………, ………, …………… and …………… do hereby authorize M/s ……………………… (Name and address of Bidder) who is the bidder submitting its bid pursuant to the Request for Proposal issued by UCO Bank on behalf, to submit a Bid and negotiate and conclude a contract with you for supply of Solution/Software developed by us against the Request for Proposal received from your bank by the Bidder and we have duly authorised the Bidder for this purpose.

We hereby extend our guarantee/ warranty and ATS as per terms and conditions of the RFP No **DIT/BPR & BTD/OA/3365/2019-20 dated: 20/09/2019** and the contract for the Solution/Software and services offered for supply against this RFP No **DIT/BPR & BTD/OA/3365/2019-20 dated: 20/09/2019** by the above-mentioned Bidder, and hereby undertake to perform the obligations as set out in the RFP No **DIT/BPR & BTD/OA/3365/2019-20 dated: 20/09/2019,** in respect of such Solution/ Software and services. We undertake to provide back-to-back support for modifications/customisation and skill to the bidder for subsequent transmission of the same to the Bank. We also undertake to provide support services during warranty as well as ATS period if the above bidder authorised by us fails to perform in terms of the RFP.

Yours Faithfully

Authorised Signatory

Name:
Designation:

Phone No.   Fax   E_mail

Certificate from Chartered Accountant (signed & stamped) showing company's financial position in last 3 years (annual turnover, profit / loss, networth etc.)

	2016-17 (Audited)	2017-18 (Audited)	2018-19 (Audited/Provisional)
Net Worth			
Turnover			
Gross Profit			
Net Profit (Profit After Tax)			
Summary of Financial Position and working results			
Growth in Operations (%)			
Growth in profitability (%)			

Format of Pre-Bid Queries to be submitted by the Bidder(s)

(To be e-Mailed in .doc format only)

Name of the Bidder:

Name of the Contact Person of the Bidder:

Contact Number of the Contact Person:

Email id of the Contact Person:

Sl. No.	RFP Page No.	RFP Clause No.	Original RFP Clause	Subject/Description	Query sought/Suggestions of the Bidder

PRE CONTRACT INTEGRITY PACT
(To be stamped as per the Stamp Law of the Respective State)

1. Whereas UCO Bank having its registered office at UCO BANK, a body corporate constituted under The Banking companies (Acquisition & Transfer Act of 1970), as amended by The Banking Laws (Amendment) Act, 1985, having its Head Office at 10, Biplabi Trailokya Maharaj Sarani , Kolkata-700001 acting through its Department of IT, represented by Authorised Signatory hereinafter referred to as the Buyer and the first party, proposes to select vendor to supply, implementation and maintenance of Loan Origination System (LOS) hereinafter referred to as Stores and / or Services.
   And
   M/s_____ represented by_____ Authorised Signatory/Chief Executive Officer, (which term, unless expressly indicated by the contract, shall be deemed to include its successors and its assignee), hereinafter referred to as the bidder/seller and the second party, is willing to offer/has offered the Stores and / or Services.

2. Whereas the Bidder/Seller is a private company/public company/ /partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Public Sector Undertaking and registered under Companies Act 1956. Buyer and Bidder/Seller shall hereinafter be individually referred to as ―Party or collectively as the ―parties, as the context may require.

3. Preamble

   Buyer has called for tenders under laid down organizational procedures intending to enter into contract /s for supply / purchase / etc of _____ and the Bidder /Seller is one amongst several bidders /Proprietary Vendor /Customer Nominated Source/Licensor who has indicated a desire to bid/supply in such tendering process. The Buyer values and takes primary responsibility for values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder (s) and / or Seller(s).
   In order to achieve these goals, the Buyer will appoint Independent External Monitor(s) (IEM) in consultation with Central Vigilance Commission, who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

4. Commitments of the Buyer

4.1 The Buyer commits itself to take all measures necessary to prevent corruption and fraudulent practices and to observe the following principles: -

   (i) No employee of the Buyer, personally or through family members, will in connection with the tender, 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.

(ii) The Buyer will during the tender process treat all Bidder(s) /Seller(s) with equity and reason. The Buyer will in particular, before and during the tender process, provide to all Bidder (s) /Seller(s) the same information and will not provide to any Bidders(s) /Seller(s) confidential /additional information through which the Bidder(s) / Seller(s) could obtain an advantage in relation to the process or the contract execution.

(iii) The Buyer will exclude from the process all known prejudiced persons.

4.2 If the Buyer obtains information on the conduct of any of its employees which is a criminal offence under the Indian Legislation Prevention of Corruption Act 1988 as amended from time to time or if there be a substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer and in addition can initiate disciplinary action.

5. Commitments of the Bidder(s) /Seller(s):

5.1. The Bidder(s)/ Seller(s) commit itself to take necessary measures to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

(i) The Bidder(s) /Seller(s) will not directly or through any other persons or firm, offer promise or give to any of the Buyer's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage during the tendering or qualification process or during the execution of the contract.

(ii) The Bidder(s) /Seller(s) will not enter with other Bidders / Sellers into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

(iii) The bidder(s) /Seller(s) will not commit any offence under the Indian legislation, Prevention of Corruption Act, 1988 as amended from time to time. Further, the Bidder(s) /Seller(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Buyer as part of the business relationship, regarding plans, technical proposals and business details, including information constrained or transmitted electronically.

(iv) The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall be held responsible for any violation/breach of the provisions by its sub-supplier(s) /Sub-contractor(s).

5.2 The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall be held responsible for any violation /breach of the provisions by its sub-supplier(s) /sub-contractor(s).

5.3 The Bidder(s) /Seller(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

5.4 Agents / Agency Commission

The Bidder /Seller confirms and declares to the Buyer that the bidder/Seller is the original manufacturer/authorized distributor / stockiest of original manufacturer or Govt. Sponsored /Designated Export Agencies (applicable in case of countries where domestic laws do not permit direct export by OEMS of the stores and /or Services referred to in this tender / Offer / contract / Purchase Order and has not engaged any individual or firm, whether Indian or Foreign whatsoever, to intercede, facilitate or in any way to recommend to Buyer or any of its functionaries, whether officially or unofficially, to the award of the tender / contract / Purchase order to the Seller/Bidder; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller / Bidder agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in anyway incorrect or if at a later stage it is discovered by the Buyer that the Seller incorrect or if at a later stage it is discovered by the Buyer that the Seller/Bidder has engaged any such individual /firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract /Purchase order, the Seller /Bidder will be liable to refund that amount to the Buyer. The Seller will also be debarred from participating in any RFP / Tender for new projects / program with Buyer for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract / Purchase order either wholly or in part, without any entitlement of compensation to the Seller /Bidder who shall in such event be liable to refund agents / agency commission payments to the buyer made by the Seller /Bidder along with interest at the rate of 2% per annum above LIBOR (London Inter Bank Offer Rate) (for foreign vendors) and Base Rate of SBI (State Bank of India) plus 2% (for Indian vendors). The Buyer will also have the right to recover any such amount from any contracts / Purchase order concluded earlier or later with Buyer.

6. Previous Transgression

6.1 The Bidder /Seller declares that no previous transgressions have occurred in the last three years from the date of signing of this Integrity Pact with any other company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprise in India that could justify Bidder's /Seller's exclusion from the tender process.

6.2 If the Bidder /Seller makes incorrect statement on this subject, Bidder /Seller can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason without any liability whatsoever on the Buyer.

7. Company Code of Conduct

Bidders /Sellers are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behavior) and a compliance program for the implementation of the code of conduct throughout the company.

8. Sanctions for Violation

8.1 If the Bidder(s) /Seller(s), before award or during execution has committed a transgression through a violation of Clause 5, above or in any other form such as to put his reliability or credibility in question, the Buyer is entitled to disqualify the Bidder(s) /Seller (s) from the tender process or take action as per the procedure mentioned herein below:

(i) To disqualify the Bidder /Seller with the tender process and exclusion from future contracts.

(ii) To debar the Bidder /Seller from entering into any bid from Buyer for a period of two years.

(iii) To immediately cancel the contract, if already signed /awarded without any liability on the Buyer to compensate the Bidder /Seller for damages, if any. Subject to Clause 5, any lawful payment due to the Bidder/Seller for supplies effected till date of termination would be made in normal course.

(iv) To encash EMD /Advance Bank Guarantees / Performance Bonds / Warranty Bonds, etc. which may have been furnished by the Bidder /Seller to the extent of the undelivered Stores and / or Services.

8.2 If the Buyer obtains Knowledge of conduct of Bidder /Seller or of an employee or representative or an associate of Bidder /Seller which constitutes corruption, or if the Buyer has substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer.

9. Compensation for Damages

9.1 If the Buyer has disqualified the Bidder(s) /Seller(s) from the tender process prior to the award according to Clause 8, the Buyer is entitled to demand and recover the damages equivalent to Earnest Money Deposit in case of open tendering.

9.2 If the Buyer has terminated the contract according to Clause 8, or if the Buyer is entitled to terminate the contract according to Clause 8, the Buyer shall be entitled to encash the advance bank guarantee and performance bond / warranty bond, if furnished by the Bidder / Seller, in order to recover the payments, already made by the Buyer for undelivered Stores and / or Services.

10. Independent External Monitor(s)

10.1 The Buyer has appointed independent External Monitors for this Integrity Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors are given in RFP).

10.2 As soon as the integrity Pact is signed, the Buyer shall provide a copy thereof, along with a brief background of the case to the independent External Monitors.

10.3 The Bidder(s) / Seller(s) if they deem it necessary, may furnish any information as relevant to their bid to the Independent External Monitors.

10.4 If any complaint with regard to violation of the IP is received by the buyer in a procurement case, the buyer shall refer the complaint to the Independent External Monitors for their comments / enquiry.

10.5 If the Independent External Monitors need to peruse the records of the buyer in connection with the complaint sent to them by the buyer, the buyer shall

make arrangement for such perusal of records by the independent External Monitors.

10.6 The report of enquiry, if any, made by the Independent External Monitors shall be submitted to MD & CEO, UCO Bank, Head Office at 10, Biplabi Trailokya Maharaj Sarani , Kolkata-700001 within 2 weeks, for a final and appropriate decision in the matter keeping in view the provision of this Integrity Pact.

10.7 The word "Monitor" would include both singular and plural.

11. Law and Place of Jurisdiction

This Integrity Pact is subject to Indian Laws, and exclusive Jurisdiction of Courts at Kolkata, India.

12. Other Legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provision of the extant law in force relating to any civil or criminal proceedings.

13. Integrity Pact Duration.

13.1 This Integrity Pact begins when both parties have legally signed it. It expires of order / finalization of contract.

13.2 If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by MD & CEO, UCO Bank .

13.3 Should one or several provisions of this Integrity Pact turn out to be invalid, the reminder of this Integrity Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

14. Other Provisions

14.1 Changes and supplements need to be made in writing. Side agreements have not been made.

14.2 The Bidders (s)/ Sellers (s) signing this IP shall not initiate any Legal action or approach any court of law during the examination of any allegations/complaint by IEM and until the IEM delivers its report.

14.3 In view of nature of this Integrity Pact, this Integrity Pact shall not be terminated by any party and will subsist throughout its stated period.

14.4 Nothing contained in this Integrity Pact shall be deemed to assure the bidder / Seller of any success or otherwise in the tendering process.

16. This Integrity Pact is signed with UCO Bank exclusively and hence shall not be treated as precedence for signing of IP with MoD or any other Organization.

17. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

18. The Parties here by sign this Integrity Pact at_____on_____(Seller/Bidder) and at _____on _____ (Buyer)

BUYER   BIDDER /SELLER

Signature: Signature:
Authorised Signatory   Authorized Signatory
UCO Bank ,
Department of IT

Place: Place:
Date: Date:

Witness :   Witness :

(Name & Address)   (Name & Address)

NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement is entered into on this ….day of ………….., 2019
BETWEEN
UCO Bank, a body corporate, constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time having its Head Office at No. 10, BTM Sarani, Kolkata-700001 hereinafter referred to as "**the Bank**" (which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns, administrators and successors) **of the FIRST PART/ DISCLOSING PARTY**
AND

…………………………………………………………………………………………………
…………………………………………………….. (which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns, administrator and successors) of the **SECOND PART/ RECEIVING PARTY**

(Each of Bank and the vendor is sometimes referred to herein as a "**Party**" and together as the "**Parties**").

WHEREAS the Vendor/Receiving Party is *inter alia* engaged as services provider to supply, implement and maintain Loan Origination system as per the terms and conditions specified in the RFP ref. no **DIT/BPR & BTD/OA/3365/2019-20 dated: 20/09/2019.** The Vendor/Receiving Party would be single point of contact for this project.

WHEREAS Bank/Disclosing Party is *inter alia* engaged in the business of Banking; and

WHEREAS the Parties presently desire to discuss and/or consult with each other's business for the purposes of entering into Agreements for vendor to Supply, Implementation & Maintenance of Loan Origination System (LOS).

WHEREAS the Parties recognize that each other's business involves specialized and proprietary knowledge, information, methods, processes, techniques and skills peculiar to their security and growth and that any disclosure of such methods, processes, skills, financial data, or other confidential and proprietary information would substantially injure a Party's business, impair a Party's investments and goodwill, and jeopardize a Party's relationship with a Party's clients and customers; and

WHEREAS in the course of consultation with respect to the potential business venture, the Parties anticipate disclosing to each other certain information of a novel, proprietary, or confidential nature, and desire that such information be subject to all of the terms and conditions set forth herein below;

NOW THEREFORE the Parties hereto, in consideration of the promises and other good and valuable consideration, agree such information shall be treated as follows:

1. Confidential Information. "Confidential Information" shall mean and include any information which relates to the financial and/or business operations of each Party, including but not limited to, specifications, drawings, sketches, models, samples, reports, forecasts, current or historical data, computer programs or documentation and all other technical, financial or business data, information related to each Party's customers, products, processes, financial condition, employees, intellectual property, manufacturing techniques, experimental work, trade secrets.

2. Use of Confidential Information. The Vendor/Receiving Party agrees not to use the Bank/Disclosing Party's confidential Information for any purpose other than for the specific consultation regarding the potential business venture. Any other use of such Confidential Information by the Receiving Party shall be made only upon the prior written consent from an authorized representative of the Disclosing Party which wishes to disclose such information or pursuant to subsequent agreement between the Parties hereto.

3. Restrictions. Subject to the provisions of paragraph 4 below, the Party receiving Confidential Information (the "***Receiving Party***") shall, for contract period of eighteen (18) months from the date of the last disclosure of Confidential Information made under this Agreement (except for personal customer data which shall remain confidential forever), use the same care and discretion to limit disclosure of such Confidential Information as it uses with similar confidential information of its own and shall not disclose, lecture upon, publish, copy, modify, divulge either directly or indirectly, use(except as permitted above under clause (2) or otherwise transfer the Confidential Information to any other person or entity, including taking reasonable degree of care and steps to:

(a) restrict disclosure of Confidential Information solely to its concerned employees, agents, advisors, consultants, contractors and /or subcontractors with a need to know and not disclose such proprietary information to any other parties; and

(b) advise all receiving Party's employees with access to the Confidential Information of the obligation to protect Confidential Information provided hereunder and obtain from agents, advisors, contractors and/or consultants an agreement to be so bound.

(c) use the Confidential Information provided hereunder only for purposes directly related to the potential business venture.

4. Exclusions. The obligations imposed upon Receiving Party herein shall not apply to information, technical data or know how, whether or not designated as confidential, that:

(a) is already known to the Receiving Party at the time of the disclosure without an obligation of confidentiality;

(b) is or becomes publicly known through no unauthorized act of the Receiving Party;

(c) is rightfully received from a third Party without restriction and without breach of this Agreement;

(d) is independently developed by the Receiving Party without use of the other Party's Confidential Information and is so documented;

(e) is disclosed without similar restrictions to a third party by the Party owning the Confidential Information;

(f) is approved for release by written authorization of the Disclosing Party; or

(g) is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however, that the Receiving Party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the Confidential Information and/or documents so disclosed be used only for the purposes for which the order was issued.

5. *Return of Confidential Information*. All Confidential Information and copies and extracts of it shall be promptly returned by the Receiving Party to the Disclosing Party at any time within thirty (30) days of receipt of a written request by the Disclosing Party for the return of such Confidential Information.

6. *Ownership of Information*. The Receiving Party agrees that all Confidential Information shall remain the exclusive property of the Disclosing Party and its affiliates, successors and assigns.

7. *No License Granted*. Nothing contained in this Agreement shall be construed as granting or conferring any rights by license or otherwise in any Confidential Information disclosed to the Receiving Party or to any information, discovery or improvement made, conceived, or acquired before or after the date of this Agreement. No disclosure of any Confidential Information hereunder shall be construed by the Receiving Party to be a public disclosure of such Confidential Information for any purpose whatsoever.

8. *Breach*. In the event the Receiving Party discloses, disseminates or releases any Confidential Information received from the Disclosing Party, except as provided above, such disclosure, dissemination or release will be deemed a material breach of this Agreement and the Disclosing Party shall have the right to demand prompt return of all Confidential Information previously provided to the Receiving Party and in such case, the Receiving party shall be bound to return all information within............days from the date of such demand. The provisions of this paragraph are in addition to any other legal right or remedies, the Disclosing Party may have under the Law for the time being in force.

9. *Arbitration and Equitable Relief.*

(a) Arbitration. The Parties shall endeavor to settle any dispute/difference arising out of or relating to this Agreement through consultation and negotiation. In the event no settlement can be reached through such negotiation and consultation, the Parties agree that such disputes shall be referred to and finally resolved by arbitration under the provisions of the Arbitration and Conciliation Act, 1996 and the rules made thereunder from time to time. The arbitration shall be held in Kolkata. The language used in the arbitral proceedings shall be English. The arbitration proceeding shall be conducted by a panel of three arbitrators, each party shall appoint his own arbitrator and the two appointed arbitrators shall appoint the third arbitrator who shall act as presiding Arbitrator.

(b) Equitable Remedies. The Parties agree that in event of breach of any of the covenants contained in this Agreement due to negligence/fault/laches of the Receiving Party, the Disclosing party shall have, in addition to any other remedy, the right:

i) to obtain an injunction from a court of competent jurisdiction restraining such breach or threatened breach; and
ii) to specific performance of any such provisions of this Agreement. The Parties further agree that no bond or other security shall be required in obtaining such equitable relief and the Parties hereby consent to the issuance of such injunction and to the ordering of specific performance.

(c) Legal Expenses: If any action and proceeding is brought for the enforcement of this Agreement, or because of an alleged or actual dispute, breach, default, or misrepresentation in connection with any of the provisions of this Agreement, each Party will bear its own expenses, including the attorney's fees and other costs incurred in such action.

(d) Indemnification: The Receiving Party shall indemnify the Bank and hold the Bank harmless against any loss caused to it as a result of the non-performance or improper performance of this Agreement by the Receiving Party, or its servants or agents to perform any aspect of its obligations forming part of the subject matter of this Agreement.

10. Term. This Agreement may be terminated by either Party giving Thirty (30) days' prior written notice to the other Party; provided, however, the obligations to protect the Confidential Information in accordance with this Agreement shall survive for a period of 18 Months from the date of the last disclosure of Confidential Information made under this Agreement or till the period further extended by the Bank.

11. No Formal Business Obligations. This Agreement shall not constitute create, give effect to or otherwise imply a joint venture, pooling arrangement, partnership, or formal business organization of any kind, nor shall it constitute, create, give effect to, or otherwise imply an obligation or commitment on the part of either Party to submit a proposal or to perform a contract with the other Party

or to refrain from entering into an agreement or negotiation with any other Party. Nothing herein shall be construed as providing for the sharing of profits or loss arising out of the efforts of either or both Parties. Neither Party will be liable for any of the costs associated with the other's efforts in connection with this Agreement. If the Parties hereto decide to enter into any licensing arrangement regarding any Confidential Information or present or future patent claims disclosed hereunder, it shall only be done on the basis of a separate written agreement between them.

12. General Provisions.

(a) Governing Law. This Agreement shall be governed by and construed in accordance with the laws of India.

(b) Severability. If one or more of the provisions in this Agreement is deemed void by law, then the remaining provisions shall remain valid and continue in full force and effect.

(c) Successors and Assigns. This Agreement will be binding upon the successors and/or assigns of the Parties, provided however that neither Party shall assign its rights or duties under this Agreement without the prior written consent of the other Party.

(d) Headings. All headings used herein are intended for reference purposes only and shall not affect the interpretation or validity of this Agreement.

(e) Entire Agreement. This Agreement constitutes the entire agreement and understanding of the Parties with respect to the subject matter of this Agreement. Any amendments or modifications of this Agreement shall be in writing and executed by a duly authorized representative of the Parties.

(f) Jurisdiction of Court: All disputes under this Non-Disclosure Agreement are subject to the jurisdiction of Courts of Kolkata only.

(g) Two original sets of Non-Disclosure Agreement are executed and retained by either parties, Bank and M/s Enstage Software Pvt. Limited

The Parties, by the signature of their authorized representatives appearing below, acknowledge that they have read and understood each and every term of this Agreement and agree to be bound by its terms and conditions.

For and on behalf of   **For and on behalf of**

....

Signature: _____   Signature: _____

Name: _____   Name:_____

Designation:_____   Designation:_____

Date: _____   Date: _____

ELIGIBILITY COMPLIANCE

Sl. No.	Clause	Documents required
1	Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 for the last 3 years as on RFP issuance date. Concerns registered as MSME Entrepreneur & still categorized as MSME as on RFP submission date can also participate in bidding process.	Certificate of Incorporation, PAN, TAN, GSTIN Certificate and any other tax related document if applicable, along with the copies of Memorandum of Association and Articles of Association are required to be submitted along with the eligibility bid. Registration from DIC, KVIB, NSIC, KVIC, DIHH, UAA or any other body specified by Ministry of MSME
2	The Bidder should have minimum annual turnover of Rs. 10 Crores per year during the last three financial years (2016-17, 2017-18 & 2018-19).	Copy of the audited balance sheet of the company showing turnover of the company for the consecutive last three financial years (2016-17, 2017-18 & 2018-19) should be submitted along with Cratered Accountant Certificate. In case audited balance sheet is not present for year 2018-19, Chartered accountant certified Unaudited Balance sheet should be submitted.
3	Bidder should have maintained a positive net-worth in the last three financial years (2016-17, 2017-18 & 2018-19).	Copies of the audited balance sheets of the company showing positive networth of the company for last three consecutive financial years (2016-17, 2017-18 & 2018-19) should be submitted along with Auditor's Certificate. In case audited balance sheet is not present for year 2018-19, Chartered accountant certified provisional Balance sheet should be submitted

4	The bidder should be an OEM / OSD or their authorized representative in India. In case OEM / OSD participates in the tender process directly, authorized representative will not be permitted to participate in the same tender process.	Undertaking / Power of Attorney (PoA) from the OEM / OSD mentioning a clause that OEM / OSD will provide support services during warranty period if the bidder authorized by them fails to perform. In case of an authorized representative, a letter of authorization (MAF) / OSD Authorization Form from original manufacturer / solution developer must be furnished in original duly signed & stamped (As per Annexure – III & XIII).
5	Bidder should not have been black-listed by (the Central / any of the State Governments or any Financial Institutions in India as on date of RFP submission) any bank / institution in India.	Self-declaration to this effect on the company's letter head should be submitted. Bidder has to submit a Declaration in the format as mentioned in the Annexure – VII.
6	The bidder should be in business of providing similar service/ application/ business rules management and decision platform (for loan/credit processing) for at least 2 years and in 2 scheduled commercial banks / BFSI in India as on date of submission of bid.	Documentary evidence with relevant copies of Purchase Order along with Satisfactory Working Certificates / Completion Certificates / Installation Reports / Project Sign-Offs in the last two years including names of clients with Phone and Fax numbers, E-Mail IDs etc.
7	The proposed application/business rules management and decision platform (for loan/credit processing) should be running in at least 2 scheduled commercial banks / BFSI in India as on date of submission of bid.	Documentary evidence with relevant copies of Purchase Order along with Satisfactory Working Certificates / Completion Certificates / Installation Reports / Project Sign-Offs in the last two years including names of clients with Phone and Fax numbers, E-Mail IDs etc.
8.	Bidder should submit an Undertaking regarding compliance of all Laws,	An undertaking on the letterhead of the company has to be

Rules, Regulations, Bye-Laws, Guidelines, Notifications existing as on date or to be issued from time to time by statutory/regulatory bodies etc.	submitted as per the format given in Annexure-L.

Note:-

a. Documentary Evidence for compliance to each of the eligibility criteria must be enclosed along with the bid together with references.

b. If the declaration/any documents given by the vendor is found to be false at later date, Bank reserves the right to disqualify the vendor or cancel the contract.

The Bidder must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. Undertaking for subsequent submission of any of the required document will not be entertained under any circumstances. However, UCO BANK reserves the right to seek clarifications on the already submitted documents. Non-compliance of any of the criteria will entail rejection of the offer summarily. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder.

Detailed Scope of Work

All the solutions sought in functional/technical specification must be provided as end-to–end solution. The participating bidder should provide its compliance for each of the line items mentioned in **Scope of Work (Part – IV)** of this RFP to be eligible for evaluation of Commercial Bids

FUNCTIONAL REQUIRMENT

Functional Requirement for Retail, MSME and Agriculture in detail is as under (the list of requirement is indicative, not exhaustive, as the actual requirements will be determined during SRS/gap study phase)-

Note –

 All the points marked as Customizable (C) and To be developed (D) below are to be made available before go live within the time frame as stipulated in the RFP.

At least 75% of the requirements mentioned below should be Available (A) in the proposed solution in order to qualify.

S. No.	Description	Available (A) /Customizable (C) /To be developed (D)	Remarks (if any)
1	**GENERAL REQUIREMENTS**		
1.1	The system should define and support loan products/ portfolios like Working capital loan, Term Loan, overdraft, Real estate loans, Non fund based lines (LC, BG etc.), Bills, Trade Finance solution, Lease(Finance or operating Lease), Hire purchase, all segments like Retail, MSME and Agriculture segment (Farm & Non-Farm credit) etc. as per the requirement of the Bank.		
1.2	System should have the ability to define, generate and collect leads and manage external agencies and their users like Direct Selling Agency (DSA), dealers, builders, Bank Mitra, valuation agencies, Law Firms, verification agencies, BCs and BFs etc. Should allow creation of user groups under each business partner and creation of users under each group as part of Corporate License.		
1.3	System should have the ability to allocate relevant cases to these external agencies and give controlled access to work or give them facility to upload their		

	reports.		
1.4	System should have facility to calculate commission/Fee for DSAs, Valuer, LIEs, Lawyers and other third parties.		
1.5	System should be able to receive various reports in predefined form from authorized vendors through internet, email, and other electronic media in a secured manner.		
1.6	Software should deliver the followings: • Lead Origination. • Lead Management/Database management • Loan Origination System. • Integration with Bank's Core Banking System. • End-to-end workflow management. • Ability to define & manage different origination channels. • Support different loan products and loan types /processes. • Secured access using profile definition. • Audit trail of data/ processes. • Powerful structured and configurable workflow for automatic routing of application. • Supports multi-level loan product hierarchy. • Support multi-tier rate structure like fixed/floating, indexed and mixed. • Support multi-tier lending power structure. • Supports application processing for individual and non-individual customers. Non individual customers to include various constitutions like proprietorship, partnership, Companies, trusts, societies, Corporations, LLP, foreign entities, local branches of foreign entities, sovereign, SHG/JLG/FPO etc. • User configurable parameters/ processes. New product launch and defining/amending product parameters to be internally enabled for Bank user. • Configurable Risk policies. To be in built in the system once by the vendor at the time of installation and later to be allowed to be configured by the Bank internally, in case of need. • Rule based credit evaluation to provide internal credit checking, Credit rating, credit scoring, risk assessment, execution of power delegated and compliance check. • Document flow, imaging and archiving. • Image processing abilities, including pictures taken by webcam and other similar image forms. • Image processing abilities so that image fed as input is properly populated in output. • Application details and status enquiry should be		

possible.

- Generate letters, forms, loan legal documentation & all desired template automatically. The generated forms to be modifiable/ configurable from front end by Bank only without depending on vendor.
- Interface to external/internal systems.
- E-Signature/ Digital signature enabled that can be applied at any stage of processing.
- Possibility of enhancement with add-ons like Analytics, third party users/ auditors/ valuers / advocates/ stock auditors/ due diligence agencies.
- Ability to perform 3rd party Verifications, Valuations, Field Investigations etc.
- Ability to define repayment variations like balloon, moratorium (skip), step-up/ down in the product. Ability to change repayment options, in case of need.
- EMI, Non EMI / Principal Distributed and other methods of payment supported.
- Interest and principal moratorium supported.
- Specific data entry screens designed for a given customer type.
- Additional details like financial data for a specific period captured for corporate customer.
- Combinations like individual/ corporate as a borrower/ co-borrower/ guarantor or vice-versa are supported.
- De-dupe parameter specific to customer type can be defined.
- Document set specific to customer type can be defined.
- KYC verification/Due diligence module.
  -System should be able to capture and validate various data for KYC norms as per RBI norms from time to time like Customer Type, Customer Profile, Customer Address, KYC documents etc.
- Restructured account Module along with Configurable business rules as per policy and approvals.
- Dashboard reporting : few specific reports that are needed are
  - Report on Pending proposals.
  - Report on Pending documentation.
  - Report on pending security creation
  - Report on an industry, etc. any other report required by the Bank
    This list is only illustrative. Any type or number of reports can be drawn from the system as per the requirement of the Bank.

1.7	Ability to generate automated e-mails / SMSs to applicants / valuers / other agencies, users etc as per the requirement. System should have the ability to send Reminder Emails and SMS to designated higher Officials of the Bank which can be scheduled in the system as online mode/batch mode. The Software should store all e-mail/electronic communications/SMS (external and internal for recommendations, concurrence etc. electronically as part of all loan documentations. System should have provision to generate alerts/SMS/e-mails from each stage – normal alerts and exceptional alerts.		
1.8	Ability to perform 3rd party Verifications, Valuations, Field Investigations, credit bureau checks, geo-tagging etc. with minimum human intervention etc.		
1.9	Secured access using profile definition		
1.10	System should keep history of each of parameters change.		
1.11	System should provide comprehensive audit trail report on all activities performed on the system/ proposal including modification of data by any user including admin/system admin.		
1.12	Single implementation supporting multiple portfolios		
1.13	The LOS system shall have a business rules engine to support different types of Application routing mechanism including- a) Sequential routing (Tasks are to be performed one after the other in a sequence), b) Parallel routing (Tasks can be performed in parallel by splitting the tasks among multiple users and then merging as single composite process instance. The system shall support conditional merging of multiple parallel activities i.e. Response from mandatory parallel process stages before it can be forwarded to next stage), c) Rule based routing - One or another task is to be performed, depending on predefined rules, d) Ad-hoc routing: Changing the routing sequence by authorized personnel. Rules can be defined on parameters set for each product/group of products as defined in the process flow.		

1.14	Seasonal cash flows/repayment defining capabilities.		
1.15	Should store various units of land area prevailing in various states and also to convert it to standard units like acre, hectare, sq. ft., sq. meters, sq. yard etc.		
1.16	Parameterization, historical data management, verifying data quality, migrating data, user acceptance testing, documentation, knowledge transfer and support.		
1.17	After fetching data from internal/external system, system should store it and make it available for subsequent processes/checks as and when required.		
1.18	Should provide end-to-end subsidy/ margin money processing solution and automate the process of subsidy claim and information flow.		
1.19	Should capture the company/organization details and flag in the account in case of loans under MOU/tie-ups (existing or future).		
1.20	Should read Optical Character Recognition (OCR)/Quick Response Code (QR Codes) in the documents and auto-fill the relevant fields in the system (e.g. Aadhaar, land Records etc.)		
1.21	All the upgrades of the software solution should be provided to the bank free of cost for the entire contract period.		
1.22	Comprehensive training manual with built-in "help" menu in system. Define and view help against each item.		
1.23	The system should provide output format to be generated in MS Word, MS Excel, Adobe acrobat PDF, HTML, XML etc. and any format needed in future. Output has to be a printable format with full alignment of text, images & tables (in A4, A3, legal, letter etc. paper sizes)		
1.24	Multilingual (English & Hindi Languages) output templates. Moreover, proposed solution should have feasibility to include the major regional/scheduled language at a later date.		
1.25	System should be able to handle entire loan life cycle management i.e. complete loan origination and processing system having automated process from lead management till loan disbursement and post sanction compliance.		
1.26	PSR (Post sanction review) Submission and		

	management.		
1.27	System should have mobile/tab solutions for field functionality, client visits, including data & document, pictures uploads or on website upload by third party agency.		
1.28	Automatic picking up of charges (if any) for deviations/modifications/processing etc. for each type of facilities/borrower.		
1.29	Automatic printing of all the applicable forms and documents as per requirement of the Bank.		
1.30	Solution for improving Data quality through automated processing & reduced manual interventions.		
1.31	Generation of bank specified documents like application forms, loan appraisal, sanction letter and documentation with prefilled data.		
1.32	Loan management system including loan origination, complete processing including (Appraisal, sanction and documentation), disbursement & post sanction Loan management including review/renewal and monitoring.		
1.33	Restructured account Module along with Configurable business rules as per policy and approvals.		
1.34	Single Loan Application with suitable Annexure to process single or multiple Facilities/ borrowers (Fund based & Non-Fund based) as per the Bank's requirement.		
1.35	Any number and types of facilities to be configurable.		
1.36	Ability to define various masters e.g. Calendar Master, Business Partners, Deviation reason master, Delegation level master (Value), Product master (including pricing etc.), Customer master (With ID details etc.), Policy criteria master, Profession master, Company master, Customer service master, Collateral detail master, Interest Rate Master, Other Masters as relevant for the software/as required by the bank, System should support 'Master Data Management' of various heads such as type of loan, geography, business unit etc. and also version control in key masters. There should be a facility to configure templates in the		

	system like the Call Report, Offer letter, SMS and email alert, Survey report templates, subsidy claim template which can be configured at the masters level in the system.		
1.37	System should be able to restrict access to data based on user's position/Role/combination of both in the organization, eg. Branch employees should not be able to access Sales data and vice versa.		
1.38	System should be able to customize the screen based on user's hierarchy in the organization. Restricted viewing or viewing of related fields only.		
1.39	System should be able to integrate with document imaging/processing systems and convert financial document into excel or table format, thus facilitating the rapid movement of applications across the processes/ Units without the need of paper flow.		
1.40	The system should be able to capture the verification of application/ documents/ KYC with digital signature.		
1.41	System should have Flexibility through extensive Parameterization, Workflow and Configuration of Rules.		
1.42	System should provide user definable rules for scoring, de- dupe, eligibility, customer exceptions, workflow movement, etc. using rule builder.		
1.43	System should be possible to extract any or all data for further analytical functions or for other purposes for end users or other systems at Bank in desired format.		
1.44	Solution should facilitate bulk upload of information through batch files containing the application details.		
1.45	System should be capable of supporting product features. This may be as: - Regular product parameters. - Special campaign or category parameters - Exceptions (approved through a defined process)		
1.46	MIS/data input that requires interfacing with the core Banking system/ document management system/ any other system to retrieve/ compare/ validate existing customer details.		
1.47	Referencing on the basis of defined rules.		
1.48	It should be possible to integrate with and derive data from bank's other systems.		
1.49	System should have controlled interface with external/internal web links/ data sources/ reference sources for data verification/ data & information		

	feeding/ checking information.		
1.50	System should be capable to capture financial data of the customer both current and projections, as needed e.g. Equity / capital details, Credit facility sanctioned/availed by/ from other Banks/ institutions, profit and loss statements, balance sheet statements, projected cash flows, carry out comparison between estimated and actual achieved at the time of renewal etc.		
1.51	System should have validation based on Due diligence/ compliance checks through interface.		
1.52	The system should ensure field level validation in all screens, depending on security group / level of each user. E.g. Only relevant data may be allowed in the field or user may be able to approve values/comments defined by his capability level.		
1.53	System should have parallel processing abilities where at any point of time more than one user can view the case and record their queries/comments/inputs/approvals. System should have capability for horizontal and vertical processing of a loan application/task. Like loan application is forwarded from branch to different departments of zonal office simultaneously; those departments can work on the loan proposal in parallel manner and put in their comments/remarks. Concerned department can view the entire application, but edit the pages related to their own specified department.		
1.54	Report on workflow management both for reporting as well as to have a comment & work log of the complete user trail.		
1.55	System should have notification facility i.e. when an application is approved by a reviewing authority and forwarded to the next person on the workflow, ability to send auto-notification via outlook/SMS to the receiving personnel/ other defined users to inform on applications awaiting actions/ progress.		
1.56	Ability to automatically send notifications/SMS/E-mail of rejections/ approvals to appropriate personnel with predefined data and conditions. Generation/ transmission of email alerts/ advices /SMS at various stages of the processing.		
1.57	System should able to function two way interactions with Core Banking System where loans approved in LOS		

	can be automatically open in Core Banking without repeat data entry.		
1.58	System should have abilities to create / update qualitative / quantitative details in the system through rule builder and same given to specific users as per policy.		
1.59	Setting up/ managing unit cost depending upon purpose or other definable parameters.		
1.60	Should handle substitution (Assign/Reassign) due to leave/ Emergency/Transfer/Improvement of TAT. Only Authorized Officials should be allowed for this job.		
1.61	System should have full version control along with ability to keep old versions retrievable in case of need.		
1.62	System should have start date and end date for a particular work flow/loan products based on set parameters.		
1.63	System should have a provision to capture Sector/sub-sector, Borrower category, Occupation code and other BSR details as required by RBI and statutory authorities.		
1.64	System should allow admin/system admin to manage various groups, users, roles, document management operations and define and configure various workflow steps for each process.		
1.65	System should provide facility to define and administer different rating criteria for different industries /branches /group of customers.		
1.66	System should have facility for OCR based bank statement analysis, GST analysis, ITR analysis, salary slip and KYC		
2	**LEAD MANAGEMENT**		
2.1	Manual Lead Creation through front line staff.		
2.2	Bulk Lead Creation through Excel sheet/XML upload.		
2.3	Lead Creation through integration with Bank's website, Mobile apps, SMS, TAB, ATMs, KIOSK, Business Correspondents (BC), Business Facilitator(BF), Direct Selling Agent (DSA), online lead providers such as psbloansin59minutes.com, BankBazar etc.		
2.4	Automatic/ Manual lead assignment to users/ branches based on pre-defined logic like PIN code, type of lead etc.		
2.5	Manual Lead Assignment/Re-assignment		
2.6	Lead De-duplication		
2.7	Capture Detailed information of the lead		
2.8	Add and modify lead details		
2.9	Should process modification sanction with the same lead number by changing status of lead before loan		

	account opening.		
2.10	Attach, scan documents		
2.11	Initiate leads for multiple products through single application		
2.12	Unique Lead ID generation and communication to customers. System should enable searching based on the Unique Lead ID or other defined parameters with full/ partial matching. Full/partial matching option should be configurable		
2.13	Lead should be forwarded (allocated) to Sales Team/ Branch through SMS/ e-mail with unique reference number		
2.14	Below details of the lead to be captured (more can be configured, if required) Lead Details Family Details Wallet Details Existing liabilities with same and other banks Household details Account Details		
2.15	System should have the ability to capture details of the source of the application with details like Relationship manager/ Front line manager, BC, BF, Credit Managers, product team names, branch, sourcing location etc.		
2.16	Supervisor should be able to override the distribution of the tasks to Users and reroute to other Users to speed up Loan Application Processing.		
2.17	System should have the ability to input varied loan application scenarios (e.g. varied loan amount, repayment terms, pricing etc.) for customer and view the implications/ outcome of the scenarios to front office team/ agents/ officer.		
3	**USER MANAGEMENT**		
3.1	System should provide complete user management feature - that allows the correct level of user to add new users and remove users. - that allows the correct level of user to modify the access a user requires. - Facility to add users to designated business unit/ branch/ processes/ roles. - System should allow definition/modification of the approval limits, branches and organization structure which could be centralized or decentralized. - The system should include ensuring screen level security in all screens, depending on security		

	group/ level of each user. - System should be configurable to have more user types/ levels to accommodate process changes/ audit or any other functional/ reporting requirement.		
4	**WORKFLOW & ALLOCATION**		
4.1	System should have workflow which can be configured/ parameterized depending on channel, product, scheme, source, and any other available fields.		
4.2	The system should allocate particular application to specific approvers. Further, there should be a queuing system that should allocate based on pre-set logic. Approval process can be defined as single approver or multiple approvers.		
4.3	Process of approval may have defined sequential and parallel (like committee based approval etc.) movements. It should be possible to have both in workflow simultaneously.		
4.4	System should provide Fast track processing feature whereby a single user (duly designated) to process an application from start to finish or may have limited access to a specific task.		
4.5	System should provide - ability to define role, profile, level, branch, location based allocation rules for each user along with holidays. - ability to reallocate or reassign cases from one user to another.		
4.6	System should provide multiple to & fro movement of workflow items possible. Comprehensive Reports for workflow.		
4.7	System should provide 'queuing feature' which should include the ability for escalation to higher supervising authority in case the application has remained pending without any activity for a specified period.		
4.8	Should define Service Level Agreement (SLA) , TAT rules for each activity in the workflow		
4.9	System should have the ability to have workflows for credit lines based on the current process of the Bank. Interact dynamically between the rules engine and the queuing process to move across queues based on process results at each stage of credit processing – Example: risk based verification process resulting in instant approval or based on potential credit limit.		
4.10	System should have provision of maker checker facility for different activities like data entry, documents,		

	approval based on risk segment. However this may be defined by administrator. Some of the common steps that should be followed in applications workflow are as follows. - Quotations - Quick /Detailed data entry - Duplicate Check /Review - Credit Scoring - Document Process - Credit Bureau Check (CIBIL etc.) - Verifications Details - Multi-level credit evaluation - Decision Making - Disbursement - Monitoring - Review renewal.		
4.11	System should have the capability whereby the user can view all previous notes exchanged and remarks made by other users with respect to the application under consideration and also seek clarification on the same.		
4.12	System should have the ability to allocate automatically to each user based on role and also to a pool/ team so that the available users can select case to work on if needed.		
4.13	System should have facility to put applications on hold till pending actions are completed.		
4.14	Application can be returned to any earlier stage in the workflow if required.		
5	**APPLICATION AND DETAILED DATA ENTRY**		
5.1	Customer information at detailed level should be captured. Customer's detailed information should be maintained. Add Borrower, Co-borrower and Guarantor details. Loan and product details are added with various repayment parameters. Multiple collaterals are accepted as security		
5.2	This process should allow the user to enter missing data/ modify the existing data and then re-submit the application for further processing.		
5.3	Provisions for giving Specific recommendations for any modifications/deviations by the user/sanctioning authority.		
5.4	System should check the application data against all the product level parameters and in case of discrepancies, the same can be modified at this stage. Product validations to be checked. If violated, rectification activity performed.		
5.5	Provision to add specific comments/litigations for a particular case/lead to be provided.		

5.6	Option to reject the application/lead for ineligible customers with appropriate justifications by the appropriate higher authority.		
5.7	Upload scanned images of signed Application form, KYC and statement of means. System should also have OCR facility to capture the application data entered.		
5.8	Extract the details filled in online application automatically.		
5.9	System should support error / warning / action messages for doubtful / wrong entries during Data Entry, Modification and Saving Stage.		
5.10	System should be able to flag and alert (pop up message) the user for missing essential information.		
6	**APPLICATION INPUT AND TRACKING**		

6.1	Should capture customer details like:
	• Borrower Information
	• Personal information
	• Application details of Loan
	  a. Customer profile, constitution, address, demographic details etc.
	  b. Customer KYC details,
	  c. Employment Details,
	  d. Loan details,
	  e. Guarantor/ Co-applicant details,
	  f. Customer exposure with other Banks,
	  g. Land Holding Details,
	  h. Asset & liability details
	  i. Existing Cultivation pattern,
	  j. Date of appraisal initiation
	  k. Registering the application details in a user defined format
	  l. Borrower Master data
	  m. Customer Follow Up reports
	  n. Write Up Details
	  o. Financials /CMA DATA
	  p. Comments on crop/product
	  q. Facility Details
	  r. Pricing Details
	  s. Security Details
	  t. Standard Terms &Conditions
	  u. Credit Rating/scoring results
	  v. Ratios and calculation from rating input/output sheets
	  w. Document checklist		

6.2	Should generate output (on screen or print) based on input provided for the customers to view the eligibility for loan and other parameters by front line staff while		

	interacting with the customers.		
6.3	Should provide space to provide additional information that may be relevant in making credit decision e.g. number of bounced instruments, failed standing orders.		
6.4	System should support Qualitative Data Extraction (QDE), Dynamic Data Extraction (DDE) and checking of the data for any corrections extensively so as to ensure integrity of data.		
6.5	System should have facility to validate the data being entered with validations like mandatory/ non-mandatory, format validations etc.		
6.6	System must generate a unique loan number for every loan application and the application enquiry should be possible on specific keys definable parameter. The unique loan number generated should be easy to trace by the various users who may wish to track the application. For example: can be queried by inputting customer's id no, name or business registration number.		
6.7	Support multiple sub-borrowers in a single loan (viz. self-help groups).		
6.8	Facility of Application tracking across the life cycle of the loan application and across business partners.		
6.9	System should be able to capture the date and time details of application like date of receipt, date of Login and other dates as will be defined by the Bank.		
6.10	System should provide for search facilities across the screens in various modules during various stages of processing		
7	**PRODUCT CONFIGURATION**		
7.1	System should have following facility - - A multi-level hierarchy for defining financials loan product. - Ability to attach risk policies at any these levels. - Support for multiple interest rate type liked fixed, index based and mixed. - Ability to define repayment variations like EMI, non EMI, balloon, moratorium (skip), step up/down in the product. - Intermittent and last balloon payment supported. - Interest and principal moratorium supported. - Servicing of interest during moratorium in line with repayment frequency supported - Support for individual and corporate customer. - Specific data entry screens designed for both customer types. - Additional details like financial data for a specific period captured for corporate		

	customer.			
	• Combinations like individual as a borrower and corporate as co-borrower/Guarantor and			
	• De dupe parameter specific to customer type can be defined.			
	• Loan products can be defined as corporate products offering more processing flexibility.			
	• Document set specific to Customer type can be defined.			
7.2	System should be able to define various hierarchies:- Defining the organization hierarchy (at least 10 levels),Define the roles performed in the organization, Co-relating the role of employee and his area of work, Co-relating business partners with products offered, Define hierarchies based on type of deviation (for e.g. Credit for exposure, Delegation of Power etc.			
7.3	Should be able to check the ceiling limit as prescribed in the loan policy for the sector in which the loan is proposed. And it should be able to add/deduct the available limit for the sector.			
8	**CUSTOMER MANAGEMENT**			
8.1	System must generate a unique customer id & searching based on the defined parameters with full/ partial matching. Full/ partial matching option to be configurable.			
8.2	System should allow automatic fetching of the customer data for an existing customer - Customer Profile - Exposure Details - Group Exposure if any - Existing Facility Details - Limit details - Classification detail - Securities etc.			
9	**DE-DUPE & NEGATIVE DATABASES CHECK**			
9.1	Provision to configure rules for De-dupe at customer/ product level.			
9.2	De-dupe rules to be configured for applicant as well as asset/ collateral.			
9.3	System supports phonetics as well as algorithm based duplicate check.			
9.4	Unique rule sets can be defined for individual, Business units and corporate applicant types			
9.5	System should have the ability to find if a customer is an existing one and check for internal / external referral lists or whether the customer is defaulter at any other branch of our Bank			
9.6	The system should have the ability to de-dupe with the current application details like ID numbers, names or parts thereof, telephone numbers against similar lists in other product databases.			

9.7	System should have an option to reject the application for customer based on the compliance check results.		
9.8	Escalation Matrix pre-defined.		
9.9	System should have the ability to view the existing history, relationship of the customer with Bank.		
9.10	System should able to do the de-dupe against CBS.		
10	**CREDIT EVALUATION/ RATING**		
10.1	Interface with Internal credit rating system for borrowers		
10.2	Scoring parameters based assessment abilities in case of schematic lending.		
10.3	Should provide flexibility in defining credit scoring rules/ policies with different multiple combinations and base criteria, provide on-line credit scoring processing with auto approvals.		
10.4	The product should have a scoring engine that is capable of credit scoring across demographic and bureau variables and handle multiple score cards across products and segments		
10.5	Should key in financial/ non-financial data and use the same for scoring.		
10.6	Generation of rating input from CMA DATA		
10.7	System should have capability to interface with third party external credit rating systems and use the same for defining different paths of the workflow or in internal scoring engine real time or in batches.		
10.8	System should have capability to interface with multiple credit bureaus and use the results of same in scoring.		
10.9	The system should have the infrastructure to support rule based decisions with embedded architecture enabling such rules to be written by users using customer level elemental data.		
11	**ELIGIBILITY**		
11.1	System should have the ability to define the customer eligibility rules based on different parameters. Details will be conveyed at time of SRS. These parameters should be modifiable from time to time as per change in Bank/Product norms from front end only.		
11.2	Should arrive at eligible loan amount for a customer based on these rules and data entered for application.		
12	**ANALYSIS**		
12.1	Evaluation of Credit Limit, Credit Scoring and Appraisal.		
12.2	System should be able to capture CMA data furnished by the customer (either through uploading/ manual		

	entry)			
12.3	System should support financial analysis based on parameters like:- NPV, IRR and Benefit-Cost ratio, Debt Service ratios, sensitivity, FCFF, FCFE, or other similar tools. or any other ratios.			
12.4	System should support definition of standard formats for financial data and statements like Balance sheet, Cash Flow statement, P&L account, and Funds flow statements. Definition of financial structures based key parameters like Industry segment, customer type etc. Structures can be defined for various financial statements like Balance sheet, Cash Flow statement, P&L account, Funds flow statements etc.			
12.5	Excel based template/ file upload/ processing facility to be provided.			
12.6	Credit assessment based on product specific guidelines/Requirements.			
12.7	System should compare benchmark ratios based on risk policy of the bank.			
12.8	Standard analysis of financials using basic analytics, Key financial ratios and benchmark.			
12.9	System should allow defining ratios like operating profit, margin, etc. based on formulae and data obtained in financial statements.			
12.10	System should support details like Average and benchmark ratios.			
12.11	Financial data for the customer can be derived using excel reports/ CMA data.			
12.12	Analysis of CMA Data/ Generation of projections for 2 years based on CMA Data (Audited Balance sheet)			
12.13	System should capture any Number of years for which the financial projections/ cash flow/ loan /covenants data can be recorded & processed.			
12.14	System should provide a space to provide additional information that may be relevant in making credit decision e.g. number of bounced instruments, comments on TOD/excess drawls/adhoc and their regularization, failed standing orders, window dressing of accounts issues, Credit summation vis-à-vis sales. System should have an analysis capability based on transaction (e.g. excess withdrawal of cash from loan accounts, transfer of loan funds to sister concerns, transfer of loans to saving accounts)			
12.15	The system should capture remarks (with replies) of latest internal/ external auditors (concurrent, statutory, stock audit, etc.), first site inspections. It should also			

	support capturing of text comments along with capturing of remarks and irregularities pertaining to the account in the Bank's monthly / quarterly monitoring reports.
12.16	Data should be uploaded for audited/ unaudited/ draft/ in-house/ projected balance sheet.
12.17	Standard analysis of financials using basic analytics and using various methods of lending like Turnover Method, MPBF, Cash Budget or any other assessment methods adopted by the bank from time to time.
12.18	Based on the data uploaded, system should compute the financial ratios as per the configuration in the masters. The system should be able to perform comparison of selected key ratios, financial parameters across borrowers within the industry and against bench marks. Ratios like debt/equity ratio, current ratio, ICR/DSCR etc. and additionally (but not limited to) following: 　Paid up capital 　Reserves and Surplus 　Intangible assets 　Revaluation reserve 　Tangible net worth 　Long-term liabilities 　Capital employed 　Net block 　Investments 　Non-current assets 　Net working capital 　Current assets 　Current liabilities 　Net sales 　Other income 　Net profit after tax 　Depreciation 　Intangible assets 　Cash accruals 　ROCE (Return on capital employed) 　Drawing Power of the applicant, etc. **An illustrative list of ratios to be computed for financial analysis is furnished below:** Liquidity Ratios, Profitability Ratios, Efficiency Ratios, Leverage Ratios, Market Ratios, Capital Budgeting Ratios, DSCR, NPV, IRR, ICR, FACR etc.
12.19	The system should support sensitivity analysis where the user can modify the financial data to find out how the

	change will affect certain key financial ratios/indicators.		
12.20	System should support to insert images, signatures, table and format the template as per Bank standard formats/ Proposal complexities.		
12.21	Data fetching on unhedged foreign Exposure reference data to be analyzed.		
13	**PROJECT APPRAISAL**		
13.1	System should support Standard & customized project appraisal tool & processes.		
13.2	Building up/ importing/ assessing various financials & business models and other appraisal requirements of project funding.		
14	**DOCUMENT MANAGEMENT**		
14.1	Should define the documents checklist for an application, applicant, asset etc.		
14.2	Documents / reports can be uploaded at various stage like document receipt, verification report etc in compressed and encrypted form and should be able to retrieve and display the same whenever required.		
14.3	Should track the receipt of Documents for an application.		
14.4	Maintains separate Error list which contains documents that are marked as error.		
14.5	Should upload documents against documents checklist/ data in different formats like jpg, jpeg, png, pdf etc.		
14.6	Should update, to inquire, archive and retrieve the documents.		
14.7	Should defer, waive the documents with approval from competent authority based on customer request.		
14.8	Should support document waiver process with an approval flow and comments by the approving authority.		
14.9	Should allow adding new documents in existing list at multiple stages.		
14.10	Should define mandatory, non- mandatory documents.		
14.11	Should track documents stage wise.		
14.12	Should mark the no of pages, date of receipt, location of the document while receiving it.		
14.13	Should have a verification of the documents by a different user.		
14.14	Should maintain scanned image of applications, forms, appraisals, reports, cover documents, visit reports,		

	security documents etc.		
14.15	Based on each product and parameter bank specific documents/ forms to be generated automatically with prefilled fields based on the input fields given.		
15	**DOCUMENT CONFIGURATION and DOCUMENT CHECK LIST**		
15.1	Three Tier Document Definitions. • Document Code – Identification of documents should be done • Document set code – set of various types of documents based on type of customer, loan product, security, Legal aspects and so on to be uploaded/ retrieved. • Document family – Similar type of documents to be grouped together in a family. Branch should be able to view the documents required easily.		
15.2	Applicable document sets can be configured at applicant, application and asset level.		
15.3	Stage at which the documents are expected to be received can be configured.		
15.4	Provision should be there to make available the automatic document checklist based on application data according to pre-configured document set.		
16	**DOCUMENT RECEIPT**		
16.1	Documents should be received or verified at 3 levels. These are applicant level, asset level and application level.		
16.2	Depending on the stages, documents can be received till post disbursement.		
16.3	Provision to upload scanned images of documents available at multiple stages.		
16.4	Should waive a certain document.		
16.5	Should defer a certain document to a future date / stage.		
16.6	Provision to verify/ upload received documents.		
16.7	Documents configured to be received post disbursement are tracked through email/ SMS alerts		
17	**DOCUMENT VERIFICATION**		
17.1	All KYC documents can be E-verified after they are received by the designated officer.		
17.2	Multiple types of verification should be supported viz.: - Field Investigation, Office Verification, Residence Verification, Personal Interview and Organization Verification		

17.3	Multiple instances of a single verification type		
17.4	Assigning verification requests to Internal and External users		
17.5	Verification is a 3 step process - Initiate Verification - Perform Verification - Accept Verifications		
17.6	Should re-initiate verification if required		
17.7	System should also support third party verification (report update etc.)		
17.8	Should define Escalation matrix/ Queue Management		
17.9	Should interface with external agencies/ authorities for documents verification.		
17.10	Auto assignment to empanelled Advocates and Engineers for Legal scrutiny report and Engineer valuation.		
17.11	Provision for reports to be uploaded by the empanelled advocates and engineers directly through an interface exclusive for this purpose.		
17.12	Documents can be marked as satisfactory/Non-satisfactory.		
17.13	Flagging of pending documents account wise and follow up.		
18	**FEES & CHARGES**		
18.1	System should have a facility to define different fees, charges and taxes as per guidelines, which are to be collected for a credit product type and customer type.		
18.2	Should collect fees and charges based on the checklist of generated charges partially or fully.		
18.3	Apart from system identified fees, provision to add for additional fee type should be there.		
18.4	Should waive or defer a charge after the approval of competent authority.		
18.5	Should integrate the facility for collection of fees for external agencies like DSA, Business Correspondents, CIBIL etc.		
18.6	Should integrate with banks collection system (existing or proposed)		
18.7	Offer letter to have detailed fee and charge calculation which can be directly debited to Core banking on triggers.		
19	**DEVIATION MANAGEMENT**		
19.1	System should define deviation based on rules for pricing, demographics and other parameters.		
19.2	Generation of deviations automatically by the system and allocation to designated authority for approval.		

19.3	Maker Checker process for deviation approval.		
19.4	Facility to add certain user deviations based on the discretion of the user/ competent authority.		
19.5	Should support following deviations • Multi-Level Deviations. • System defined deviations triggered based on the configuration • Additional manual deviations • Role based deviation approval		
19.6	Ability to define credit deviation matrix for a hierarchy of reviewers and approvers, credit committee, or a hierarchy of credit committees		
19.7	The System should have capability for Setting up of Score Card, Deviation logic by Business users and any changes made should be effective from date of modification. Historical records of Score card and Deviation along with user audit trail be available for future reference		
20	**USER WORKSPACE**		
20.1	System should allow user to see all application he has to work on in a single view.		
20.2	System should allow user to prioritize his work by being able to filter cases based on certain parameters like application id, first name, last name, product etc.		
20.3	User should also be able to view cases in a pool and request to attend the case to start working on same with approval of allocating authority.		
20.4	Supervisor user should be able to view records of his subordinates and be able to take actions on same.		
21	**COLLATERAL MANAGEMENT**		
21.1	Should generate unique collateral ID for the asset/ collateral. In case of extension, if any, existing collateral ID number to be captured for subsequent applications.		
21.2	System should define different collaterals and attributes in the systems which have to be captured for a collateral.		
21.3	System should capture collaterals for an application.		
21.4	System should generate technical and legal valuation for a collateral and allocate it to a user or agency and capture the valuation details.		
21.5	Workflow based valuation process - Initiate valuation request, Valuation report details, Accept valuation and Attach collateral. Multiple instances of a single valuation request can be generated.		

21.6	System should calculate eligibility based on collateral value and Net Present Value (NPV).		
21.7	System have facility to upload, display and print valuation documents/legal reports into the system.		
21.8	System should have Ability to configure single/ multiple collateral at application level.		
21.9	Collateral processes like entry, valuation and attachment should be supported as workflow activities.		
22	**VERIFICATION MANAGEMENT**		
22.1	Should generate different verifications for customer based on his application and evaluation process. List of verification processes shall be provided at the time of SRS.		
22.2	Allocate verifications like phone, income, personal, address etc. to user/ agencies, if there are third party or internal validators.		
22.3	Should initiate and do field investigations.		
22.4	Should capture details and documents related to each verification.		
23	**TERMS & CONDITION MANAGEMENT**		
23.1	Facility T&C list has to be automatically selected on the basis of facility type selection.		
23.2	Provision should be there for bringing in any changes/ amendments by the users/ approval authorities.		
23.3	Borrower standard T&C be selected on the basis of borrower type.		
24	**CREDIT APPROVAL**		
24.1	Multi-level approval based on sanction limits.		
24.2	Should define the sanctioning authority based on loan size, product, deviation etc. Should have a multi-level sanctioning matrix and automatic routing of the case based on that.		
24.3	The system should aid credit decision making based on the proposal evaluation analysis and credit risk rating. It should facilitate users/reviewers in understanding assessments through electronic case files.		
24.4	System should allow authorized personnel to override system credit approval or rejection recommendations but with an audit trail that can be tracked.		
24.5	The system should have the capability to route the case for committee approval in case of higher loan amounts where multiple officers can approve the loan as specified in the committee.		
24.6	Multiple committee members can be defined along with veto and non-veto members.		

24.7	Provision to define committees like approval committee, pricing committee etc.		
24.8	Automatic approval / rejection based on decisions taken.		
24.9	System should generate Credit Appraisal report in a printable and/or screen readable form.		
24.10	System should provide for definition of the minimum requirements for one to qualify for a credit facility generally and within each stage.		
24.11	System should allow reviewing personnel to view defined sets of information/ comments on each credit request.		
24.12	Should view the application data in a summarized form to take credit action.		
24.13	Ratification process for decisions taken is supported.		
24.14	Should generate Sanction tickets and term sheets for Customers/ Bank with mandatory fields and T&C.		
25	**COVENANT MANAGEMENT SYSTEM**		
25.1	Should view/ input financials & non-financial covenants based on pre-defined rules.		
25.2	Periodic monitoring (with manual intervention) of covenants.		
25.3	Report generation on compliance/ non- compliance.		
26	**REVIEW/ RENEWAL**		
26.1	Capture data on future date of review or renewal for each loan at the time of loan origination based on set rules or manual entry.		
26.2	System should allow timely review/renewal of application as per the above processes.		
26.3	System should provide previous approvals / rejections in the system history.		
26.4	For existing loans, system should fetch the data from CBS and generate alert for review/ renewal/ DPN due date etc. and alert to be sent to branch/ customer through email and to Branch Manager through SMS on daily basis.		
27	**EXCEPTION HANDLING**		
27.1	System should add certain actions/conditions if the application is not fully up to the mark for approval like addition of co-borrower, collateral etc.		
27.2	System should be able to re-routing the case to an appropriate officer in case of any changes or amendments to be made.		
27.3	System should automatically reroute the case in case of any data change based on which the approval was		

	done.			
27.4	System should allow to reject the application with reason. The system should allow review of rejected applications through a screen that includes the reason for rejection.			
27.5	System should have facility to bifurcate Loan requirements into various purposes including Insurance amount wherever applicable.			
27.6	System should allow to review rejected applications for reopening in special cases by authorized user.			
27.7	Facility to recommend an application if it is not in users approving authority.			
27.8	System should facilitate archival of rejected applications for de-dup purposes.			
27.9	Once an application for credit is closed, it should not be possible to change the data.			
27.10	System should have a mechanism that cancels/rejects an application with justification if it is pending for more than a specified number of days after follow-up for missing documents/information. This should be done after certain number of reminders to the users.			
27.11	System should have override options whereby an earlier rejection or cancellation can be revoked and the application be brought back into the mainstream for positive closure.			
28	**OFFER LETTER & LOAN DOCUMENTS**			
28.1	Generate pre-printed offer letter & Loan Documents for customer.			
28.2	Should capture the acceptance by the customer.			
28.3	Allow printing of approval/ rejection letter in desired format.			
28.4	Should view the status of applications under process Stage wise, branch wise and user wise.			
28.5	System should support generation of sanction advice as per the format/requirement of the Bank which shall be shared at the time of SRS.			
28.6	Customer correspondence, including reminder letters, etc. automatically generated by the system in accordance with defined parameters.			
28.7	The system should handle and generate documents like but not limited to: 　　　Loan Sanction Letter 　　　Loan Rejection Letter 　　　Loan Related Agreements/documents 　　　Security document 　　　All other document forms			

	(Format/template of each document should be flexible and admin user can add or modify the document as per bank's requirement.)		
28.8	There should be a facility to configure templates in the system like Offer letter, SMS & email alert, Survey report, Various Vendor reports, Inspection reports etc. which can be configured at the masters level in the system.		
29	**APPRAISAL NOTE and LIMIT MANAGEMENT**		
29.1	System to have the capability to show a snap shot view on a click of the entire appraisal on a single click		
29.2	Should print the appraisal sheet for offline study of the appraisal		
29.3	Limit management System should have push / pull abilities for customer limit positions to / from CBS. Interchangeability from funded to non-funded & vice-versa. Multiple levels of sub limits.		
29.4	Loan Amortization schedule		
30	**DISBURSEMENT**		
30.1	Should generate a disbursement request/ voucher/ forms based on facility type.		
30.2	Should generate pre disbursement compliance sheet/ certificate		
30.3	Disbursement release and Disbursement approval		
30.4	If any loan application is approved from a higher authority, then there should be a provision to take disbursement permission from the concerned authority in the system.		
30.5	Support for Partial Disbursement/ full disbursement/ disbursement in stages as per sanction terms and conditions.		
30.6	Principal and interest repayment on partially disbursed amounts		
30.7	Should enter disbursement details like beneficiary, mode of disbursement etc.		
30.8	Have maker checker process for disbursement approval.		
30.9	Facility to update disbursement details once the disbursement has been done, if needed.		
30.10	Facility to update details of asset created if any, like machine details, project details etc. and make it available to use afterward.		
30.11	Facility to do multi tranche disbursement for loans.		
31	**POST SANCTION FOLLOW UP**		

31.1	The System should have a separate dash board system where branch user or controlling offices can view or track the post sanction details, depending upon the configuration of parameters set up, as per the Bank's policy. The functional requirement of the post sanction module will be as follows.		
31.2	This should enable the Bank to manage the customer profiles to whom the loans have been disbursed. The customer records are to be obtained from LOS & Finacle database. Integration with Finacle to this extent, to be carried out. The monitoring system should have the following functions: 9. Customer Information: System should have ability to display the customer's fund and non-fund-based exposures details. 10. Co-Obligant and Guarantor: System should provide the view of the list of co-obligants and guarantors associated with the loan. 11. Guarantee Cover: Guarantee Cover page display the lists of all the guarantee cover (CGFMU for Mudra loan, CGTMSE for all types of MSME loans, Credit Guarantee for Standup India Loan, CEGFSE meant for loans extended to Scheduled Castes, etc.), provided to secure the loan. 12. Subsidy: Subsidy page allows you to manage various financial grants by the government or public bodies like CLCSS (Credit Linked Capital Subsidy Scheme), NABARD, NHB(National Horticultural Board) and TUFS (Technology Up gradation Fund Scheme, PMEGP etc., 13. Consortium/Multiple Banking: Details of the Consortium of banks/Multiple Banking along with fund based and non- fund-based exposures to be provided. 14. External Rating: Periodic updation of the External Rating of the customer to be provided. 15. Department Observations: Provision for entering observations of various departments and authorities on the loan to be made available. This will enable to view the observations posted by various departments/authorities in a single location and the same should be available during review/renewal of the facilities. 16. Security: Details of the securities (primary and collateral) provided to the loans along with first/second/pari-passu charge to be made available		

	and security coverage of the loans also to be made available. Pending for creation of charge with various statutory authorities like CERSAI, MCA, Registrar Office, Transport Authorities etc., also to be made available. Further, the details of the legal report, vetting report, valuation date, Fair Market Value, realizable value, Distress Sale value etc, should be captured. 11. Restructuring of the Loans: Provision should be available for restructuring of the existing accounts and sanctioning of the restructuring of the loans to be supported. 12. Insurance Details: The system should be able to capture details of the insurance available against charged securities (both Primary as well as Collateral). This helps the branches to renew the validity of the Insurance on time to safeguard the bank's interest when need arises. Insurance details such as insurance company name, policy number and date, renewal date, insured property address name of borrowable account, limits under which insurance is made, amount of insurance, period of insurance, hypothecation clause etc. Alerts are to be given before the date of expiry of insurance along with generation of letter to be sent to customer and also for renewal to the Insurance Company concerned.		
31.3	The system should have provision to submit the project completion reports, stage-wise disbursal of term loan etc., of a customer with respect to the loan. The workflow is enabled upon successful completion of the document. • Project Completion Certificate • Stage wise disbursement of term Loans • Post Sanction Inspection Report/ end use monitoring		
31.4	The controlling offices should be provided with options to monitor and follow–up actions for rectifications.		
31.5	Document Details: The system should be able to store the details on the legal documents that are executed. Details such as document name, date of document, vetted date, expiry date and the authority who vetted the document to be provided. Valuation details like name of valuer, date of valuation, Fair market value, realizable value and distress value.		
31.6	System should have the facility wherein legal		

	documents created for any loan application can be uploaded into LOS post approval of loan application. Thereafter, it can be sent to higher authority like ZO/HO for vetting. Post vetting, higher authority can send it back with confirmation for disbursement or ask for rectification of specified document, if any. System should allow this interactive communication between different hierarchies and upload of documents at any stage of processing.		
32	**NOTIFICATION MANAGEMENT**		
32.1	Facility to provide real time notification of case as per configuration of the Bank		
32.2	Alert to be given by the system after the sanction for registration, cancellation or modification of charges at external agencies.		
32.3	Should automatically send notifications of rejections/ approvals to appropriate personnel/customers with predefined data and conditions.		
32.4	When an application is approved and forwarded to the next person on the workflow, it should send auto-notification via email/SMS to the receiving personnel/ other defined users to inform on applications awaiting actions/ progress.		
32.5	System should have the ability to send SMS alerts to the customer on Vital information related to Processing of Loan as well as offering of other facility.		
32.6	Should automatically notify or alert when the loan is disbursed.		
32.7	Should define templates for SMS, email, letters for notifications based on existing templates of the Bank.		
33	**PRODUCT MANAGEMENT**		
33.1	Should define new portfolios, products, schemes based on the current/proposed offering of the Bank.		
33.2	Should define pricing(fixed, floating) with different frequencies like yearly, monthly etc. along with ability to set up rules for risk based pricing.		
33.4	Calculation of interest sacrifice/ surplus, in case interest rate is changed due to certain reasons.		
33.5	Should define different calculation methods, repayments methods, repayment variations like step up, step down etc.		
33.6	Should restrict the availability of the product location wise.		
33.7	Should copy and configure new product internally without vendor support.		
33.8	System must have capability for pricing to be based on the tenor of the loan. The system should give capability		

	for longer tenors to have higher pricing.		
33.9	In the event that a customer already has an existing loan, the system must have capability to settle the existing loan and generate a new loan application, with a consolidated balance of the new and old loan. This can be done manually.		
33.10	Capability for balance transfers In the event that a customer has an existing loan with another institution, the system must allow for input of this information at origination. This will allow for this information to be reviewed at verification.		
33.11	Full Ad-hoc Limit Management System where temporary limits can be processed in the system.		
33.12	There should be risk weightage and automatic loan interest setting as per CIBIL score of the entity.		
33.13	System should have capability for adding, modifying, suspending, revoking products as and when required without hampering processing of existing applications. Historical records of products along with user audit trail be available for future reference.		
34	**RULE BUILDER**		
34.1	Facility to define rules based on different parameters required for loan processing. Rules could be related to de- dupe, scoring, eligibility, deviations, sanctioning powers etc. or other rules like risk based pricing.		
34.2	System should have flexibility to add new rules based on calculations, criteria .There must be rules that decide on minimum requirements including and not limited to age, income/ balances / employer category / scores obtained etc.		
35	**FINACLE and THIRD PARTY INTEGRATION**		
35.1	Should support tie ups with vendors, Institutions, Organizations etc. Configure APIs/any other mode for connecting to third party portals hosted by GOI/RBI/NABARD/ any other govt. or non-govt. dept. or agency etc.		
35.2	The proposed software should be able to pick up Interest Rate, various master data, Reference Codes from Core Banking Software (Finacle) for regular processing of Loan applications		
35.3	Post account opening, proposed software should be able to create Security Records (SRM creation in Finacle).		
35.4	System should have the ability to view the match details and compare the matched parameters to be sure that the customer match is exact and then map		

	them against same customer id.		
35.5	System should have provision to validate and use user input Cust Id (Existing Cust Id) to open the Loan account in Core Banking System. However for new customers, system should create a new cust id and open the account using the new cust id.		
35.6	System should be able to integrate seamlessly with Banks Core Banking System (CBS).		
35.7	Interfacing with other external/internal systems, including but not limited to Core Banking solution, Risk Rating Models, Scoring Models, CIBIL, UIDAI, IT Website, MCA website/data, EC, CRILC, Market Reports, CERSAI, ECGC, Defaulter list, DGFT, Sub registrar office websites (to verify land documents) and any other website/portal which would help in validation of data provided by customer.		
35.8	System should check the depository/RBI Fraud Depository and show that the account/ entity are shown as Red Flag Account (RFA)/ not from other Banks.		
35.9	Auto checking of CERSAI from the portal for loans in which CERSAI registration is mandatory. Auto upload/bulk upload of the data on CERSAI portal for approved loan applications.		
35.10	Digital signature should be enabled for the corporate entity and auto updation of registration of charges on the site of MCA.		
35.11	User credentials to be linked to internal CBS/other systems as required by the Bank.		
36	**REPORTS/ MIS & DASHBOARDS**		
36.1	Provide standard reports which are printable in PDF and exportable to Word or Excel or other data analysis formats.		
36.2	Allows report configuration by allowing customizing report parameters.		
36.3	System should generate reports like:- Application received Applications approved Application declined Sourcing Performance Turnaround Time (TAT) Reports SLA reports Applications pending Disbursement of Applications Pending documents Application Pending verification Pre Finalized Company Rating Report Final Company Rating Report		

	Interim Industry Rating Report Final Industry Rating Report Company Financials Report Score Mismatch Report Risk Rating Reference Report Industry Benchmark Report Company Comparison Report Case Status Report User Access Rights Report Audit Report Executive Summary Report User Login Logout Report Periodically reports in PDF/ MS Word/ MS excel/ HTML etc.		
36.4	Report should be available for follow up with prospect clients on Offer letter issued and not acknowledged with details like Relationship Manager name, Prospect client details, Product, Date of application, date of issuance of offer letter and days pending for acknowledgement.		
36.5	Report should be available from the system on the proposals approved but not accepted by the customer.		
36.6	The LOS system should support the generation of statistical and management reports like Number of proposals assigned, Number of proposals completed, Time taken to complete each proposal, Process History Report, User Performance Report, Average proposal Time Report, MIS reports as decided by the Bank from time to time.		
36.7	The Software should support definition of new customized reports based on existing data and other calculated logic.		
36.8	MIS should be available through system like branch wise exposure, industry wise exposure etc.		
36.9	Report on pending documents after disbursement: System should provide report on daily basis automatically as well as through user invocation for all the documents pending from customer proposal wise. Specific Documents received /Pending should be a part of account opening process		
36.10	System should generate a report which gives the category wise application received, approved, pending during particular period.		
36.11	System should provide Vendor wise detail report for ascertaining TAT and quality of work performed by the Vendor, BC and others.		

36.12	Exception reports/ Deviation Reports to be available to Authorized users only		
36.13	The solution should have ability to generate various MIS reports as per regulatory / statutory guidelines / requirements. Vendor to arrange for necessary customizations wherever required during the contract period free of cost.		
36.14	The system should have the capability of report generation on compliance/ non-compliance.		
36.15	The system should have the capability to generate report for Periodic monitoring (with manual intervention) of covenants.		
36.16	System should have Irregularity & Compliance Based reporting.		
36.17	System should have the ability to classify applications stored according to their status e.g. Approved, declined, cancelled, under review, closed (definable frequency for reports).		
36.18	Online MIS and inquiries should include but not be limited to productivity MIS per processor type, per loan type, limits type, Operational MIS, Demographic MIS, Credit scoring MIS, path traversed by an application – workflow activities done with date, time, main comments and processor details etc.		
36.19	Should define operational dashboard parameters, presentation style, levels, products, etc.		
36.20	Should have provision for graphical representation of account details including history transactions of customer/ bank statement analysis.		
36.21	Should generate any type of report as desired by the Bank from time to time.		
36.22	Executive Dashboard on Document Turn Around Time (TAT) overdue, Application Tracking, Other Alerts (Contract overdue, Expired date, Surveyor, Appraiser.)		
36.23	Support for online access of reports/dashboards as per the requirement of the Bank.		
36.24	System should have the ability to track the Staff with whom and for how long the customer's application is pending. Date and Time associated with TAT should be non-editable.		
36.25	System should have capability to display turnaround time for approval for each approved application. TAT for each process should be defined during set up of Process flow.		
36.26	System should have TAT monitoring in hours and minutes.		
36.27	Ability to time stamp for each activity from end-to-end for Turnaround Time (TAT) calculation.		

36.28	System should provide a robust MIS support by way of Dashboard with certain in built reports. These reports would inter alia cover extraction of data for various internal, external MIS and regulatory purposes including Transaction Monitoring activities. The dashboard has to be multi-level both at front end and back end viz: (1) Corporate Level/Group level information; and (2) Branch/ Regional Office/head office level information for the Bank users/ Administrators. The reports can be generated for different domain like universal, Region specific and frequency for generating these reports should be as per Banks requirement.
36.29	System should have provision for a reporting Tool to develop various Reports, letters, MIS data etc. as may be required from time to time by the Bank. The tool should be configurable by Users for developing adhoc reports also.
36.30	System should have provision to route applications forward or backward (as per flow) depending on its conditions. In case the application is sent back to requestor, system should recalculate TAT.
37	**AGRICULTURE SEGMENT (Specific Requirements)**
37.1	Solution to have workflow & application suitable for all type of loan ranging from simple loan like Crop loan, Gold Loan to complicated loans like Agro processing Commercial loans etc.
37.2	The system should define and support loan products/portfolios like

3.1 Farm Credit:-
   a. Kisan Credit Card (KCC)/ Seasonal agricultural (Short and long duration) loan to individual farmers/SHGs/JLGs/ FPOs.
   b. Agricultural term loans (Allied Agri activities, Dairy, Poultry, Beekeeping, Tractors, Machinery, Land Development, Second Hand Tractors etc.) to individual farmers/SHGs/JLGs/FPOs.
   c. Advances for Three/Four wheeler.
   d. Agriculture Produce Pledge Loan / Financing against warehouse receipt.
   e. Dealers of Agriculture Inputs.
   f. Farm Building and Structures.
   g. Interest/capital Subsidy Loan.
   h. Conversion of short duration term loan to loan duration term loan.
   i. System should have the provision to capture the required information related to claiming of crop |

	insurance against the KCC/agricultural loan.
	 j. SHG / JLG/FPC financing and delivery of Interest subvention and subsidies
	 k. Scheme for Loan against Gold Ornaments / Jewellery.
	 3.2 Agriculture Infrastructure Schemes
	 a. Financing of Construction of Storage facilities (warehouse, market yards godown and silos) including cold storage units/ cold storage chains designed to store agriculture produce/products irrespective of location with or without tie up with FCI/PUNGRAIN etc.
	 b. Financing of Plant Tissue culture and agri-biotechnology , seed production, production of bio-pesticides, bio –fertilizer, and vermi composting
	 3.3 Agri-allied and ancillary Activities
	 i. Food and Agro Processing and other product that Bank may launch in future.
	 ii. Agri-clinic and agri business to agri graduates.
	 iii. Customer Service units for farmers.
	 iv. Loans to MFIs.
	 v. Loans to Co-operative Societies of farmers.
	 vi. Loans to PACS/FSS/LAMPS.
	 vii. Dairy Loan
	 viii. Poultry Loan and various other allied activities
	 ix. Financing against warehouse receipt
	      A. Social infrastructure for schools, health care, drinking water and sanitation.
	      B. Individual renewal energy loans i.e solar based power generators, biomass based power generation, wind mills, micro hydel energy, Non-conventional energy, public utilities.
	      C. Loans to
	      a. SHG/ JLGs provided directly by Bank to individual living below a particular income level in rural and urban areas.
	      b. Govt. agency for slum clearance.
	      c. Housing projects for weaker sections
	 Any other loan scheme as per the requirement of the Bank would be required to be brought into LOS.		

37.3	System should upload information through batch as well as online mode containing the application details.		
37.4	Land record retrieval in LOS from various state govt. portal/agencies. Mutation charge on land record uploading on government portal with data and		

	attachments.			
37.5	Integration of crop loan with PMFBY portal			
37.6	SHG loan processing and able to collect/ retrieve/ process individual member details and loan disbursal to individual members' bank account.			
37.7	Provision to store purity of gold (in carats) and its weight to calculate eligibility amount in case of Gold Loans.			
37.8	System should be capable of capture, store and process Loan applications based on State wise/District wise/ Crop wise/ Irrigation facility wise/ and any other definable parameter wise Scale of Finance as per RBI/NABARD guidelines on yearly basis.			
38	**MSME SEGMENT (Specific Requirements)**			
38.1	Should define various kinds of loan schemes like trader, small business loan, mudra, loan to professional/self-employed, commercial vehicle, doctor loan, loan against stocks & book debts, CA loan, GCC, udyog bandhu, all types of government sponsored schemes etc as per the currently available Bank schemes and any scheme that is brought in future. Details shall be shared during SRS.			
38.2	Integration of Government sponsored scheme MSME accounts with relevant portal			
38.3	Types of facilities like PMEGP/ PMMY/ NEEDS/ Start Up/ Stand Up/ Proposals through Udhayami Mitra Portal to be configurable.			
38.4	System should be capable of capturing, storing and processing Loan applications based on state wise/District wise.			
38.5	System should have provision to capture vital data (including Financial Documents Type of Organization, Business registration number, Place of incorporation, Number of years in business Equity Structure, Ownership structure, Contact Information, Directors & Key Management, Business operations etc.) as required for Non Individual Customers, Risk rating and MIS			
38.6	System should able to update comprehensive stock statement, book debts, tangible and intangible securities for calculating initial working capital limit, drawing power, loan limits etc.			
38.7	System should cover ECGC, CGTMSE, CGFMU and all types of guarantee Cover.			
38.8	Should allow the borrower to provide the data of more than one GST registrations.			

38.9	Should provide a detailed MCA report of Companies in order to equip the Bank with the information to better assess the proposal of the borrower.		
38.10	Should provide Bank a gateway to fetch Land records like Non-encumbrance Certificate (NEC).		
38.11	Sales Team/ Branch should complete Data Entry in LOS and submit the file to SME Hubs.		
39	**RETAIL SEGMENT (Specific Requirements)**		
39.1	System should be capable of capturing, storing and processing Loan applications based on state wise/District wise/ and any other definable parameter wise as per RBI/NHB guidelines on yearly basis.		
39.2	The system should define and support loan portfolios like Housing loans, Vehicle loans, Mortgage backed loans, Consumer durable loans, Personal loans, Education loans, Reverse Mortgage Loans, Commercial Vehicle Loans, Small Business Loans classified under Retail Credit, Rent Receivable Loans, Loan Against Gold Jewellery/Gold Coins, Microfinance, Hire purchase, Lease, KVP, NSC, LIC, Gold Bond. etc.		
39.3	Interface/ Integration with Vidyalakshmi portal for capturing of fields in the application for educational loan in LOS. Loan scheme has to be decided as per our bank norms.		
39.4	Should be able to do Subsidy administration - PMAY, Education loan and other capital subsidies/interest subsidies		
39.5	Subsidy related fields for Home Loan & Education Loan		
39.6	Integration of LOS with PSBloanin59minutes portal for receiving any variety of loan scheme into the system.		
39.7	Integration with respective state RTOs online platform for lien creation/termination of charge on vehicle(s) for the vehicle loan(s) sanctioned.		
39.8	Application workflow should support Insurance coverage. Right From calculation of premium, member form, tagging of loan accounts new/existing, Premium calculation to reporting of information through MIS.		

Technical Requirment:

S. No.	Requirements	Available (Y/N)
1	The selected vendor should host the solution at Bank's premise/ advised premise in High Availability mode, Bank's internet site along with DR and a minimum uptime time of 99.50 %.	

2	The architecture should have the ability to increase the number of concurrent instances to keep the application and database server parameters below 70% utilization (CPU and Memory)	
3	The product should support SSO (Single Sign On) for all modules of Loan Origination System (LOS) with Finacle. The product should be able to interface with the core Banking system Finacle and able to pull/push data from/to Finacle	
4	Solution is platform agnostic – not dependent on a particular hardware setup.	
5	Solution is capable and being offered in such a manner that includes installation either as a single instance or multi instance depending on Bank's requirements.	
6	The proposed solution should be capable of handling multi-currency, multi-product LOS administration and services. Product can be implemented on a Centralized/ localized and/ or a Hub and spoke model implementation. The solution needs to have an inbuilt feature of assigning/ reassigning tasks even across various branches/zones.	
7	Workflow based design for various applications and transaction originations & management.	
8	Supports real time replication of data from production site to DR site and permit manual and automatic shift of the application to the DR site.	
9	Application supports database and OS level clustering.	
10	Application should be light weight that is easily accessible even in branches with low bandwidth availability.	
11	The selected vendor has to deploy the application in the Production, DR and Training and Development/UAT environments.	
12	Product can be customized for different jurisdictions as per the local Regulations as well as client needs.	
13	The product should offer maximum flexibility in User administration for all the modules while making available all the required user control tools at the hands of the Bank users. The solution should support	

	super administration for the Bank as a whole as well as local administrators and user controls at Head/ Regional/ branch level.	
14	The vendor should provide necessary changes in the LOS to meet the regulatory/statutory guidelines/requirement free of cost to the Bank during the contract period.	
15	The vendor shall do proactive monitoring and do capacity planning well in advance at regular intervals and advise the Bank on software/hardware upgrades.	
16	Adequate staging procedures for supporting staging and availability of system 24*7*365.	
17	Test environments should be 50% to production environment in terms of data, whereas application wise test environment should be replica of production environment.	
18	Integrity of data to be maintained at 100% of time.	
19	Encryption to be used for data traveling between LOS and other interfacing applications.	
20	LOS should comply with the IT Security Policy, Cyber Security Policy and IT Policy of the Bank.	
21	The Service Provider shall create adequate controls ensuring that, when exception or abnormal conditions occur, resulting errors do not allow users to bypass security checks or obtain core dumps.	
22	Client account, transaction data or any sensitive information is encrypted when in transit.	
23	System provides comprehensive audit trail and audit logs features to monitor activity of all programs/functions/processes and data files etc. and as per Bank's Policy and/or requirements. Audit logs should contain logs for all users including admin users.	
24	Segregation of duties is permitted (e.g. segregated function between system and application administration). Should allow multi-level admins i.e. system, functional etc. with modular approach in every kind.	
25	Ability to define groups so that access can be categorized.	

26	All modules in the system are fully integrated and provide online processing for Mobile/Web channels, real time updates and batch processing for offline processing like KCC in camp mode.	
27	Provide support to standard messaging protocols for interfacing.	
28	The system should have the ability to rollback a transaction to a particular stage and restart, if required.	
29	Interface able to handle exceptions (e.g. will output to log files, retries) when unsuccessful. Able to handle continual processing or gracefully terminated.	
30	The application should support various web servers and web server should scale to future Bank requirements.	
31	Provide support for store-and-forward mechanism in case of a communication breakdown.	
32	Transaction screens should display system information including Processing Date, Current Time, Current User and other necessary information.	
33	Daily activity reports are provided to highlight all the transactions being processed during the day.	
34	Recording of Unsuccessful attempts to log-in to the system.	
35	System to provide session log files. The user should be able to analyze the information (e.g., account id, session time etc.).	
36	System should provide tracking of the client's IP & Network Interface address.	
37	Support for integration with standard report writers to generate user defined reports.	
38	The application software should be Platform independent wrt OS, third party tools etc.	
39	The Vendor should provide perpetual Corporate License of the software(s) to the Bank having no limitation based on No of the Users, No. of the Branches, Nature, Location and Type of Branches etc.	
40	System should have the capability to interface with Credit Bureau and other External systems, Credit Scoring System, Document Management System,	

	Risk Management System, SMS and Email System, CERSAI System, Other systems of the bank to capture Customer details, existing Liabilities, Defaulters, Mortgaged property, Negative Database etc. The vendor has required APIs for the desired interfacing.
41	Facility to interface with any Negative database of Customers, Property, Vendor, Sourcing Agency (external database if available) etc.
42	Proposed Software is to be integrated with Core Banking Solution i.e. Finacle Ver 7.X (running in Oracle DB) for fetching Customer and other Data required for processing, Online account Opening and other referral work. The Bank is in the process of migrating to Finacle Ver. 10.X and hence the proposed software should have capability to be integrated with both the versions of Finacle mentioned above. No additional charge will be payable by the Bank for migrating to Finacle Ver. 10.X and normal course of business should not be affected.
43	The LOS system architecture must be scalable and shall support increasing number of users and concurrent processing
44	System should be able to access and use Customer and other information from Core Banking System during Loan processing. Accounts are to be opened in Core Banking System Finacle Ver. 7.0.25/10.X
45	System software and required hardware for supporting the required present/future volume to be mentioned as part of the technical requirement. It can be given with the current concurrency of 1900 and annual increase of up to 15-20% for next 5 years. Volume of loan applications processed per day can be taken as 2500 on average day. Sizing of storage should be computed accordingly which can be sustained for the entire contract period.
46	The Application software should have capability of being integrated with other Customer Sourcing channels like Internet, Mobile (Android + iOS), Tablets and other devices. Further the application should be accessible through other devices like

	Mobile, internet etc. for Loan processing / Approval by Bank's Officials on the move	
47	System should provide separate Admin Modules for System and User Admin functionalities.	
48	Documents to be stored page wise and be retrieved page wise so that bandwidth usage is minimized	
49	System should be capable of validating data at entry as well as during "Save" level.	
50	Facility to upload and attach scanned images of documents with the application in compressed and encrypted form. The different users in the workflow can view the images.	
51	All integration should be in STP mode with/without minimum intervention from user and leveraging existing platform	
52	Application should work satisfactorily with low bandwidth (32 kbps VSAT/64 Kbps lease line)	
53	Application should be compatible with any Web Browser like, Internet Explorer 8.0 and above/ Mozilla Fire Fox/ Google Chrome etc.	
54	System integration testing will be followed by user acceptance testing, plan for which has to be submitted by the vendor to the Bank. The UAT includes Functional tests, Resilience tests, Benchmark Comparisons, Operational tests, Load tests etc. Bank staff/ third Party Vendor designated by the Bank will carry out the functional testing. This staff/ third party vendor will need necessary training for the purpose and should be provided by the Vendor. Vendor should carry out other testing like resiliency/ benchmarking/ load etc. Vendor should submit result log for all testing to the Bank.	
55	Computer Security audit/Information Security Audit of LOS and its associated software applications may be conducted by the Bank or any auditor appointed by the Bank. The vendor shall conduct or help the Bank in conducting source code audit/review of the provided solution without any added cost to Bank. The successful bidder has to remedy all discrepancies observed in the audit findings at no	

	additional cost to the Bank.	
56	Change Request for configuring/creating additional parameters, amending/creating workflows, adding/modifying product parameters in any of the segment, etc. will be part of the support scope at no additional cost. Further, the version upgrades for the proposed solution should be provided to the bank free of cost in the contract period.	
57	The system should have the tool/facility to create/customize/configure/modify any report, document, page, form, workflow, loan parameter, loan scheme, loan product, loan amount computation methodology etc. by the technical team of the Bank itself without depending on the selected bidder.	

58	**DOCUMENTATION**
	The following minimum documentation (hard copy and soft copy) on any proposed software components must be made available in English:
	1. General functional description
	2. Set up and installation guide
	3. User guide including: -
	    a. Screen layouts
	    b. Report layouts
	    c. Transaction processing rules
	    d. Operation authorization descriptions
	    e. Error correction procedure descriptions
	4. Error tracking and defect resolution documentation process
	5. System administrator guide including: -
	    a. Data base administration guide
	    b. Data backup guide
	    c. System security and access guide
	    d. System audit trail guide
	    e. Glossary of terms
	    f. Necessary training for version upgrades / system maintenance
	    g. Changes in usage of the system in case of major upgrades
	    h. Detailed SRS (System Requirement Specifications) Document
	6. High Level Architecture Document.
	7. Techno – Functional Risks and Mitigation Document
	8. Functionality Traceability matrix
	9. High Level Design Document
	10. Test Plans	

	11. Comprehensive Test Cases Document (Unit, Integration and UAT Test Cases tested) 12. Deployment Plan Document 13. Content Management Guide 14. Change Management Methodology Document 15. Security Guide 16. User Management Guide 17. Release Notes 18. BCP Guide
59	Development of a separate mobile application for sourcing leads (lead management) from Direct Selling Agent (DSA), HLC (Home Loan Counsellor), BC (Business Correspondent), staff, etc.
60	Development of a separate portal from which customers should be able to manage their loan applications/proposals viz. apply for loans, upload documents, check application status, etc.
61	Bidder will be required to provide root cause analysis for all performance and availability problems that occur. Formal root cause analysis to be delivered within 5 days of problem occurrence, including- a. Explanation of the root cause b. Actions taken to resolve the problem c. Action plan to prevent recurrence, with project plan/tasks required and timing for each major milestone of the correction effort, and identification of Bank's responsibilities in the correction process.
62	Undertake and assist the bank official the following server administrator activities (indicative): a. Solution software Re-installation in the event of system crash/failures b. Configuring file systems, volumes and apportioning disk space. c. Ensure proper configuration of server parameters. d. Periodic system performance tuning. e. Addition, deletion, re-configuration of devices, additional users etc. f. Implementing security patches on servers at all levels. g. Security management - Configuring account policy, access rights, password control as per Bank's security policy. h. Ensure all critical services are running properly on the servers. Schedule and optimize these services. i. Maintain lists of all system files, root directories and volumes. j. Performance tuning of servers and other

	equipments k. Monitoring access logs and application logs l. Purging of temporary Files, logs in accordance with Bank's policies m. Data backup and restoration. n. Applying service packs, hot fixes and security rollouts. o. Troubleshooting Problems etc. p. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Bank
63	Undertake with and assist the bank official the following server administrator activities (indicative): a. Configure Backup for automatic backup of Application and Data. b. Recovery of Data in case of necessity etc. c. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Bank
64	Monitoring and confirming the DR replication and performing DR Drill: a. Ensuring that the application maintains the RPO and RTO as per Bank's requirements. b. Performing switchover and switchback operations for DR drills as per the Bank's requirements. c. Coordinating with bank for creating infrastructure for Disaster Recovery and Business Continuity Management as per Bank policies.
65	All professional services of the vendor required for complete installation, commissioning and maintenance of the solution shall be included in the scope of work.
66	Solution must integrate with the Bank's existing network and security solutions.
67	The SI will be responsible for notification of new versions / releases of the LOS software and supervise their implementation in mutually agreed deadlines.
68	The LOS software service must be conducted in a manner not compromising the security and integrity of Bank's data and not compromising the quality of operation of branches and administrative offices, particularly the services rendered to customers.
70	The Bidder will be providing End User Training as mentioned in Scope of work of RFP
71	The bidder will be providing Technical and operational training as mentioned in Scope of work of RFP

| 72 | The bidder will be providing solution along with all the requirement (non-exhaustive) as mentioned in "Part-IV Scope of work" of RFP mentioned above for Retail, MSME and Agriculture Module. | |

The major responsibilities as specified above are indicative only and are not exhaustive in any manner.

COMPLIANCE SHEET

DECLARATION

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP Ref No. DIT/BPR & BTD/OA/3365/2019-20 Date: 20/09/2019 including all annexures, addendum, corrigendum and amendments, if any. We certify that the services offered shall be in conformity with the terms & conditions and Scope of Work stipulated in the said RFP.

We also confirm that payment to the engaged employees shall be made in consonance with the Minimum Wages Act in vogue and their duty hours will also be as per applicable labour laws of country.

Authorized Signatory:
Seal
Date:
Place:

Format of Masked Commercial for RFP for Supply, Implementation & Maintenance of Loan Origination System (LOS)

All Cost mentioned shall be quoted in Indian Rupees Only(₹).

Sl. No	Item Description	Total cost exclusive of Taxes/GST	GST rate (%)
1	**Software Cost**		
1.1	Cost of Solution (LOS) with one year warranty	XXXX	
1.2	Implementation cost (including installation, configuration, customization, Integration, testing, Acceptance, etc. of LOS)	XXXX	
	Total (A)= 1.1+1.2	XXXX	
2	**End User Training cost**		
2.1	**Total Cost** of End User Training 180 persons **(B)**	XXXX	
3	**Technical and Operations Training cost**		
3.1	**Total Cost** of Technical and Operations Training 20 persons **(C)**	XXXX	
4	**ATS Charges**		
4.1	ATS Cost of LOS for 2nd Year	XXXX	
4.2	ATS Cost of LOS for 3rd Year	XXXX	
4.3	ATS Cost of LOS for 4th Year	XXXX	
4.4	ATS Cost of LOS for 5th Year	XXXX	
	Total cost of ATS (D) = 4.1+4.2+4.3+4.4	XXXX	
5	**Facility Management Resource Charges**		
5.1	Facility Management resource Charges for 1st year	XXXX	
5.2	Facility Management resource Charges for 2nd year	XXXX	
5.3	Facility Management resource Charges for 3rd year	XXXX	
5.4	Facility Management resource Charges for 4th year	XXXX	
5.5	Facility Management resource Charges for 5th year	XXXX	

Cost of Licenses					
Sl no	Description	DC	DR	UAT	Total	GST rate (%)
6.1	License cost for Server (operating System)	XXXX	XXXX	XXXX	XXXX	

6.2	Licenses cost for Database	XXXX	XXXX	XXXX	XXXX	
6.3	License cost for Middleware	XXXX	XXXX	XXXX	XXXX	
6.4	License cost for any other software (if any) required for complete setup.	XXXX	XXXX	XXXX	XXXX	
6.5	Total Cost of ATS for total project duration.	XXXX	XXXX	XXXX	XXXX	
	TOTAL (F)	XXXX	XXXX	XXXX	XXXX	

Hardware cost			
Sl. No.	**Description**	**Total Amount**	**GST rate (%)**
7.1	Cost of Hardware (Sizing to be provided separately)- For Data Centre (DC) with 3 year warranty	XXXX	
7.2	Cost of Hardware (Sizing to be provided separately)- For Data Recovery (DR) Centre with 3 year warranty	XXXX	
7.3	Cost of Hardware (Sizing to be provided separately)- For UAT with 3 year warranty	XXXX	
7.4	Cost of installation and configuration of DC set up	XXXX	
7.5	Cost of installation and configuration of DR set up	XXXX	
7.6	Cost of installation and configuration of UAT set up	XXXX	
7.7	AMC cost for 4th Year	XXXX	
7.8	AMC cost for 5th Year	XXXX	
	TOTAL **(G)**	XXXX	

Total cost of Ownership (A+B+C+D+E+F+G) (in Figures)	₹ XXXX
Total cost of Ownership (A+B+C+D+E+F+G) (in Words)	**Rupees _____ Only.**

We confirm that:-

1. All prices should be quoted in INR only.

2. The calculation for arriving at TCO is properly mentioned in the appropriate

columns and we also confirm that the above mentioned rates are accurate. In case of any anomalies in the calculation for arriving at TCO the Bank will have the right to correct the same and it will be binding upon our company.

3. If the cost for any line item is indicated as zero or blank then Bank may assume that the said item is provided to the bank without any cost. All cost is quoted in INR only.

4. Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.

5. We have ensured that the price information is filled in the Commercial Offer at appropriate column without any typographical or arithmetic errors. All fields have been filled in correctly.

6. Lowest Bidder (L1) will be determined on the basis of **Total Cost of Ownership (TCO) for 05 years**.

7. In case of any discrepancy between figures & words, the amount in words shall prevail.

8. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and/or qualified or subjected to suggestions.

9. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which contain any deviation in terms & conditions or any specification.

10. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.

11. Please note that any Commercial Offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated XX.XX.2019 and subsequent pre-bid and amendments.

Company Seal   Authorized Signatory

Date   Name & Designation:

Format of Commercial for RFP for Supply, Implementation & Maintenance of Loan Origination System (LOS)

All Cost mentioned shall be quoted in Indian Rupees Only(₹).

Sl. No	Item Description	Total cost exclusive of Taxes/GST	GST rate (%)
1	**Software Cost**		
1.1	Cost of Solution (LOS) with one year warranty		
1.2	Implementation cost (including installation, configuration, customization,Integration, testing, Acceptance, etc. of LOS)		
	Total (A)= 1.1+1.2		
2	**End User Training cost**		
2.1	**Total Cost** of End User Training 180 persons **(B)**		
3	**Technical and Operations Training cost**		
3.1	**Total Cost** of Technical and Operations Training 20 persons **(C)**		
4	**ATS Charges**		
4.1	ATS Cost of LOS for 2nd Year		
4.2	ATS Cost of LOS for 3rd Year		
4.3	ATS Cost of LOS for 4th Year		
4.4	ATS Cost of LOS for 5th Year		
	Total cost of ATS (D) = 4.1+4.2+4.3+4.4		
5	**Facility Management Resource Charges**		
5.1	Facility Management resource Charges for 1st year		
5.2	Facility Management resource Charges for 2nd year		
5.3	Facility Management resource Charges for 3rd year		
5.4	Facility Management resource Charges for 4th year		
5.5	Facility Management resource Charges for 5th year		
5.6	**Total cost of FM resource for 5 years (E) =(5.1+5.2+5.3+5.4+5.5)**		

Cost of Licenses					
Sl no	Description	DC	DR	UAT	Total	GST rate (%)
6.1	License cost for Server (operating System)					

6.2	Licenses cost for Database						
6.3	License cost for Middleware						
6.4	License cost for any other software (if any) required for complete setup.						
6.5	Total Cost of ATS for total project duration.						
	TOTAL (F)						

	Hardware cost		
Sl. No.	**Description**	**Total Amount**	**GST rate (%)**
7.1	Cost of Hardware (Sizing to be provided separately)- For Data Centre (DC) with 3 year warranty		
7.2	Cost of Hardware (Sizing to be provided separately)- For Data Recovery (DR) Centre with 3 year warranty		
7.3	Cost of Hardware (Sizing to be provided separately)- For UAT with 3 year warranty		
7.4	Cost of installation and configuration of DC set up		
7.5	Cost of installation and configuration of DR set up		
7.6	Cost of installation and configuration of UAT set up		
7.7	AMC cost for 4th Year		
7.8	AMC cost for 5th Year		
	TOTAL **(G)**		

Total cost of Ownership (A+B+C+D+E+F+G) **(in Figures)**	₹ _____
Total cost of Ownership (A+B+C+D+E+F+G) **(in Words)**	Rupees _____ Only.

We confirm that:-

1. All prices should be quoted in INR only.

2. The calculation for arriving at TCO is properly mentioned in the appropriate columns and we also confirm that the above mentioned rates are accurate. In case of any anomalies in the calculation for arriving at TCO the Bank will have the right to correct the same and it will be binding upon our company.

3. If the cost for any line item is indicated as zero or blank then Bank may assume

that the said item is provided to the bank without any cost. All cost is quoted in INR only.

4. Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.

5. We have ensured that the price information is filled in the Commercial Offer at appropriate column without any typographical or arithmetic errors. All fields have been filled in correctly.

6. Lowest Bidder (L1) will be determined on the basis of **Total Cost of Ownership (TCO) for 05 years**.

7. In case of any discrepancy between figures & words, the amount in words shall prevail.

8. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and/or qualified or subjected to suggestions.

9. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which contain any deviation in terms & conditions or any specification.

10. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.

11. Please note that any Commercial Offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 20.09.2019 and subsequent pre-bid and amendments.

Company Seal   Authorized Signatory

Date   Name & Designation:

Technical Bills of Material

Specification of Licenses			
Sl no	**Description**	**Specification (Make, Model, Version etc. as applicable)**		
		DC	**DR**	**UAT**
1	Operating System			
2	Database			
3	Middleware			
4	Any other software (if any) required for complete setup.			

Hardware cost		
Sl. No.	**Description**	**Detailed Description**
1	Hardware For Data Centre (DC)	Make Model RAM Storage Processor Others (if any)
2	Hardware For Data Recovery (DR) Centre	Make Model RAM Storage Processor Others (if any)
3	Hardware For UAT	Make Model RAM Storage Processor Others (if any)
4	Storage	Make Model Capacity Type Others (if any)

PROFORMA FOR DEED OF INDEMNITY
(To be stamped in accordance with the stamp act)

1.   In consideration of UCO BANK, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertaking) Act, 1970, having its head office at 10 BIPLABI TRILOKYA MAHARAJ SARANI (BRABOURNE ROAD),Kolkata-700001 (hereinafter called "UCO BANK") having agreed to exempt M/s _____(Name of the consultant Company) a Company incorporated under the Companies Act, 1956 having its registered office at_____ (Address of the vendor company) (hereinafter called "the said VENDOR") from the demand, under the terms and conditions of UCO BANK's purchase order/ Letter of Intent bearing no. ....dated..................... issued to the Vendor and an Agreement to be made between UCO BANK and the Vendor for a period of _____. In pursuance of Request For Proposal No _____dated_____ , as modified, (hereinafter called "the said Agreement"), of security deposit for the due fulfilment by the said VENDOR of the Terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs_____ (Rupees_____ Only).

We, _____[indicate the name of the bank ISSUING THE BANK GUARANTEE] (hereinafter referred to as "the Bank") at the request of .... [VENDOR] do hereby undertake to pay to UCO BANK an amount not exceeding Rs.................against any loss or damage caused to or suffered or would be caused to or suffered by UCO BANK by reason of any breach by the said VENDOR of any of the terms or conditions contained in the said Agreement.

2. We _____ [indicate the name of the bank ISSUING THE BANK GUARANTEE] do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from UCO BANK stating that the amount claimed is due by way of loss or damage caused to or breach by the said VENDOR of any of the terms or conditions contained in the said Agreement or by reason of the VENDOR'S failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs_____.

3. We undertake to pay to UCO BANK any money so demanded notwithstanding any dispute or disputes raised by the VENDOR in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal.

The payment as made by us under this bond shall be a valid discharge of our liability for payment there under and the VENDOR for payment there under and the VENDOR shall have no claim against us for making such payment.

4. We, _____ [indicate the name of the bank ISSUING THE GUARANTEE] 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 Agreement and that it shall continue to be enforceable till all the dues of BANK under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till UCO BANK certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said VENDOR and accordingly discharged this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before_____ (Expiry of claim period), we shall be discharged from all liabilities under this guarantee thereafter.

5. We _____ [indicate the name of bank ISSUING THE GUARANTEE] further agree with UCO BANK that UCO BANK 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 Agreement or to extend time of performance by the said VENDOR from time or to postpone for any time, or from time to time any of the powers exercisable by UCO BANK against the said VENDOR and to forebear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any variation, or extension being granted to the said VENDOR or for any forbearance, act or omission on the part of UCO BANK of any indulgence by UCO BANK to the said VENDOR 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.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the VENDOR.

7. We, _____[indicate the name of Bank ISSUING THE GUARANTEE] lastly undertake not to revoke this guarantee during its currency except with the previous consent of UCO BANK in writing.

Notwithstanding anything contained herein:

i) Our liability under this Bank Guarantee shall not exceed Rs_____. (Rupees_____) only.

ii) This Bank Guarantee shall be valid upto _____ and

iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____(date of expiry of Guarantee including claim period).

8. Dated the _____day of _____ for_____ [indicate the name of Bank]

Yours' faithfully,

For and on behalf of

_____ Bank

Authorised Official

Note:

1. Selected bidder should ensure that the seal and Code No. of the signatory is put by the bankers, before submission of the bank guarantee.

2. Bidder guarantee issued by banks located in India shall be on a Non-Judicial Stamp Paper of requisite value as applicable to the place of execution.