



**CENTRAL BANK OF INDIA
RISK MANAGEMENT DEPARTMENT
BAJAJ BHAWAN,
NARIMAN POINT, MUMBAI-400021**

Request For Proposal (BID) Document

for

**SUPPLY, INSTALLATION, AND MAINTENANCE OF END-TO-END
ASSET LIABILITY MANAGEMENT SOLUTION**

Tender No. Tender No. GEM/2025/B/6772320

Date: 09.10.2025



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THIS DOCUMENT CONSIST OF NINE PARTS.

1.	Part 1	Disclaimer
2.	Part 2	Invitation of the bid
3.	Part 3	Detailed project specific terms and conditions
4.	Part 4	Preparation of bid
5.	Part 5	Terms and conditions of contract
6.	Part 6	Scope of work
7.	Part 7	Evaluation Criteria and Process
8.	Part 8	Bid forms, commercial bid and other formats
9.	Part 9	Abbreviations used in the document

Part 1-Disclaimer

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

This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this



RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

Part 2-Invitation to Bid

2.1 Introduction

Bank intends to procure Application software for ALM i.e for Supply, Installation, and maintenance of end-to-end ALM solution to achieve full functionality with features required in the ALM as per RBI guidelines and industry best practices in Central Bank of India. As per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. The software is the application software should be customized to the entire need of the bank and should provide end to end solution for implementation of ALM solution in Central Bank of India.

2.2 Details on bidding process and bid submission:

S NO	Particulars	Timeline
1.	Issuance Date of tender	As per GeM Bid
2.	Last Date of request for Queries/ Clarifications (Last Date of Receiving request for queries / clarifications before the Prebid Meeting)	As per GeM Bid Format for seeking clarification is given in Clause No 4.7. Queries to be sent to cmrisk@centralbank.co.in smalm@centralbank.co.in Each Recipient should notify the Bank of any error, fault, omission, or discrepancy found in this RFP document but not later than last date of receiving Queries/ Clarifications. No further Queries/ Clarifications shall be entertained by the Bank after last date for submitting Queries/ Clarifications i.e., 24.10.2025
3.	Pre-bid Meeting Date and Venue Details	As per GeM Bid Central bank of India, Risk Management Department, 1st Floor, Bajaj Bhawan,



		Nariman Point, Mumbai – 400021
4.	Last Date of Submission/ Closing Date in Online Mode (Last Date of Submission of tender Response)	As per GeM Bid For Offline submission of documents listed in Sl. No. 9 below, the sealed envelope shall be addressed to the Bank and to be delivered by hand at the address below. Central bank of India, Risk Management Department, 1st Floor, Bajaj Bhawan, Nariman Point, Mumbai - 400021
5.	Date and time of opening of Technical Bid	As per GeM Bid
6.	Date, time and venue of presentation & demo by the bidders satisfying Eligibility Criteria prescribed in 3.5	Shall be intimated separately by the Bank through email.
7.	Opening of Commercial Bids	The commercial bids of only those bidders will be opened who meet the eligibility criteria and qualify in technical evaluation. The date for commercial bid opening would be communicated via e-mail to the technically qualified Bidders
8.	Online Bid Submission Details	This tender will follow GeM bidding process and the same will be conducted through Government e-Market Place (GeM) portal. The documents listed below in Sl.No 9 only to be submitted in offline physical mode in addition to submitting the same of online.
9.	Documents to be submitted physically by Bidders (Offline Mode)	1. Bid Security (EMD) for Rs.60,00,000/- (Rupees Sixty Lakhs Only) to be submitted in the form of Bank Guarantee (issued by a nationalised/ scheduled commercial Bank located in India (other than Central Bank of India). BG should be valid for 225 days from



		the last date for submission of the Bid (in the format provided at Part 8.11 in RFP). 2. Pre-Contract Integrity Pact as per format 8.12 in RFP
10.	Name of contact officials	Chief Manager Central bank of India, Risk Management Department, 1st Floor, Bajaj Bhawan, Nariman Point, Mumbai – 400021 Phone: 022- 6638 7581 / 7647 (10.00 am 5.00 pm)
11.	Contact e-mail ID	cmrisk@centralbank.co.in smalm@centralbank.co.in
12.	Meeting Venue	Central bank of India, Risk Management Department, 1st Floor, Bajaj Bhawan, Nariman Point, Mumbai – 400021

Part 3. Detailed Project Specific Terms and Conditions

3.1 Introduction

Central Bank of India is one of the leading nationalized Banks of the country and has a national presence through a widespread network of more than 4552 branches and offices spread across the length and breadth of the country. All the bank branches are under Centralized banking Solution. It also has a wide network of more than 4115 ATM(s) spread across the country. Bank has completed 114 years of its service to the Nation and its millions of satisfied customers with technology-oriented bouquet of user-friendly services and in the field of IT we are known for providing new innovative and customer friendly services.

The Bank also has specialized branches for catering to the specific needs of Retail customers, Industrial units, corporate clients, Forex dealers, Exporters and Importers, Small Scale Industries and Agricultural sector.

Bank has implemented Core banking Solution B@ncs24 in all its 4552 plus branches, where the solution has been procured from Tata Consultancy Services Limited. In addition to this, various other systems/platforms are available for applications like Payment Systems, Treasury Operations, SDR, Financial Inclusion, HRMS etc.



Central Bank of India, hereinafter referred to as the Bank, is in process of procuring a solution for Supply, Installation, And Maintenance of End-To-End Asset Liability Management Solution in Central Bank of India as per RBI guidelines.

Accordingly eligible vendors are invited to provide their solution by participating in the RFP process for Supply, Installation, And Maintenance of End-To-End Asset Liability Management Solution.

3.2 Project brief

The objective of the tendering is to engage a vendor for providing the services for Supply, Installation, Configuration, Testing, migrating data, Integrate & Commission all the necessary software modules with necessary and adequate customization, modification, patches, upgrades, utilities, tools, etc., and Maintain the Asset & Liability Management (ALM), Fund Transfer Pricing (FTP) and Interest Rate Risk in Banking Book (IRRBB) Solution to achieve full functionality with features required in the ALM, FTP & IRRBB Solution. The broader scope of the proposed solution should include (but not restricted / limited to) the following:

- 1) Development of Structural Liquidity Statement.
- 2) Development of Interest Rate Sensitivity Profile – TGA & DGA
- 3) Computation of Liquidity Coverage Ratio (LCR)
- 4) Computation of Net Stable Funding Ratio (NSFR)
- 5) Development of framework for Interest Rate Risk in Banking Book (IRRBB).
- 6) Development of Behavioural Models for Non-Maturing line items and Back testing for SSL, IRS and IRRBB.
- 7) Internal Reporting Framework
- 8) Fund Transfer Pricing
- 9) Dynamic ALM framework

The selected bidder shall be responsible for providing the services for Supply, Installation, Implementation and Maintenance for ALM, FTP & IRRBB Solution. The bidder will be expected to supply, install, customize, and maintain all software, database, operating system software and security components as would be required to build, customize, commission, and maintain the Digital Platform along with all integration for all environments such as development, test, production, and DR. The bidder is also required to provide requisite training, documentation, and support to Bank. Training is to be imparted by the bidder to Bank officials.

3.3 Contract Period

Tenure of the contract will be for a period of 6 years effective from the acceptance of purchase order or till completion of ATS period whichever is later, unless and until, terminated earlier by the bank by giving 30 days' notice in writing to the successful bidder. The supplier has to provide 1 year onsite comprehensive 24*7*365 maintenance support under warranty from the date of go live. Comprehensive Onsite Annual Technical Support (ATS) for 4 years after warranty period of one year



after “go live” of all modules. However, Bank reserves the right to enter into ATS with another vendor. Bank reserves the right to renew the existing contract as per mutual discretion of Bank and vendor before the expiry of the contract

3.4 Scope of work

Scope of work has been detailed in Part 6 of this tender

3.5 Eligibility Criteria (EC)

Bidders who are participating in the tendering process should meet the eligibility criteria as given hereunder. The bidder must submit the supporting documents pertaining to the eligibility criteria along with the Technical Bid. The bidders who do not fulfil any of the following eligibility criteria are liable to be rejected. Compliance of the below clauses to be provided in the Format

Sl. No.	Clause	Compliance (Yes/No)	Documents required
1.	The Bidder must be an Indian Company/ LLP /Partnership firm registered under applicable Act in India for the last 3 years as on bid submission date.		<p>Certified copy of Certificate of Incorporation issued by Registrar of Companies along with any of the below mentioned relevant document to be submitted:</p> <ol style="list-style-type: none"> 1. Certified copy of Copies of Memorandum of Association 2. Certified copy of Copies of Articles of Association. 3. Certified copy of Shareholding pattern. 4. Certified copy of Partnership Deed, PAN, TAN, GSTIN Certificate and any other tax related document if applicable is required to be submitted along with the eligibility bid.
2.	The bidder should be an Original Equipment Manufacturer (OEM)/ System Integrator (SI) or their authorized representative in India. In case OEM/SI is participating in the tendering process directly,		Undertaking / Power of Attorney (PoA) from the OEM mentioning a clause that OEM would provide support services during warranty period if the bidder



	authorized representative of that OEM/SI will not be permitted to participate in the same tendering process.		authorized by them fails to perform the same. In case of an authorized representative, a letter of Manufacturer's Authorization Form (MAF) original manufacturer developer must be furnished in original duly signed & stamped (As per Format 8.17).
3.	The bidder should have a minimum annual turnover of Rs. 75 Crores per year during the last three financial years i.e. 2022-23, 2023-24 & 2024-25. This must be the individual company turnover and not of any group of companies. Note: MSE exemption is applicable as per Terms and Conditions.		Copy of the audited balance sheet of the company for the consecutive last three financial years (2022-23, 2023-24 & 2024-25) should be submitted along with Chartered Accountant Certificate. Proof of registration as MSE has to be submitted for exemption under Turnover Criteria.
4.	The bidder submitting the offer should have positive net-worth for the last three financial years i.e. 2022-23, 2023-24 & 2024-25. This must be the individual company net-worth and not of any group of companies.		
5.	The bidder should have experience of providing the proposed solution (ALM, IRRBB & FTP) from same OEM in at least two scheduled commercial Bank (Public/ Private) with business size of more than Rs 4 Lakh Crore in India and having minimum 1000 branches, as on bid submission date, in India and the proposed software/solution version		Purchase Order (or SLA) along with satisfactory Client Certificate (or sign off) from customer mentioning the module and status of implementation of the project is to be submitted (Name of the Bank, Model and Make of the solution, Scope of Project should be clearly mentioned). The bidder/OEM needs to



	should have been running successfully.		furnish the contact details of existing clients where the proposed solution is running as on bid submission date (Name of the person who can be referred to from Clients' side, with Name, Designation, Postal Address, Phone and Fax numbers, E- Mail Ids, etc.)
6.	Solution provider should also provide certificate that the solution offered will not go 'End of Sale' in the next two (02) years and 'End of support' for a minimum of six (6) years.		Supporting document should be submitted
7.	Bidder should have well equipped support office in India that provides support and maintenance for the offered solution on all working days.		Self-Declaration/ Undertaking to this effect along with address proof to be submitted by the bidder.
8.	The Bidder should not appear in any "Caution" list of RBI / IBA/Default/Willful Default/ Red flag Account (RFA)/ Fraud or any other regulatory body for outsourcing activity as on the date of bid submission		Self-declaration to this effect on the company's letterhead should be submitted
9.	The bidder should not have been blacklisted by Public Sector/Central Government / State Government(s) / PSUs / RBI / IBA / NPCI or any other Regulatory Authority as on date of submission of bid.		Bidder to submit the Self Declaration certificate as per format provided in Format 8.3.



10.	The service provider should ensure that there are no legal proceedings / inquiries / investigations have been commenced / pending / threatened against service provider by any statutory or regulatory or investigative agencies for which performance under the contract will get adversely affected / may get affected		Self-declaration to this effect on the company's letterhead should be submitted.
11.	Signing of Integrity Pact is a prequalification for submission of the bids. Integrity Pact is deemed to be a part of contract (Format 8.12).		Bidder to submit Integrity Pact (Format 8.12) in ₹ 500 Stamp paper duly signed and stamped. Physical copy of the same to be submitted to tendering officials before bid opening.
12.	The Bidder shall undertake that the proposed solution / software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/ modifications done).		Bidder to submit the Self Declaration certificate as per format provided in Format 8.4
13.	Bank shall follow the public procurement guidelines as stipulated in Order ref: 6/18/2019-PPD Dated 23.07.2020 from Department of Expenditure, Ministry of Finance- Restrictions under Rule 144 (xi) of General Financial Rules 2017. 1. Any bidder from a country which shares a land border with India will be eligible to bid in this tender, only if the bidder is registered with the		Either of following as applicable: 1. The certificate for being registered with the Competent Authority (DPIIT) 2. Certificate in format given in Format 8.13.



	<p>Competent Authority (DPIIT). Bidder to submit the required certificate along with the technical bid.</p> <p>2. If clause 1 above is not applicable to any bidder, they shall submit the certificate as per Format 8.13 in their letter head, duly signed by their authorized signatory along with the technical bid. Any bid, not accompanied with the above certificate shall be summarily rejected</p>		
<p>Note: -</p> <ol style="list-style-type: none"> 1. In this tender process either authorized representative / distributor / dealer in India on behalf of Principal OEM (Original Equipment Manufacturer) or Principal OEM itself can bid but both cannot bid simultaneously. In such case OEM bid will only be accepted. If an agent / distributor submits bid on behalf of the Principal OEM, the same agent / distributor shall not submit a bid on behalf of another Principal OEM in the same tender for the same item or product. 2. OEM and SI (System Integrator) can participate in the bidding. For a particular OEM, only one bid will be accepted. Multiple bids from a single SI will not be entertained and in such scenario all bids submitted by SI will be rejected. 3. The Solution has to be installed and customized as per bank's requirement by the OEM or SI of the proposed ALM, FTP & IRRBB software solution only. In case where implementation is done by SI, members of OEM should be part of implementation team and actively involved in implementation and support activities. 4. Consortium bidding is not allowed. 5. The service provider 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, Central Bank of India reserves the right to <ol style="list-style-type: none"> a) seek clarifications on the already submitted documents. b) verify /evaluate the claims made by the bidder independently. 			



Non-compliance of any of the criteria will entail rejection of the offer summarily. Any decision of Central Bank of India in this regard shall be final, conclusive and binding upon the bidder/ service provider.

6. Bidders shall upload the documentary proof for the criteria detailed above. It shall be the responsibility of the bidders to submit relevant proof of document along with the technical bid. Evaluation shall be done based on the documents submitted along with the technical bid. It shall be the responsibility of the bidder to submit required Documentary proofs which are necessarily unambiguous and shall be capable to establish beyond any doubts that bidder is satisfying the particular criteria/clause for which the document is submitted.
7. During evaluation and comparison of bids, the Bank may, at its discretion, may ask the bidder for clarifications on the bid. The request for clarification shall be given in writing through GeM portal by giving a deadline for submission of the clarification/shortfall. Bidder should respond by that specified date as advised by Bank, failing which their bid shall be rejected. No change in prices or substance of the bid shall be permitted. No post-bid clarification at the initiative of the bidder will be entertained. The shortfall information/documents will be sought only in case of historical documents which pre-existed at the time of the tender opening, and which have not undergone change since then.
8. Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.
9. Relevant organization confirmation through a credential letter will be required to accept credentials.
10. Scheduled commercial Banks do not include regional rural Banks, Payment Banks, Small Finance Banks, cooperative Banks, Credit Unions and Housing Building Societies.
11. In case of business transfer where bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired business may be considered.
12. In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, net-worth, Credentials, other certificates etc. may be considered.
13. Bidder needs to ensure compliance of all the eligibility criteria points.

3.6 Cost of Bidding

All costs and expenses (whether in terms of time or money) incurred by the Recipient / Respondent 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 the Bank, will be borne entirely and exclusively by the Recipient / Respondent.

The Bank will in no case be responsible or liable for any of such costs, regardless of the conduct or outcome of the Bidding process.



3.7 Earnest Money Deposit

1. The bidder shall furnish Noninterest earning Earnest Money Deposit (EMD) of Rs. 60,00,000/- (Rupees Sixty Lakh Only) by way of NEFT/RTGS /Demand Draft drawn on any scheduled bank in favour of Central Bank of India payable at Mumbai. (Proof to be submitted along with technical Bid document such as scan copy / UTR NO etc.)

Bank details are as below:

Account Number: 1122845035

Account Name: AUTHORIZED OFFICERS ACCOUNT

Branch: Nariman Point Branch

IFSC: CBIN0281067

2. In accordance with Government of India guidelines, Micro and Small Enterprises are eligible to get tender documents free of cost and also exempted from payment of earnest money deposit upon submission of valid MSME certificate copy. Further all clauses related to MSME, or any other exemptions mentioned in GeM portal will be applicable.
3. It may be noted that startup vendors (which are not MSEs) are eligible for exemption from payment of security deposit / EMD subject to their submitting the requisite Certificate of having been recognized as startup.
4. Bank Guarantee in lieu of the EMD may be submitted and the same should be valid for the minimum period of 6 months with additional claim period of 3 months from the last date for submission of offer. The format for submission of EMD in the form of Bank Guarantee is as per Format 8.11.
5. The EMD of the Bidders not qualified under Technical Proposal will be returned within 30 days after opening the commercial bid of the technically qualified bidders. The EMD of Technically Qualified bidders will be returned upon the selected bidder accepting the order and furnishing the Performance Bank Guarantee.
6. The EMD may be forfeited/ Bank Guarantee may be invoked
 - If the bidder withdraws or amends the bid during the period of bid validity specified in this document.
 - If the selected bidder fails to accept the purchase order within 7 days or fails to sign the contract or fails to furnish Performance Guarantee in accordance with the terms of the RFP.



3.8 Performance Security

1. As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG), in the format given by the Bank in Format 8.15, for 10% of the total project cost valid for 84 months, validity of PBG starting from its date of issuance. The PBG shall be submitted within 21 days of the PO acceptance by the Bidder.
2. The above-mentioned bank guarantees issued by any scheduled commercial bank other than Central Bank of India is acceptable to us. Bidder should inform the Guarantee Issuing Bank to forward the original guarantees directly to the Bank or any other mode advised by the Bank.
3. Each page of the PBG must bear the signature and seal of the BG issuing Bank and PBG number.
4. In the event of the Successful Bidder being unable to service the contract for whatever reason, Bank may provide a cure period of 30 days and thereafter invoke the PBG, if the bidder is unable to service the contract for whatever reason.
5. In the event of delays by Successful Bidder in implementation of project beyond the schedules given in the RFP, the Bank may provide a cure period of 30 days and thereafter invoke the PBG, if required.
6. Notwithstanding and without prejudice to any rights whatsoever of the Bank under the contract in the matter, the proceeds of the PBG shall be payable to Bank as compensation by the Successful Bidder for its failure to complete its obligations under the contract. Bank shall notify the Successful Bidder in writing of the exercise of its right to receive such compensation within 14 days from the date of notifying the bidder, indicating the contractual obligation(s) for which the Successful Bidder is in default.
7. The Bank shall also be entitled to make recoveries from the Successful Bidder's bills, Performance Bank Guarantee, or any other amount due to him, the equivalent value of any payment made to him by the bank due to inadvertence, error, collusion, misconstruction or misstatement.
8. The PBG may be discharged / returned by Bank upon being satisfied that there has been due performance of the obligations of the Successful Bidder under the contract. However, no interest shall be payable on the PBG

3.9 Evaluation Process:

The bid evaluation will be a two-stage process using Quality Cum Cost Based Selection. The stages are:



Eligibility Criteria Evaluation:

Eligibility criterion for the Vendor to qualify this stage is clearly mentioned in clause 3.5 of this document and in the GeM bid. The bidder would need to submit the supporting documents as part of the eligibility proof in the technical bid along with the relevant documents. The bidders who are not fulfilling any one of the eligibility criteria are liable to be disqualified.

Evaluation /Selection process will be done with the combination of technical competence and Commercial aspects. The two-stage Evaluation process is as under

Stage 1. Technical Evaluation (Minimum 70% Marks required to qualify for 2nd stage)

Stage 2. Evaluation of Commercial Bid: followed by calculation of combined Technical – Commercial score

Note- 70% weightage will be given to marks obtained (scaled down to 100) in 1st stage in Technical Evaluation and 30% weightage to Commercial Bid

1. Technical Bid Evaluation

Post eligibility evaluation, technical bid shall be opened, and technical evaluation and Scoring shall be carried out for the bidders who have qualified eligibility criteria. However, to expedite the process, Bank may of its own carry out eligibility criteria and technical bid evaluation simultaneously. Inviting bidders for technical presentation or seeking information during technical evaluation shall not construe that bidder is qualified. However, bidder eligibility status shall be informed to bidders individually. Technical and Functional Evaluation is detailed in clause 3.10.

- i. In the 1st stage, only the “Technical Bids” will be opened and evaluated. Bank will prepare a list of bidders/vendors based on evaluation by a designated Committee of the Bank. The short-listing will be based on various parameters as per the terms of the tender documents, responses, referrals, presentations, technology, experience etc.
- ii. Based on the Technical Evaluation criteria, each bidder will be given certain marks. Only those bidders scoring 70% or above in the technical evaluation with minimum 70% in mandatory sections of functional specification will be shortlisted for commercial evaluation. For the purpose of commercial evaluation and final short listing, L1 will be decided on the overall amount quoted in the commercial bid.

2. Commercial Bid evaluation:



Commercial bid shall be opened and evaluated. Commercial scores shall be granted, and weighted score shall be arrived as per the criteria stipulated in the tender. Financial scores shall be computed based and awarding of contract shall be based on the criteria mentioned in the gem bid as per gem terms and conditions. Price should not be indicated at any place in the Technical Bid. If the price is indicated in the technical bid, the entire bid will be summarily rejected.

In respect of all the qualified bidders, in whose case, the commercial bid has been opened a combined techno- commercial evaluation will be done by the Bank as per the following procedure:

- Technical score will be arrived at treating the marks of the bidder scoring the highest marks (A) in technical evaluation (scaled down to 100). Technical score for other bidders (B, C etc.) will be computed using the formula = Marks of A / Marks of highest scorer A * 100.
- Commercial score of all technically qualified bidders will be arrived at taking the cost quoted by L1 bidder i.e. the lowest quote from all technically qualified bidders (say C) as 60. Marks for other bidders will be calculated using the formula Combined Score = Cost of L1 bidder / Cost quoted by bidder * 100.
- A “Combined Score” will be arrived at, taking into account both marks scored through technical bid evaluation and the commercial quotes with a weightage of 70% for Technical and 30% for Commercial as detailed below.
- Then combined score is arrived at by adding Technical Score and Commercial Score. The successful bidder will be the one who has the highest Combined Score (H1).

Formula for calculating the Combined Score of technically qualified bidder is as follows.

$$H = (T / T\text{-High} \times 70) + (C\text{-Low} / C \times 30)$$

Whereas:

H = Combined score

T= Technical Score

T-High = Highest Technical Score among the bidders

C= Commercial Quote

C-Low = Lowest commercial quote of C among the bidders

S. No	Bidder	Technical Evaluation Marks – Scaled down to 100 (T)	Commercial Bid Price in INR (C)	Technical Score	Commercial Score	Combined Score(out of 100)
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1	A	95	65	$95/95 \times 70 = 70.00$	$60/65 \times 30 = 27.69$	$70.0 + 27.69 = 97.69$ (H-1)
2	B	85	71	$85/95 \times 70 = 62.63$	$60/71 \times 30 = 25.35$	$62.63 + 25.35 = 87.98$ (H-3)
3	C	80	60	$80/95 \times 70 = 58.95$	$60/60 \times 30 = 30$	$58.95 + 30 = 88.95$ (H-2)

In the above example, Bidder A with highest score (H-1) becomes the **Successful Bidder**.

3.10 Technical & Functional Evaluation

Tender will be awarded on the basis of Quality cum Cost based selection in 70:30 ratio i.e. 70% Weightage for Technical bid + 30% Weightage for Commercial bid and the bidder who score HIGHEST MARKS will be declared as H1 Bidder. Weightage of technical bid (Max 70%) will be calculated on total marks of technical evaluation scoring parameter.

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. The Eligibility would be evaluated first for the participating bidders. The bidders, who would qualify all eligibility criteria as mentioned in Clause 3.5, will be shortlisted for the Technical & Functional bid evaluation.

- The software offered should meet all the technical specifications as stipulated in the bid for
- ALM, FTP & IRRBB Solution will be evaluated (2105 marks),
- Solution Capability (480 marks),
- SI Implementation capabilities (445 marks) and
- Technical and functional presentation (200 marks) as per the Technical Evaluation

All the scores will be rounded off to nearest integer. The bidder has to score a minimum of 70% overall marks with minimum of 70 % under Mandatory specification for section (1) in order to qualify for commercial bid opening i.e., Minimum Overall score to be obtained: 2261 and the Minimum Score to be obtained under mandatory section: 1367 with the condition that 100% of all requirements are to be developed before “Go Live” of each track.

- Central Bank of India 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 Central Bank of India reserves the right for such waivers.
- The bidder has to score a minimum of 70% marks for sections (2), (3) & (4) in Technical specification for qualifying for Technical bid evaluation.
- The requirements for each criteria with score matrix are given in Part 7.
- As part of technical evaluation process, bidder has to give presentation before the evaluation committee at Mumbai. Following criteria must be adhered to by all bidders, in connection with the technical presentations during the bid selection process.
- At least one senior representative from bidder's organization should be present in the technical presentations



- vi. Complete soft copies of the presentation materials should be shared with the Bank before the presentation.
- vii. The Bank will expect and demand that the key personnel showcased by the bidder in the technical presentation should be the same person that actively drives the project execution.
- viii. Bidders must strictly adhere to the time slots provided to them for the technical presentation, allowing ample time and scope for question-answers.
- ix. Focus of the presentation should be on the specifics of the solution/approach being proposed for the Bank, not on general elucidation of technologies, tool stacks or concepts.
- x. Both technical and administrative aspects of the Assignment should be given suitable coverage.
- xi. Bidder should also present their understanding about the Bank's future requirements and approach.
- xii. Focus should be on bringing out clearly what is specific / different / novel about the approach, not on beefing up the presentation with commonly known and/or spurious information
- xiii. All aspects of requirements in the bid document should be covered in the presentation – e.g., proposed approach, capability to develop industry grade customized products, processes, frame works, diagnostic tools, organizational capabilities, team, governance, continuous development, transition approach etc.
- xiv. Any assumption, if taken in the response to bid document should be clearly brought out in the technical presentation, along with the justification.
- xv. Bank's evaluation and scoring on all aspects including technical presentation are final and non-negotiable. Technical Presentation of the bidder will be evaluated based scoring criteria.
- xvi. In addition to the above, bidder shall arrange for site visits (if required) for Bank's team, where the bidder's software is already functional / implemented.

3.11 Compliance to RBI guidelines

Standard Covenants in terms of Master Direction on outsourcing of Information Technology Services by RBI (circular no. RBI/2023-24/102 DoS.CO.CSITEG/SEC.1 /31.01.015/2023-24 dated 10th April 2023 and related amendments).

On participation in this tender process, The Vendor hereby agrees and undertakes as under:

- a) Vendor hereby agrees and confirms that it shall at all point of time, also abide and comply with the direction of RBI in vogue and as may be issued from time to time relating to outsourcing of such activities as if the same are incorporated herein.
- b) Vendor hereby confirms and declares that the Vendor is not/and shall not at any point of time be owned or controlled by any director, or key managerial personnel, or approver of the outsourcing arrangement of the Banks, or their relatives. For the purpose of this clause, terms 'control', 'director', 'key managerial personnel', and 'relative' have the same meaning as assigned under the Companies Act, 2013 and the Rules framed thereunder from time to time.
- c) Vendor shall not indulge in any activity that may result in reputational loss to the Bank or the reputation of Banks being compromised or weakened.



- d) Vendor shall not do anything that will impede or interfere with the ability of Bank to efficiently oversee or manage its activities and /or of the RBI in carrying out its supervisory functions and objectives.
- e) Vendor shall employ the same high standard of care in performing the services as would have been employed by the Banks if the activity was not outsourced to the Vendor.
- f) Without prejudice to the obligation of the Vendor to perform the contract and without being bound to do so the Bank, shall have the right to intervene with appropriate measures to meet legal and regulatory obligations, which directions of Bank shall be complied by the Vendor without need for paying any additional fees or charges to the vendor.
- g) Vendor shall promptly and without delay report to Bank any type of material adverse events including data breaches, denial of service, service unavailability, etc. and also those incidents required to be reported to the Bank to enable Bank to take prompt risk mitigation measures and ensure compliance with statutory and regulatory guidelines.
- h) Vendor shall comply with the provisions of Information Technology Act, 2000, other applicable legal and regulatory requirements and standards including relating to protection of information of the Bank and the customer data.
- i) Vendor shall ensure safe storage of data (as applicable to the scope of RFP) which storage shall be done only in India and in doing so, the extant regulatory requirements shall also be complied by the Vendor. Vendor shall also provide to the Bank from time to time the details of such data captured, processed, and stored.
- j) Vendor is aware that any data/information being confidential, the Vendor shall not disclose or share any data/information with Bank's customer and/or any other party.
- k) Bank shall be within its right to seek information from the Vendor about the third parties (in the supply chain) engaged by the Vendor which shall be provided by the Vendor forthwith.
- l) Vendor hereby agrees and confirms that the Vendor shall be liable for the performance and risk Management practices of the Vendor and also of its sub- contractors.
- m) Vendor shall comply with the directions issued by the RBI from time to time in relation to the activities outsourced to the Vendor.
- n) Vendors agree and undertake to co-operate with the relevant authorities in case of insolvency/resolution of either of the parties. Further, the Vendor shall ensure availability of records to the Bank and the RBI including in case of liquidation/ resolution of the Vendor.
- o) Vendor hereby agree and undertake that the skilled resources of the Vendor who provide core services are considered as "essential personnel" so that required number of staff with back-up arrangements necessary to operate critical functions can work on-site during exigencies (including pandemic situations).
- p) Vendor confirms that it has back-to-back arrangements with the OEMs relating to the said contract.
- q) Vendor is aware that public confidence and customer trust in Bank is a pre-requisite for Bank's stability and reputation and therefore the Vendor shall not do anything which will affect the same. Further, the Vendor shall ensure the preservation and protection of the security and confidentiality of the Bank's information and also of Bank's customer information which is accessed or in the custody or possession of the Vendor. Vendor shall also ensure that their employees/staff agents also maintain confidentiality of such information and Vendor shall ensure that any access to customer information by staff of the Vendor shall be strictly on need-to-know basis.



- r) Vendor shall ensure that cyber incidents are reported to the Bank by the Vendor immediately without any delay, so that the incident is reported by the Bank to the RBI within the time frame stipulated by RBI.
- s) Vendor shall ensure that they are able to isolate the Bank's and its customer's information, documents and records and other assets. This is to ensure that, in adverse conditions or termination of the contract, all such assets of the Bank, documents, record of transactions and information with the Vendor can be removed from the possession of the Vendor, or deleted, destroyed, or rendered unusable. In the event of termination of contract, the Vendor shall ensure safe removal/destruction of data, hardware, and all records (digital and physical), as applicable. The Vendor shall cooperate fully with both the Bank and new service provider(s) to ensure there is a smooth transition. The Vendor shall not erase, purge, revoke, alter or change any data during the transition period, unless specifically advised by the regulator / Bank.
- t) If the Vendor is operating in different jurisdictions, the Vendor shall abide by the legal, regulatory and government policies of not only the jurisdictions in which the Vendor is based but also of all the places where it is operating. Vendor shall also monitor the political, social, economic, and legal conditions of all such jurisdictions on a continuous basis, as well as establish sound procedures for mitigating the country and other risk. This includes, inter alia, having appropriate contingency and exit strategies.

Part 4 - Preparation of Bid

4.1 Language of bid

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be written in English.

4.2 Bid currencies

Bids are to be quoted in Indian Rupees only.

4.3 Documents establishing bidder's eligibility and qualifications

The bidder shall furnish, as part of its Bid, all the documents establishing the bidder's eligibility to Bid and its qualifications to perform the Contract. In case, bidder fails to submit any such documents along with their bid submission on GeM portal, bank reserve the right to reject the bid declaring the bidder as ineligible.

4.4 Period of validity of bids

Bids shall remain valid for a period of 180 days, from the date of opening of the Bid. A Bid valid for a shorter period shall be rejected by the Bank as non-responsive. In exceptional circumstances, the Bank may solicit the bidders' consent to an extension of the period of validity. The request and the responses thereto, shall be made in writing or through gem portal. The Bid security provided shall also be suitably extended. Bidder may refuse the request without forfeiting its Bid security.



4.5 Modification and withdrawal of bids

The Bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Bank, prior to the deadline prescribed for submission of Bids. No Bid may be modified after the deadline for submission of Bids.

No Bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity. Withdrawal of a Bid during this interval may result in the bidder's suspension from participation in any future tenders of the bank for 1 year from the date of submission of Bid and/or forfeiture of Bid security.

4.6 Furnishing of information

The Bidder is expected to examine all instructions, forms, terms, and specifications in these documents. Failure to furnish all information required by the documents or to submit a bid not substantially responsive to the documents in every respect will be at the Bidder's risk and may result in the rejection of its bid. It shall be the duty of the bidder to upload the bid documents along with necessary documentary evidence on the GeM portal and Bank will not be accepting any additional documents during the evaluation process.

All the documents submitted on gem portal to be countersigned by bidder along with company seal. Documents be signed by the authorized representative of the bidder whose Power of Attorney is attached along with the bid.

4.7 Bidder's inquiries on gem tender & Bank's response

All enquiries from the bidders, related to this tender must be directed in writing / email and sent to the address/email ID's as per schedule mentioned in clause 2.2 of the tender document. Any clarifications / query received thereafter shall not be considered and will be ignored. The preferred mode of delivering written questions, to the aforementioned contact person would be through the email followed by letter in writing. In no event, Bank will be responsible in ensuring receipt of inquiries.

Sl.No	Page No.	Clause No.	Description	Clarification	Banks Response

Bank makes no commitment on its part to accept all the queries / suggestions / requests submitted by the bidders. Bank on reviewing the inquiries received from the bidders, wherever needed, will carry out necessary amendment to its tender clauses, if any, and the same will be posted in the GeM portal and no separate communication will be sent to individual bidders. However, Bank makes no



representation or warranty as to the completeness or accuracy of any response made to the queries in good faith.

4.8 Authentication of erasures / overwriting etc.

Any inter-lineation, erasures, or overwriting shall be valid only if the person or persons signing the bid initial them.

4.9 Contacting the bank

No Bidder/OEM shall contact the Bank on any matter relating to its Bid, from the time of last date for submission of Bid till the time, the Contract is finalized. Any effort by a Bidder to influence the Bank in its decisions on bid evaluation, bid comparison or contract award will result in the rejection of the Bidder's bid.

4.10 Contents of Bid document

The Bidder must thoroughly study/analyse and properly understand the contents of this tender, its meaning and impact of the information contained therein. Failure to furnish all information required in this tender or submission of Bid not responsive to this tender in any respect will be at the Bidder's risk and responsibility and the same may finally result in rejection of its Bid. The Bank has made considerable effort to ensure that accurate information is contained in this tender and is supplied solely as guidelines for Bidders.

4.11 Bid Integrity

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that the Bank may initiate against such defaulting bidder. All the submissions, including any accompanying documents, will become properties of the Bank. The Bidders shall be deemed to license, and grant all rights to the Bank, to reproduce the whole or any portion of their Bid document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.

4.12 Single Bid

Tendering process need not be cancelled merely on the grounds that a single tender was received provided that the single bid received is evaluated to be substantially responsive and deemed fit for award. Bank reserves right to proceed and award the tender to single bidder in case only one bidder participates in the tender / qualifies in the technical bid evaluation. Bank can negotiate with such single bidder, if required. In case Bank receives single Bid under this tender, same will be treated under the provision of single tender inquiry defined in Banks procurement policy.



Part 5 - Terms & Conditions of contract

5.1 Bidder's responsibility vis-a-vis third party products /equipment's/ software

Bidder's responsibility vis-a-vis third party products /equipment's/ software If the proposal includes equipment or software marketed and / or supported by other companies / individuals, the bidder, as the prime contractor for the delivery, installation, and maintenance of the entire system, must declare that they possess the requisite permission / license for the equipment / software. The Bidder has to provide handholding support to the new incoming bidder in case of termination of the contract or completion of the contract for smooth handover of the operation. If Bidder fails to provide handholding support, Bank shall invoke the Bank Guarantee for performance after providing cure period as specified in clause 3.8 Performance Security.

5.2 Liabilities of the Bank

This tender is not an offer of the Bank, but an invitation for Bidder's responses. No contractual obligations on behalf of the Bank, whatsoever, shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized officers of the Bank and the Bidder. However, until a formal contract is prepared and executed, this offers together, notification of award of contract and Bidder's written acceptance thereof shall constitute a binding contract with the vendor.

5.3 Amendments to GeM Tender Terms and Conditions

At any time prior to the deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Document, by amendment.

Notification of amendments/corrigendum will be put up on the GeM portal and shall be binding on all Bidders.

In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of Bids.

5.4 Confidentiality & Non-Disclosure Agreement

Bidder and its employees will strictly under not to communicate or allow to be communicated to any person or divulge in any way, any information relating to the ideas, the concepts, know-how, techniques, data, facts, figures and information whatsoever concerning or relating to the Bank and its affairs to which the said employees have access in the course of the performance of the contract. A nondisclosure agreement as per the format 8.16 provided in the tender should be executed by the Successful Bidder.



5.5 Formation of contract & execution of agreement

Acceptance of the Purchase Order / letter of intent constitute a valid contract. Bidder shall enter into a formal contract with the Bank detailing terms and conditions set out in this tender and in Purchase order / Letter of Intent as per the format provided in the tender document. However, until a formal contract is signed by both the parties, agreement so constituted as detailed in this clause shall be construed as formal contract and shall be applicable. The Bank reserves the right to incorporate additional clauses as per legal and regulatory requirements of the Bank.

5.6 Assignment & Subcontracting

Bidder shall not be permitted to assign or subcontract the contract in full or part without prior written consent of the Bank. Bank's decision on permitting a subcontracting or assignment shall be final and binding on the successful bidder.

5.7 Termination Clause

The Bank, by written notice sent to the Company, may terminate the Contract, in whole or in part, at any time for its convenience by giving a notice period of not less than 90 days. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Company under the contract is terminated, and the date upon which such termination becomes effective.

In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination. It is also clarified that the Vendor shall not be entitled to terminate the contract.

A. Termination for default

The Bank, without prejudice to any other remedy for breach of contract, by at least 30 Days prior written notice of default sent to the Successful Bidder, may terminate this Contract in whole or in part:

If the Successful Bidder fails to deliver any or more or all of the deliverables / milestones within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or;

If the Successful Bidder fails to perform any other obligation(s) under the contract.

If the Successful Bidder, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. Corrupt practice means the offering, giving, receiving or soliciting of anything of value or influence the action of a public 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 a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior to after bid submission) designed to establish



bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

In the event, the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Successful Bidder shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Successful Bidder shall continue performance of the Contract to the extent not terminated when the value of the liquidated damages exceed 10% of the contract value.

In case the contract is terminated then all undisputed payment will be given to vendor, after adjusting the penalty if any, from invoices.

B. Termination for Insolvency

If the Bidder becomes bankrupt or insolvent, has a receiver appointment order issued against it, compounds with its creditors, or, if the Bidder is a corporation, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Bidder takes or suffers any other analogous action in consequence of debt; then the Bank plans to, at any time, terminate the contract by giving written notice to the Bidder. If the contract is terminated by the Bank in terms of this Clause, 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. In case, the termination occurs before implementation in all the locations in terms of this clause, the Bank is entitled to make its claim to the extent of the amount already paid by the Bank to the Bidder.

C. Termination – Key Terms & Conditions

The Bank reserves the right to terminate the agreement with the Bidder /Service Provider at any time by giving sixty (30) days prior written notice to the Bidder.

The Bank shall be entitled to terminate the agreement at any time by giving notice if the Bidder-

- a) has a winding up order made against it; or
- b) has a receiver appointed over all or substantial assets; or
- c) is or becomes unable to pay its debts as they become due; or
- d) enters into any arrangement or composition with or for the benefit of its creditors; or
- e) Passes a resolution for its voluntary winding up or dissolution or if it is dissolved.

The Bidder shall have right to terminate only in the event of winding up of the Bank. Bank will specify the period for remedying any defect.



D. Termination for Convenience

The Bank, by written notice sent to the Service Provider, 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 the Service Provider under the Contract is terminated, and the date upon which such termination shall be effective.

E. Consequences of Termination

1. In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise, 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.
2. 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 BANK, the Vendor herein shall be obliged to provide all such assistance to the next successor Vendor or any other person as may be required and as BANK may specify including training, where the successor(s) is a representative/personnel of 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.
 - a) Nothing herein shall restrict the right of 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 BANK under law or otherwise.
 - b) 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.

5.8 Force Majeure

The parties shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the parties, i.e. Force Majeure. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable due to which performance of contract becomes impossible but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.

In the event of any such intervening Force Majeure, each party shall notify the other party in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the other party, the party pleading Force Majeure shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled



and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

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 three months, the parties shall hold consultations with each other in an endeavour to find a solution to the problem.

Notwithstanding above, the decision of the Bank shall be final with regard to the event causing the delay to be deemed as force majeure or not and the same shall be binding on the Bidder.

5.9 Copy Right/License Violation/Pre-existing work

The bidder shall explicitly absolve the Bank of any responsibility/liability for use of system/software delivered along with the equipment; (i.e. the bidder shall absolve the bank in all cases of possible litigation/claims arising out of any copy right/license violation.) for software (s) sourced either from third parties or from themselves.

All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a Party under this Agreement (“preexisting work”) including any enhancement or modification thereto shall remain the sole property of that Party. During the performance of the services for this agreement, each party grants to the other party (and their sub-contractors as necessary) a non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the other party solely for the performance of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the successful bidder should grant Bank a nonexclusive, perpetual / subscription, fully paid-up license to use the pre-existing work in the form delivered to Bank as part of the service or deliverables only for its internal business operations. Under such license, either of parties will have no right to sell the pre-existing work of the other party to a Third Party. Purchaser’s license to pre-existing work is conditioned upon its compliance with the terms of this Agreement and the perpetual license applies solely to the preexisting work that bidder leaves with Purchaser at the conclusion of performance of the services.

5.10 Limitation of Liability

The Bidders aggregate liability in connection with obligations undertaken as a part of the Project regardless of the form or nature of the action giving rise to such liability (in contract), shall be at actuals and limited to the contract value. The Vendors liability in case of claims against the Bank resulting from, misconduct or gross negligence of the Vendor, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited. The Bank shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third-party software or modules supplied by the Bidder under this project and operated according to the Bidder’s advice and same confirmed by Bank’s officials. In no event shall either party be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this agreement or the hardware or the software delivered hereunder, howsoever such liability may arise, provided that the claims against customers, users and service providers of the Bank would be considered as a direct claim



5.11 Compliance to Labour Act

As per Government (Central / State) Minimum Wages Act in force, it is imperative that all the employees engaged by the bidder are being paid wages / salaries as stipulated by government in the Act.

5.12 Resolution of Disputes

1. The Bank and the Selected Bidder/Vendor shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract/SLA.
2. If the parties fail to resolve the dispute/s within 30 days, the dispute/s shall be decided by Arbitration under Arbitration and Conciliation Act, 1996.
3. For this, either party may approach the other party to refer the matter to the sole arbitrator. Both the parties shall appoint a sole arbitrator whose decision shall be final and binding on the parties. If the parties fail to agree on the name of one person as the Sole Arbitrator, both the parties shall appoint one arbitrator each. The two arbitrators so appointed shall appoint a third arbitrator.
 - a) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself; and
 - b) This RFP shall be governed and construed in accordance with the laws of India. The courts of Mumbai alone and no other courts shall be entitled to entertain and try any dispute or matter relating to or arising out of this RFP. Notwithstanding the above, The Bank shall have the right to initiate appropriate proceedings before any court of appropriate jurisdiction, should it find it expedient to do so.

5.13 Corrupt and fraudulent practices

- a) 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:
- b) “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
- c) “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 noncompetitive levels and to deprive the Bank of the benefits of free and open competition.



- d) 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.

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.

5.14 Solicitation of Employees

During the term of the Contract and for a period of two years after any expiration of the contract period/termination or cancellation of the Contract, both the parties agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this contract during the period of the contract and two years thereafter, except as the parties may agree on a case-by-case basis. The parties agree that for the period of the contract and two years thereafter, neither party will cause or permit any of its directors or employees who have knowledge of the agreement to directly or indirectly solicit for employment the key personnel working on the project contemplated in this proposal except with the written consent of the other party. The above restriction would not apply to either party for hiring such key personnel who

- I. initiate discussions regarding such employment without any direct or indirect solicitation by the other party; or
- II. respond to any public advertisement placed by either party or its affiliates in a publication of general circulation

5.15 Exit Clause

The Bank reserves the right to cancel the contract in the event of happening one or more of the following conditions by providing a cure period of 30 days to the bidder to rectify such breaches:

1. Failure of the Bidder to accept the contract and furnish the Performance Bank Guarantee.
2. Delay in delivery beyond the specified period.
3. Delay in completing implementation/customization and acceptance tests/ checks beyond the specified periods.
4. Serious discrepancy in functionality to be provided or the performance levels which have an impact on the functioning of the solution
5. In addition to the cancellation of contract, Bank reserves the right to appropriate the damages through encashment of Bid Security /Performance Guarantee given by the Bidder after providing the cure period specified in clause 3.8 (Performance Security).



5.16 Right to Use Defective Product

If after delivery, acceptance, and installation and within the guarantee and ATS period, the operation or use of the product is found to be unsatisfactory, the Bank shall have the right to continue to operate or use such product until rectification of defects, errors or omissions by partial or complete replacement is made without interfering with the Bank's operation.

5.17 Site Preparation and Installation

The Bank is solely responsible for the construction of the hardware site in compliance with the technical and environmental specifications. The Bank will designate the installation site before the scheduled installation date, to allow the Supplier to perform a site inspection to verify the appropriateness of the sites before the installation / commissioning of the software.

5.18 Integrity Pact

Each Participating bidder/s shall submit Integrity Pact as per attached **Format 8.12** on duly stamped of Rs 500. Integrity pact should submit by all participating bidders at the time of submission of bid documents or as per satisfaction of the Bank. The Non submission of Integrity Pact as per time scheduled prescribed by Bank shall be relevant ground of disqualification to participating in Bid process.

Bank has appointed Independent External Monitor (hereinafter referred to as IEM) for this pact, whose name and e-mail ID are as follows:

Mr. Anant Kumar , Email: anant_in@yahoo.com

Mr. Nirmal Anand Joseph Deva , Email: meghanadeva2022@gmail.com

IEM's task shall be to review – independently and objectively, whether and to what extent the parties comply with the obligations under this pact

IEM shall not be subjected to instructions by the representatives of the parties and perform his functions neutrally and independently

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

5.19 Commissioning of Solution

The successful bidder is responsible for all unpacking and installation of Products. The successful bidder will test all system operations and accomplish all adjustments necessary for successful and continuous operation of the software at all installation sites.



5.20 Successful Commissioning of Project

On successful completion of the acceptance tests, receipt of deliverables, etc., and after the solution runs successfully after going live and the Bank are satisfied with the working of the solution/system, the successful commissioning certificate in Format 8.20, signed by the Supplier and the representative of the Bank will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the system/solution proposed.

5.21 Technical Documentation

The Technical Documentation involving detailed instruction for operation and maintenance of the hardware (if any) and software is to be delivered. The language of the documentation should be in English

5.22 Liquidated Damages (LD)

The Bank will consider the inability of the bidder to deliver services or install the equipment within the specified time limit as a breach of contract and would entail the payment of Liquidated Damages on the part of the bidder. The liquidated damages represent an estimate of the loss or damage that the Bank may have suffered due to delay in performance of the obligations (relating to delivery, installation, operationalization, implementation, training, acceptance, warranty, maintenance etc. of the proposed solution/ services) by the bidder.

Installation/configuration will be treated as incomplete in one / all of the following situations:

- i. Non-delivery of any component or other services mentioned in the order.
- ii. Non-delivery of supporting documentation.
- iii. Delivery availability, but no installation of the components and/ or software.
- iv. Non integration.
- v. Non-Completion of Transition within suggested timeline.
- vi. System operational, but unsatisfactory to the Bank.

Bank may at its option demand and recover from the Successful Bidder(s) an amount equivalent to 1(one) percent of the undelivered portion of contract value for every week of delay or part thereof, subject to a maximum of 10% of the total purchase order value. Once the maximum is reached, the Bank may consider termination of the contract.

If the Service Provider fails to deliver any or all of the Goods or perform the Services within the time period(s) specified in the RFP/Contract or contract duration, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.50% of the total purchase order value until actual delivery or performance, per week or part thereof (5 days will be treated as a week); and the maximum deduction is 10% of the total purchase order value. Once the maximum is reached, the Bank may consider termination of the contract, invoke of bank guarantee or any other rights as deem fit.

Bank shall invoke the performance guarantee in case the Service Provider/Bidder fails to discharge their contractual obligations during the period of contract or Bank incurs any loss due to Bidder's negligence in carrying out the project implementation as per the agreed terms &



conditions. Bidder shall have to submit fresh Performance Bank Guarantee of the same amount as submitted earlier in case PBG is invoked by the Bank.

5.23 Powers to Vary or Omit Work

1. No alterations, amendments, omissions, additions, suspension or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful Bidder except as directed in writing by Bank. The Bank shall have full powers, subject to the provisions hereinafter contained, from time to time during the execution of the contract, by notice in writing to instruct the successful Bidder to make any variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any, suggested variations would, in the opinion of the finally selected Bidder, if carried out, prevent him from fulfilling any of his obligations under the contract, he shall notify Bank thereof in writing, with reasons for holding such opinion and Bank shall instruct the successful Bidder to make such other modified variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If the Bank confirms its instructions, the successful Bidder's obligations shall be modified to such an extent as may be mutually agreed between the Bank and Successful bidder, if such variation involves extra cost. Any agreed difference in cost occasioned by such variation shall be added to or deducted from the contract price as the case may be.
2. In any case in which the successful Bidder has received instructions from the Bank as to the requirements for carrying out the altered or additional substituted work, which either then or later on, will in the opinion of the finally selected Bidders, involve a claim for additional payments, such additional payments shall be mutually agreed between the Bank and the Successful bidder in line with the terms and conditions of the order.
3. If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in contract price, before the finally selected Bidder(s) proceeds with the change.

5.24 Bank's right:

Bank reserves the right to:

1. Reject any and all responses received in response to the RFP
2. Waive or change any formalities, irregularities, or inconsistencies in proposal format delivery
3. Negotiate any aspect of the proposal with any bidder and negotiate with more than one bidder at one time
4. Extend the time for submission of all proposals



5. Select the most responsive bidder (in case no bidder satisfies the eligibility criteria in totality)
6. Select the next most responsive bidder if negotiations with the bidder of choice fail to result in an agreement within a specified time frame.
7. Share the information / clarifications provided in response to the RFP by any bidder, with any other bidder(s) / others, in any form.
8. Cancel the RFP at any stage
9. Interview the personnel being deployed on the project
10. Conduct site visits of bidders related to proposed solution and facilities.
11. Take presentations on proposed solution of the bidders.

5.25 Modification of Scope of Work

During the evaluation stage, Bank shall reserve the right to modify the scope of work/components to be supplied in the tender, and the same shall be binding upon all the participating bidders to agree to such modifications. Cost implications if any on account of such modifications shall be mutually agreed with the successful bidder before/after issuance of purchase order. Any agreed difference in cost occasioned by such variation shall be added to or deducted from the order value as the case may be.

5.26 Ownership, and grant of licenses

1. The Vendor shall procure and provide a non-exclusive, non-transferable, perpetual and irrevocable license to the Bank for all the Software to be provided as a part of the Project. The Software can be used at anywhere in the Bank without restriction, but subject to the term and conditions of this RFP and the Software shall be assignable/transferable to any successor entity of the Bank Provided however that with respect to the enterprise wide licenses to be utilized for the CBS (Core banking Solution), in addition to the rights of Bank's contained in this Clause and the rights contained elsewhere in this

RFP/ Agreement, the following shall be applicable:

- a) Such license shall be transferable/ assignable to any entity formed through the inter-se merger of the bank at no additional cost to the Bank subject to applicable law;
- b) Such licenses shall be expandable to all the (current and future) Branches of the Bank at no additional cost to the Bank.
- c) Such licenses shall be transferable/assignable/applicable to all the banks acquired by the Bank (Central Bank of India) at no additional cost to the Bank provided that such banks continue to be sponsored by the Bank.
- d) Such licenses shall be transferable/assignable/applicable to the resultant entity in the event of the merger of the Bank, provided however that the resultant entity shall be entitled to utilize such licenses only for such number of Branches as it stood on the date such amalgamation/ restructuring is completed and taken effect.

Notwithstanding the above, it is hereby agreed that any use of the Software under this RFP/Agreement, by a service provider of the Bank would be considered as the permitted use



under this RFP/Agreement.

However, such service provider will not possess any licensing or sub licensing rights of the Software and shall only have the right of permitted and limited use of the Software to provide services to Bank.

2.The license granted in terms of above mentioned shall specifically include right:

(a) To Use:

- (i) To use the executable code version of the Software and all Enhancements, Updates and new versions made available from time to time to bank without any additional cost.
- (ii) To use the Program Documentation for purposes of installing or operating the Programs and supporting the use of the Software by the Bank.
- (iii) To use the technical Training Materials for purposes of supporting users.

(b) To Copy:

- (i) To copy the Software that operates on server systems to support the users of the Bank
- (ii) To make additional copies of the Program Material for archival, emergency back-up, testing, or disaster recovery purposes; and
- (iii) To copy the Program Documentation to support its users.

(c) To work as interface:

- (i) To work with other application software packages at the Bank as interface.
- (ii) To allow other application software packages at the Bank to work as interfaces to the Software. If such interfacing requires any modification or change to the Software, such modification or change has to be carried out by the service provider free of any additional license charge or fees or expenses.

3.The ownership of all rights, title and interest, all patents, copy right, trade secrets and any other form of intellectual property rights in and to software, any derivative works thereof and enhancements thereto, hardware and documentation are and will have to at all times remain with the Service Provider or its Licensors and be the sole and exclusive property of the Service Provider or its Licensors. The Bank acknowledges that nothing contained in this Tender and subsequent contract will have to be construed as conveying by the Service Provider or its licensor's title or ownership interest in any licensed software or any derivative works thereof and enhancements thereto. Nothing contained herein will have to be construed to preclude the Service Provider from owning, using, improving, marketing, including without limitation, licensing to other persons any and all licensed software. If Service Provider generate any material (software or any work subject of intellectual property right) specifically for the Bank due to valuable resources capitalized in this respect, shall always be property of the Bank.

5.27 Patent Rights / Intellectual Property Rights

The Bidder claims and represents that it has obtained appropriate rights to provide the



Deliverables upon the terms and conditions contained in this RFP. The Bank agrees and acknowledges that same as expressly provided in this RFP, all Intellectual Property Rights in relation to the Hardware, Software and Documentation and any adaptations, translations and derivative works thereof whether protectable as a copyright, trade mark, patent, trade secret design or otherwise, provided by the Bidder during, in connection with or in relation to fulfilling its obligations under this RFP belong to and shall remain a property of the Bidder or its licensor. The Bidder represents that a separate agreement is required to be entered into by the Bank with Third-party Bidders either for statutory or proprietary reasons, notwithstanding the Bidder's obligations for performance. During the Term of this Project and, if applicable, during the Reverse Transition Period, Bank grants Bidder a right to use at no cost or charge the Hardware and Software licensed to the Bank, solely for the purpose of providing the Services. The Bidder shall be responsible for obtaining all necessary authorizations and consents from third party licensors of Hardware and Software used by Bidder in performing its obligations under this Project. If a third party's claim endangers or disrupts the Bank's use of the Hardware and Software, the Bidder shall at no further expense, charge, fees or costs to the Bank, (i) obtain a license so that the Bank may continue use of the Software in accordance with the terms of this tender and subsequent Agreement and the license agreement; or (ii) modify the Software without affecting the functionality of the Software in any manner so as to avoid the infringement; or (iii) replace the Software with a compatible, functionally equivalent and non-infringing product. All third-party Hardware/software / service/s provided by the bidder in the scope of the RFP will be the responsibility of the bidder if any discrepancy or infringement is encountered. The Bank shall not be held liable for and is absolved of any responsibility or claim/Litigation or penal liability arising out of the use of any third-party software or modules supplied by the Bidder as part of this Project.

5.28 Indemnity

1. The Bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorney's fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:
 - a. Bank's authorized / bona fide use of the Deliverables and/or the Services provided by Bidder/Service Provider under this RFP; and/or
 - b. An act or omission of the Bidder, employees, agents, sub- contractors in the performance of the obligations of the Bidder under this RFP; and/or
 - c. Claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Bidder, against the Bank; and/or
 - d. Breach of any of the term of this RFP/Purchase Order (PO)/SLA or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Vendor under this Agreement/PO; and/or



- e. Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or
 - f. Breach of confidentiality obligations of the Vendor contained in this Agreement; and/or
 - g. Negligence or gross misconduct attributable to the Bidder or its employees or sub-contractors.
 - h. Statutory infringements in respect of all hardware, hardware components, software for the system (including operating system/s, system software, application software, security, firewall, antivirus etc.) etc. supplied by the Bidder.
 - i. The Bidder shall indemnify the Bank for any data loss/damage because of processing of Bank's data in the software supplied.
2. The Bidder will have to at its own cost and expenses defend or settle any claim against the Bank that the Deliverables and Services delivered or provided under RFP infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trademark in the country where the Deliverables and Services are used, sold or received, provided the Bank:
 - a. Notifies the Bidder in writing; and
 - b. Cooperates with the Bidder in the defence and settlement of the claims.
3. The Bidder shall compensate the Bank for such financial loss, direct and remote, suffered by the Bank if the Bidder fails to fix bugs, provide the Modifications / Enhancements / Customization as required by the Bank as per the terms and conditions of this RFP and to meet the Service Levels.
4. Additionally, the Bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings,
 - a. Based upon the ground / allegation that the Deliverables and Services delivered or provided under this Agreement infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trademark in any country where the Deliverables and Services are used, sold or received; and/or
 - b. Resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements under any laws including the Copyright Act, 1957 or Information Technology Act, 2000 in respect of all the Hardware, Software and or other systems supplied by them to the Bank from whatsoever source, provided the Bank notifies the Vendor in writing as soon as practicable when the Bank becomes aware of the claim, however,
 - i. The Bidder shall have the sole control of the defence and all related settlement negotiations.
 - ii. the Bank shall provide the Vendor with the assistance, information and authority reasonably necessary to perform the above and
 - iii. Bidder has the rights to make any statements or comments or representations about the claim by Bank or any regulatory authority provided such statement or comment or representation about the claim by bank is factually correct as per the stand of Bank.



Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect and incidental damages and compensations.

However, indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.

5. Indemnity would be limited to court awarded damages and shall exclude consequential and incidental damages. However, indemnity would cover damages, loss or liabilities, compensation suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.
6. The Bidder shall indemnify the Bank in case of any mismatch of ITC (Input Tax Credit) in the GSTR 2A, where the Bank does not opt for retention of GST component on supplies.
7. Bidder shall indemnify to bank, if cyber threatened /crime/hacking or any related offence occurs due to use of solution/software supplied (including support services) or any other manner provided in this regard.

5.29 Comprehensive Onsite Warranty/Annual Maintenance Contract

The successful bidder shall provide three onsite support engineers for functional (& ad-hoc reporting), technical support and managing the solution from 10:00 AM to 7:00 PM on all bank working days, from the date of Go Live for a period of 5 years. The successful bidder needs to provide the price breakup of the resources allocated. Bank has the discretion to reduce/ terminate the onsite support as per the requirement with one-month notice period. On banks' request, the successful bidder is bound to increase the onsite support resource at the cost specified in the price breakup. The scope for the on-site engineer will include configuration changes, version upgradations, performance monitoring, trouble shooting, patch installation, database management (Database schemas specific to application) and support for day-to-day software solution functional and technical operations. Further, the support engineer should be available during any software/database/hardware maintenance activities

5.30 Delays in Bidder's Performance

The bidder must strictly adhere to the implementation schedule, as specified in the contract, executed between the Parties for performance of the obligations, arising out of the purchase contract and any delay in completion of the obligations by the bidder will enable Bank to resort to any or all of the following provided that the bidder is first given a 30 day cure period to remedy the breach/ delay:

- i. Termination of the purchase agreement fully or partly and claim liquidated damages.
- ii. Forfeiting of Security Deposit/Performance Bank Guarantee/Earnest Money Deposit / Invoking EMD Bank Guarantee

However, the Bank will have the absolute right to charge penalty and/ or Liquidated Damages as per the RFP/ contract without giving any cure period if Bank intends not to take both or either of the above two steps in case of a particular delay.



5.31 Cancellation of Contract and Compensation

The Bank reserves the right to terminate the order/ contract of the selected bidder (after providing a cure period of 30 days and thereafter providing a 30 days' notice period) and recover expenditure incurred by the bank in the following circumstances:

- i. The selected bidder commits a breach of any of the terms and conditions of the contract.
- ii. The bidder goes into liquidation voluntarily or otherwise.
- iii. The progress regarding execution of the contract by the bidder is unsatisfactory.
- iv. Deduction on account of liquidated damages exceeds 10% of the total contract price.

After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the bank may give a 30-day cure period. Thereafter, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out the bidding process for the execution of the balance of the contract.

In the event of delay in project beyond the specified period or noncompliance of the RFP terms or nonfulfillment of RFP functional requirements or severe bugs in the hardware/software supplied or proposed system performance is not satisfactory etc., the Bank reserves the right to cancel the Contract and Purchase Order at any time. In addition to the cancellation of contract and Purchase order, the Bank also reserves the right to invoke the Bank Guarantee given by the successful bidder to recover the damages and to recover compensation from the successful Bidder on account of wastage of time and money, cost escalation for procuring new system under new project etc.

5.32 Bid Security Deposit

Prospective bidders are required to submit the Demand Draft/ Bank Guarantee /RTGS/NEFT drawn in favour of "Central Bank of India" payable at Mumbai, towards bid security amount of INR 5,00,000.00/- (Rupees Five Lakhs only). The Bank may accept bank guarantee in lieu of bid security amount for an equivalent amount valid for 180 days from the last date of bid submission and issued by any scheduled commercial bank in India. The Bank will not pay any interest on the Bid Security Amount.

The Bid Security Amount may be forfeited:

- (a) If a Bidder withdraws its tender during the period of tender validity specified by the Bidder; or
- (b) If the Bidder does not accept the correction of its Tender Price; or
- (c) If the successful Bidder fails within the specified time to:
 - (i) Sign the Contract; or
 - (ii) Furnish the required security deposit.



The Bid Security Amount of a Joint Venture (JV) must be in the name of the JV that submits the tender. If the JV has not been legally constituted at the time of bidding, the Bid Security Amount shall be in the names of all future partners as named in the letter of intent.

The Bid Security Amount will be refunded to:

The Successful Bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee (PBG) as security deposit for an amount equivalent to 10% of the Total Project Cost amount valid for 84 months with in one month from the date of acceptance of Purchase order, validity starting from its date of issuance. The PBG shall be submitted within 21 days from the date of Purchase order acceptance by the Bidder. (Percentage of PBG may change as per Govt, Of India guidelines time to time)

The Bid Security amount of unsuccessful Bidders shall be returned as promptly as possible.

5.33 Performance Bank Guarantee

- i As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG), in the format given by the Bank in **Format 8.15**, for 10% of the total project cost valid for 84 months, validity of PBG starting from its date of issuance. The PBG shall be submitted within 21 days of the PO acceptance by the Bidder.
- ii The PBG so applicable must be duly accompanied by a forwarding letter issued by the issuing bank on the letterhead of the issuing bank. Such forwarding letter shall state that the PBG has been signed by the lawfully constituted authority legally competent to sign and execute such legal instruments. The executor (BG issuing Bank Authorities) is required to mention the Power of Attorney number and date of execution in his / her favour with authorization to sign the documents.
- iii Each page of the PBG must bear the signature and seal of the BG issuing Bank and PBG number.
- iv In the event of the Successful Bidder being unable to service the contract for whatever reason, Bank may provide a cure period of 30 days and thereafter invoke the PBG, if the bidder is unable to service the contract for whatever reason.
- v In the event of delays by Successful Bidder in implementation of project beyond the schedules given in the RFP, the Bank may provide a cure period of 30 days and thereafter invoke the PBG, if required.
- vi Notwithstanding and without prejudice to any rights whatsoever of the Bank under the contract in the matter, the proceeds of the PBG shall be payable to Bank as compensation by the Successful Bidder for its failure to complete its obligations under the contract. Bank shall notify the Successful Bidder in writing of the exercise of its right to receive such compensation within 14 days from the date of notifying the bidder, indicating the contractual obligation(s) for which the Successful Bidder is in default.



- vii The Bank shall also be entitled to make recoveries from the Successful Bidder's bills, Performance Bank Guarantee, or any other amount due to him, the equivalent value of any payment made to him by the bank due to inadvertence, error, collusion, misconstruction or misstatement.
- viii The PBG may be discharged / returned by Bank upon being satisfied that there has been due performance of the obligations of the Successful Bidder under the contract. However, no interest shall be payable on the PBG.

5.34 Informing IBA/ other banks for Blacklisting the Service Provider

Bank reserve the right to inform IBA/ other banks for blacklisting the Service Provider in case of default in service or delay in implementation of the project leading to financial loss or reputation loss, loss of time of the bank for implementation of the project.

5.35 Disclaimer

The Bank and/or its officers, employees disown all liabilities or claims arising out of any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Bank and/or any of its officers, employees.

5.36 Security Configuration

The baseline security configuration of Database, Web server and all other applications to be done by the Vendor, according to the industry best practices Compliance with security best practices may be monitored by periodic computer security audits performed by or on behalf of the Bank. The periodicity of these audits will be decided at the discretion of the Bank. Periodicity for Regulatory Audits would be required as per the rules and guidelines laid down by the regulator or as required by the regulator. These audit plan to include, but are not limited to, a review of access and authorization procedures, physical security controls, input/output controls, Database (DB) controls, backup and recovery procedures, Network security controls and program change controls. Compliance of the audit report has to be ensured by the Vendor.

To the extent that the Bank deems it necessary to carry out a program of inspection and audit to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the Vendor shall afford the Bank's representatives access to the Vendor's facilities, installations, technical resources, operations, documentation, records, databases and personnel.

5.37 Right to Inspect, Examine and Audit

All OEM/Vendor records with respect to any matters / issues covered under the scope of this



project shall be made available to the Bank at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Such records are subject to examination. The Bank's auditors would execute confidentiality agreement with the Vendor, provided that the auditors would be permitted to submit their findings to the Bank, which would be used by the Bank. The cost of such audit will be borne by the Bank.

Vendor shall permit audit by internal/external auditors of the Bank or RBI to assess the adequacy of risk management practices adopted in overseeing and managing the outsourced activity/arrangement made by the Bank.

Bank shall undertake a periodic review of service provider outsourced process to identify new outsourcing risks as they arise. The service provider shall be subject to risk management and security and privacy policies that meet the Bank's standard. In case the service provider outsourced to third party, there must be proper Agreement / purchase order with concerned third party. The Bank shall have right to intervene with appropriate measure to meet the Bank's legal and regulatory obligations. Access to books and records/Audit and Inspection would include: -

- a) Ensure that the Bank has the ability to access all books, records and information relevant to the outsourced activity available with the service provider. For technology outsourcing, requisite audit trails and logs for administrative activities should be retained and accessible to the Bank based on approved request.
- b) Provide the Bank with right to conduct audits on the service provider whether by its internal or external auditors, or by external specialist appointed to act on its behalf and to obtain copies of any audit or review reports and finding made on the service provider in conjunction with the services performed for the bank.
- c) Include clause to allow the Reserve Bank of India or persons authorized by it to access the bank's documents: records of transactions, and other necessary information given to you, stored or processed by the service provider within a reasonable time. This includes information maintained in paper and electronic formats.
- d) Recognized the right of the Reserve Bank of India to cause an inspection to be made of a service provider of the bank and its books and account by one or more of its officers or employees or other persons. Banks shall at least on an annual basis, review the financial and operational condition of the service provider. Bank shall also periodically commission independent audit and expert assessment on the security and controlled environment of the service provider. Such assessment and reports on the service provider may be performed and prepared by Bank's internal or external auditors, or by agents appointed by the Bank.
- e) Vendor shall have to comply the Audit finding without any additional cost to the bank. In order to fulfil of the Audit compliance, Bank will communicate finding of the Auditor without delay to avoid any mischievous situation.

5.38 Monitoring

Compliance with Information security best practices may be monitored by periodic Information security audits performed by or on behalf of the Bank and by the RBI. The periodicity of these audits will be decided at the discretion of the Bank. These audits may include, but are not limited to, a review of access and authorization procedures, physical security controls, backup and



recovery procedures, network security controls and program change controls. To the extent that the Bank deems it necessary to carry out a program of inspection and audit to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the Service Provider shall afford the Bank's representatives access to the service provider's facilities, installations, technical resources, operations, documentation, records, databases and personnel. The Vendor must provide the Bank access to various monitoring and performance measurement systems (both manual and automated). The Bank has the right to get the monitoring and performance measurement systems (both manual and automated) audited without prior approval /notice to the Vendor.

5.39 Visitations

The Bank shall be entitled to, either by itself or its authorized representative, visit any of the Vendor's premises without prior notice to ensure that data provided by the Bank is not misused. The Vendor shall cooperate with the authorized representative(s) of the Bank and shall provide all information/documents required by the Bank.

5.40 Prices

- The prices shall be quoted in Indian Rupees (INR) only (without decimal places) and shall not have any effect from variations / fluctuations of any other currency.
- The price charged by the bidder for the services performed to fulfil the scope of this RFP shall not vary from the contracted prices and shall remain valid for the contract period.
- The Contract price shall be the only payment, payable by the Bank to the bidder for completion of the contractual obligations by the bidder under the Contract, subject to the terms of payment specified in the Contract.
- The prices, once offered, must remain firm and must not be subject to escalation for any reason within the period of validity.
- The bank shall have the right to withhold any payment due to the successful bidder, in case of delays or defaults on the part of the successful bidder. Such withholding of payment shall not amount to a default on the part of the bank.

5.41 Payment Terms

The scope of work is divided in different areas and the payment would be linked to delivery and acceptance. Payments will be made subject to Liquidated Damage (LD)/ penalty/ compliance of Service Levels defined in the RFP document. The details of payments in terms of contract amount are as under: -

Payment schedule will be as under:

1. **Payment term deliverables:** The Bidder shall submit the following documents to Bank's Central Office before raising invoices:
 - a. Contract Agreement (One-time)
 - b. Non-Disclosure Agreement. (One-time)



- c. Phase specific deliverables/certificates
 - d. Signoffs from the business vertical.
 - e. Bank Guarantee (One-time)
2. Payments shall be released after deducting applicable TDS Charges.
 3. Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery/acceptance certificate duly signed by Bank officials should be submitted while claiming payment in respect of orders placed.
 4. Before raising any invoice for the milestone, concurrence of the bank team will be mandatory. Any invoice raised without Bank's concurrence will not be treated as pending at Bank's side.
 5. Payment shall be released within 30 days after submission of invoices and related documents in full.
 6. The Bank shall make payments as follows:

Payment for License (for both Primary & DR Site) and Implementation cost (for Primary site):

S.No	Specifications	License Cost
1	On Delivery of the license document in the name of the Bank. Payment will be made after execution of SLA	70%
2	UAT sign off regulatory reports/returns of SLS, IRS, LCR & NSFR	20%
3	Full Go live of all modules	10%

S.No	ALM Tracks	Payment milestone
1	Advance payment	10%
2	Installations at DC & DR	10%
3	Development of Structural Liquidity Statement.	10%
4	Development of Interest Rate Sensitivity Profile - TGA & DGA	10%
5	Development of Liquidity Coverage Ratio	10%
6	Development of Net Stable Funding Ratio	10%
7	Development of framework for Interest Rate Risk in Banking Book (IRRBB).	10%
8	Development of Behavioural Models for Non-Maturing line items and Back testing for SSL, IRS and IRRBB.	10%
9	Internal reporting Framework	10%
10	Fund Transfer Pricing	5%
11	Dynamic ALM framework	5%

7. Under implementation cost, for abovementioned milestone tracks (Sr. no. 3 to 11) 50% payment will be released after UAT signoff and 50% payment will be released after go live.



Migration of existing Data, Data pipelines, ETL, Reports: Payment will be released after completion of 100% migration

Payment on Onsite Support: The Successful bidder has to ensure availability of the manpower requirement as per the RFP. The payment for the Cost of Manpower for onsite support will be payable quarterly in arrears.

In case of exigencies such as (But not restricted/ limited to) regulatory call, Top Management call, auditor call, the support time may extend without any additional billing/cost to the bank.

All payments will be released within 30 days from the date of receipt of invoice subject to submission of proof and other related documents. Vendor has to submit the invoices, milestone sign-off & other documents required for release of payment.

Payment of fixed Man-days- Payment of 500 Man-days support will be made on useable basis. In case Bank requires any support beyond 500 man-days, same will be provided at the existing cost.

Payment for Training & Documentation- Payment for training and documentation will made only after completion of technical and functional training and entire documentations which includes but not limited to Manuals, SOP, FAQs etc.

Payment of Annual Technical Support (ATS): The ATS cost after warranty period, shall be paid yearly in advance for the subsequent years. All Software proposed as part of the solution should be maintained with comprehensive 24x7x365 support from the respective OEMs by the Successful Bidder till the end of the contract period. All payments will be released only after submission of the proof for the same along with the invoices, request for payment and other related documents. However, bank shall reserve the right to modify the ATS with successful bidder.

The bidder shall warrant that all software supplied shall have no defect, arising from design, materials, or workmanship or from any act or omission of the Supplier that may develop under normal use of the supplied software. The software should have an initial comprehensive warranty period for one year followed by ATS for the remaining contract period.

Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery/acceptance certificate duly signed by Bank officials should be submitted while claiming payment in respect of orders placed. Bank will not pay any amount in advance.

5.42 Non-Negotiability on RFP

Bank is not responsible for any assumptions or judgments made by the bidders for arriving at any type of sizing or costing. Bank at all times will benchmark the performance of the bidder to the RFP documents and the expected service levels as mentioned in these documents. In the event of any deviations from the requirements of these documents, the Bidder must make the same available at no extra costs to Bank, in order to achieve the desired service levels as well as meet the requirements of these documents.



All terms and conditions, payments schedules, time frame for implementation, and expected service levels as per this tender will remain unchanged unless explicitly communicated by the Bank in writing to the bidder.

The bidders shall adhere to the terms of this RFP and shall not deviate from the same.

5.43 Publicity

Any publicity by vendor in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank.

5.44 Privacy and Security Safeguards

1. The Vendor 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 Vendor or existing at any Bank location. The Vendor will have to 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 Vendor will have to 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 Vendor or existing at any Bank location.
2. The Vendor hereby agrees and confirms that they will disclose, forthwith, instances of security breaches.
3. The Vendor hereby agrees that they will preserve the documents.

5.45 Confidentiality

This document contains information confidential and proprietary to Central Bank of India. Additionally, the Bidder will be exposed by virtue of the contracted activities to internal business information of Bank, affiliates, and/or business partners. Disclosure of receipt of any part of the afore mentioned information to parties, not directly involved in providing the services requested, could result in the disqualification of the Bidder, premature termination of the contract, or legal action against the Bidder for breach of trust.

No news release, public announcement, or any other reference to this RFP or any program there under shall be made without written consent from Bank. Reproduction of this RFP, without prior written consent of Bank, by photographic, electronic, or other means is strictly prohibited.

The Vendor shall not commercially use or disclose any Confidential Information, or any materials derived there from to any other person or entity other than persons in the direct employment of the VENDOR, its affiliates, partners, directors, associates who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above and for its internal quality performance review processes. The VENDOR may disclose Confidential Information to consultants, professional indemnity insurers, advisors such consultant, professional indemnity insurers, advisors shall be bound with similar confidentiality terms and conditions that



are no less restrictive than these. The VENDOR shall take appropriate measures by instruction and similar confidentiality written agreement prior to disclosure to such employees, affiliates, partners, directors, associates to make certain against unauthorized use or disclosure. The Bidder agrees to notify the BANK immediately if it learns of any use or disclosure of the BANK's Confidential Information in violation of the terms of this RFP. Further, any breach of non-disclosure obligations by such employees or consultants shall be deemed to be a breach of this RFP by the Bidder and the Bidder shall be accordingly liable therefore and indemnify to the BANK.

Provided that the Bidder may disclose Confidential information to a court or governmental agency pursuant to an order of such court or governmental agency as so required by such order, provided that the Bidder shall, unless prohibited by law or regulation, promptly notify the BANK of such order and afford the BANK the opportunity to seek appropriate protective order relating to such disclosure.

The service provider shall execute the Non-disclosure Agreement as per the **Format 8.16** with RFP or shared by Bank.

5.46 Adherence to Terms and Conditions

The bidders who wish to submit responses to this RFP should abide by all the terms and conditions contained in the RFP and subsequent corrigendum released, if any. If the responses contain any extraneous conditions put in by the Bidder, such responses may be disqualified and may not be considered for the selection process.

5.47 Execution of Contract, SLA

- i. The selected bidder shall sign a stamped "Agreement" (SLA) with the Bank at Mumbai as per the format to be provided by the Bank within 15 days from the date of acceptance of Purchase Order.
- ii. The Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after Bid evaluation and negotiation.
- iii. The Agreement shall be executed in English language only and original copy will be kept by the bank and the selected Bidder will receive the photocopy of the same. The Agreement shall be valid till all contractual obligations are fulfilled.

5.48 Successful Bidder's Personnel

The Successful Bidder will agree, acknowledge and covenant that:

- i. The personnel to be employed by the successful Bidder for carrying out the works have and will continue to use all the skill, care and diligence reasonably to be expected of such suitably qualified and experienced personnel having regard to the value, scale, character and quality of the Works.
- ii. The personnel employed shall have the necessary qualifications and skill sets as agreed to by Bank.
- iii. The Successful Bidder shall have necessary stand-by arrangements available in case of absence of personnel for leave or any other reason.



- iv. In case of services of an existing employee of the Successful Bidder are withdrawn / terminated by the Successful Bidder, sufficient notice has to be given to Bank and a replacement of equivalent qualification should be deployed; and
- v. Bank shall have the right to require the Successful Bidder to remove any of their personnel for misconduct or any other reason specified by Bank.

5.49 Substitute of Project Team Members

During the assignment, the substitution of key staff identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome delay in implementation or is critical to meet the obligation. In such circumstances, the bidder can do so only with the concurrence of the Bank by providing other staff of the same level of qualifications and expertise.

5.50 Professionalism

The bidder should provide professional, objective and impartial advice at all times and hold the Bank's interest paramount. It should observe the highest standard of ethics while executing the assignment.

5.51 Adherence to Laws and Standards

- The bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities which are applicable to respective business, obligations and subject matters of the contract.
- Bidder must ensure that the proposed products/services are compliant to all such applicable existing regulatory guidelines of GOI / RBI and also adheres to requirements of the IT Act 2000 (including amendments in IT Act 2008) and Payment and Settlement Systems Act 2007 and amendments thereof which are applicable to the business of the bidder. The bidder must submit a self-declaration to this effect.
- The Bank reserves the right to conduct an audit / ongoing audit of the services provided by the bidder.
- The Bank reserves the right to ascertain information from the banks and other institutions to which the bidders have rendered their services for execution of similar projects.

5.52 Authorized Signatory

The selected bidder shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract.

Requisite power of attorney/ board resolution authorizing the signatories of the bid to respond to this RFP must be submitted along with the bid. The selected bidder shall submit at the time of signing the contract, a certified copy of the extract of the resolution of its Board, authenticated by company Secretary, authorizing an official or officials of the bidder or a Power of Attorney copy to discuss or sign agreements/ contracts with the Bank. The bidder shall furnish proof of signature identification for above purposes as required by the Bank.



5.53 Collusive Conduct

Bidders and their officers, employees, agents and advisers must not engage in any collusion, anti – competitive conduct or any other similar conduct with any other bidder or any other person in relation to the preparation or lodging of responses.

By submitting a signed proposal, the bidder certifies that:

- i. It has arrived at the prices in its proposal without agreement or discussion with any other bidder of this RFP for the purpose of restricting competition.
- ii. The prices in the proposal have not been disclosed and will not be disclosed to any other bidder of this RFP.
- iii. No attempt by the bidder to induce any other bidder to submit or not submit a proposal for restricting competition has occurred.

5.54 Unlawful Inducements

A bidder and its respective officers, employees, agents or advisers must not have violated and must not violate any applicable laws regarding the offering of inducements in connection with the preparation of their response. Bidders and their representatives must not directly or indirectly attempt to unduly influence the outcome of the RFP process.

5.55 Conflict of Interest

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

5.56 Exit Management

The bidder shall promptly on the commencement of the exit management period supply to the Bank or its nominated Bidders the following:

- i. Complete information/documents relating to the current services rendered or customizations made
- ii. Documentation relating to Intellectual Property Rights

The bidder shall provide uninterrupted services on existing terms till an alternate solution is available.

Before the expiry of the exit management period, the current vendor shall deliver to the Bank or its nominated vendor all new or updated materials from the categories set out in point (1) above, and shall not retain any copies thereof, except that the current vendor shall be permitted to retain one copy of such materials for archival purposes only.

5.57 Transfer of Agreements

On request by the Bank or its nominated vendor, the current vendor shall affect such assignments, transfers, innovations, licenses and sub-licenses in favour of the Bank or its nominated vendor, in relation to any equipment lease, maintenance or service provision agreement between existing vendor and nominated vendor, and which are related to the services and reasonably necessary for the carrying out of replacement services.



The Bank and its appointed nominees shall have the Right of Access to premises where the assets are hosted or from where services are being provisioned.

5.58 Legal Compliance

- i. The Successful Bidder hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of license, permits and certificates and payment of taxes where required, labour laws, etc. If at any time during the term of this agreement, the Bank is informed or information comes to the Bank's attention that the Successful bidder is or may be in violation of any law, ordinance, regulation, or code (or if it is so decreed or adjudged by any court, tribunal or other authority), the Bank shall be entitled to terminate this agreement with immediate effect
- ii. The Successful bidder shall maintain all proper records, particularly but without limitation accounting records, required by any law, code, practice or corporate policy applicable to it from time to time including records, returns and applicable documents under the ex-Legislation
- iii. The Successful bidder shall ensure payment of minimum wages to persons engaged by it as fixed from time to time under the Minimum Wages Act, 1948. In case the same is not paid, the liability under the act shall solely rest with the Successful Bidder.

5.59 Amendment to Contract

Any change made in any clause of the contract which shall modify the purview of the contract within the validity and currency of the contract shall be deemed as an amendment. Such an amendment can and will be made and be deemed legal only when the parties to the contract provide their written consent about the amendment, subsequent to which the amendment is duly signed by the parties and shall be construed as part of the contract. The details of the procedure for amendment shall be as specified in the contract.

5.60 Correspondence and Notices

Any correspondence or notice from one party to another under the terms of the contract shall be served by email or by hand and confirmed in writing to the party's address. A notice shall be effective from the date when delivered.

5.61 Survival and Severability

Any provision or covenant of the Agreement, which expressly, or by its nature, imposes obligations on Service Provider shall so survive beyond the expiration, or termination of this Agreement. The invalidity of one or more provisions contained in this Agreement shall not affect the remaining portions of this Agreement or any part thereof; and in the event that one or more provisions shall be declared void or unenforceable by any court of competent jurisdiction, this Agreement shall be construed as if any such provision had not been inserted herein.



5.62 Waiver

No failure or delay on the part of either party relating to the exercise of any right power privilege or remedy provided under this tender document or subsequent agreement with the other party shall operate as a waiver of such right power privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right power privilege or remedy preclude any other or further exercise of such or any other right power privilege or remedy provided in this tender document all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at law or in equity.

5.63 Violation of Terms

The Bank clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief to restrain the Vendor from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

5.64 Information Ownership

All information processed, stored, or transmitted by successful Bidder equipment belongs to the Bank. By having the responsibility to maintain the equipment, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately, which is proved to have caused due to reasons solely attributable to bidder. Any information considered sensitive by the bank must be protected by the successful Bidder from unauthorized disclosure, modification or access. The bank's decision will be final.

Types of sensitive information that will be found on Bank systems which the Bidder plans to support or have access to include, but are not limited to Information subject to special statutory protection, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, etc.

5.65 Independent Contractor/Sub-Contractor

Nothing herein contained will be construed to imply a joint venture, partnership, principal-agent relationship or co-employment or joint employment between the Bank and Vendor. Vendor, in furnishing services to the Bank hereunder, is acting only as an independent contractor. Vendor / OEM are responsible for implementation and maintenance of the solution as per the requirement of Bank, managing the activities of its personnel or the personnel of its subcontractors/Authorized Reseller and will be accountable for both. Vendor shall be vicariously liable for any acts, deeds or things done by their employees, agents, contractors, subcontractors etc. which is outside the scope of power vested or instructions issued by the Bank. Vendor shall be the principal employer of the employees, agents, contractors, subcontractors etc. engaged by Vendor 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 this scope of work. No right of any employment



shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc. by Vendor, for any assignment under the purchase contract to be issued for this scope of work. All remuneration, claims, wages, dues etc. of such employees, agents, contractors, subcontractors etc. of Vendor shall be paid by Vendor alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of Vendor's employee, agents, contractors, and subcontractors. Vendor shall hold the Bank, its successors, Assignees and Administrators fully indemnified and harmless against loss or liability, claims actions or proceedings by statutory authority including labour laws, if any, that may arise from whatsoever nature caused to the Bank through the action of its employees, agents, contractors, subcontractors etc. The Service Provider alone shall file all applicable tax returns for all of its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services; and the Vendor will make all required payments and deposits of taxes in a timely manner.

5.66 Exit Option and Contract Re-Negotiation

- i. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of Liquidated damages as per the terms of the contract, in the event of one or more of the following conditions:
 - a) Delay in delivery of solution beyond the specified period.
 - b) Serious discrepancies noted in the solution delivered.
 - c) Breaches in the terms and conditions of the Purchase Order/Agreement.
 - d) Non satisfactory performance of Service Provider during the contract period.
- ii. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the Service Provider towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.
- iii. Bank shall serve the notice of termination to the Service Provider at least 30 days prior, of its intention to terminate services during the contract period.
- iv. In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Performance Guarantee given by the BIDDER.
- v. The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the BIDDER at more favourable terms in case such terms are offered in the industry at that time.
- vi. Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the BIDDER should continue to supply the equipment's (if required/non delivered) and provide services to the Bank as per the contract.
- vii. Reverse transition mechanism would be activated in the event of cancellation of the contract or exit by the parties or 6 months prior to expiry of the contract. The Bidder should perform a reverse transition mechanism to the Bank or its selected vendor. The reverse transition mechanism would be over a period of 6 months post the completion of the 30-day notice period to facilitate an orderly transfer of services to the Bank or to an alternative 3rd party / vendor nominated by the Bank. Where the Bank elects to transfer the responsibility for service delivery to a number of vendors Bank will nominate a System Integrator who will be responsible for all dealings with the Bidder regarding the delivery of the reverse transition services.



- viii. The reverse transition services to be provided by the Bidder shall include the following:
- ix. The vendor shall suitably and adequately train the Bank's or its designated team for fully and effectively manning, operating and maintaining the Security Operations Centre Solution.
- x. Vendor shall provide adequate documentation thereof.
- xi. The vendor shall jointly manage the solution with the bank or designated team for a reasonable period of time
- xii. The vendor shall assist the bank in migration of the Solution to another, if desired by the bank.
- xiii. Knowledge transfer: The Supplier shall provide such necessary information, documentation to the Bank or its designee, for the effective management and maintenance of the Deliverables under this Contract. Supplier shall provide documentation (in English) in electronic form where available or otherwise a single hardcopy of all existing procedures, policies and programs required supporting the Services. Such documentation will be subject to the limitations imposed by Supplier's Intellectual Property Rights of this Contract.
- xiv. Warranties: All the warranties held by or in the name of the Bidder/Supplier shall be assigned or transferred as-is, in the name of the bank. The Bidder/Supplier shall execute any and all such documents as may be necessary in this regard.
- xv. The parties shall return confidential information and will sign off and acknowledge the return of such confidential information.
- xvi. The Bidder/Supplier shall provide all other services as may be agreed by the parties in connection with the reverse transition services.
- xvii. The Bidder/Supplier recognizes that considering the enormity of the assignment, the transition services listed herein are only indicative in nature and the Supplier agrees to provide all assistance and services required for fully and effectively transitioning the services provided by the Supplier under the scope, upon termination or expiration thereof, for any reason whatsoever.
- xviii. The cost for reverse transition if any should be part of the commercial offer during which the existing Supplier would transfer all knowledge, knowhow and other things necessary for the Bank or new Supplier to take over and continue to manage the services. The Supplier agrees that the reverse transition mechanism and support during reverse transition will not be compromised or affected for reasons whatsoever is for cancellation or exist of the parties.
- xix. The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.
- xx. The Bank and the Supplier shall together prepare the Reverse Transition Plan. However, the Bank shall have the sole decision to ascertain whether such Plan has been complied



with.

- xxi. The Bidder/Supplier agrees that in the event of cancellation or exit or expiry of the contract it would extend all necessary support to the Bank or its selected Suppliers as would be required.

Notwithstanding anything contained in this Agreement, the Bank shall be entitled to terminate the agreement with the service provider without assigning any reason at any time by giving **thirty (30) days** prior written notice to the service provider.

5.67 Order Cancellation

The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons in the event of one or more of the following conditions:

- a) Delay in offering services beyond the stipulated period from the date of Purchase Order.
- b) Delay in implementation beyond stipulated period
- c) Repetitive failures/poor service by the Bidder.

In addition to the cancellation of purchase order, the Bank reserves the right to invoke the Bank Guarantee given by the successful bidder to appropriate the damages and also to black list the bidder from participating in any future tender process of the Bank.

5.68 Assignment

Bank may assign the Project, and the solution and services provided therein by Service Provider in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. The Bank shall have the right to assign such portion of the facilities management services to any of the Contractor/sub-contractors, at its sole option, upon the occurrence of the following:

- (i) Service Provider refuses to perform.
- (ii) Service Provider is unable to perform;
- (iii) Termination of the contract with Service Provider for any reason whatsoever.
- (iv) Expiry of the contract.

Such right shall be without prejudice to the rights and remedies, which the Bank may have against Service Provider. Service Provider shall ensure that the said subcontractors shall agree to provide such services to the Bank at no less favourable terms than that provided by Service Provider and shall include appropriate wordings to this effect in the agreement entered into by Service Provider with such sub-contractors.

5.69 Payment and Taxes

- i. The scope of work is divided in different areas and the payment would be linked to delivery and acceptance. Payments will be made subject to LD/penalty/compliance of Service Levels defined in the RFP document.



- ii. The Bidder must accept the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted.
- iii. The payments will be released only through NEFT / RTGS and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.
- iv. The price would be exclusive of all applicable taxes. The price quoted by the bidder should not change due to exchange rate fluctuations, inflation and market conditions. The bank will not pay any out-of-pocket expense.
- v. Goods and Services Taxes (GST) and its Compliance
 - a) Goods and Services Tax Law in India is a Comprehensive, multi-stage, destination-based tax that will be levied on every value addition. Service Provider shall have to follow GST Law as per time being enforced along with certain mandatory feature mentioned hereunder-
 - b) TDS (Tax Deducted on Source) is required to deduct as per applicable under GST Law on the payment made or credited to the Service Provider of taxable goods and services. It would enhance the tax base and would be compliance and self-maintaining tax law based on processes. The statutory compliances contained in the statutes include obtaining registration under the GST law by the existing assesses as well as new assesses, periodic payments of taxes and furnishing various statement return by all the registered taxable person.
 - c) It is mandatory to pass on the benefit due to reduction in rate of tax or from input tax credit (ITR) to the Bank by way of commensurate reduction in the prices under the GST Law.
 - d) If Service Provider as the case may be, is backlisted in the GST (Goods and Services Tax) portal or rating of a Service Provider falls below a mandatory level, as decided time to time may be relevant ground of cancellation of Contract.
- vi. Bank shall deduct tax at source, if any, as per the applicable law of the land time being enforced. The Service provider shall pay any other taxes separately or along with GST if any attributed by the Government Authorities including Municipal and Local bodies or any other authority authorized in this regard.

5.70 Service Provider's Integrity and Obligation

The **Service Provider** is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.

Service Provider's obligations

- a) The Service **Provider is** obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank and implementation activities.
- b) The **Service Provider** will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the **Service Provider's** negligence. The **Service Provider** will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.
- c) **The Service Provider** is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanours.
- d) **The Service Provider will** treat as confidential all data and information about the Bank, obtained in the execution of its responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.
- e) The service Provider shall ensure that the software and hardware relevant for the Services



contemplated under this RFP, is properly maintained and always operated, without hampering the services with proper standby.

- f) Ensure that there is sufficient back up in terms of power and other infrastructure, including but not limited to, Uninterrupted Power Supply, air-conditioners, components/resources at the Location for rendering the Services in terms of this RFP.
- g) The Service Provider shall be fully responsible for any breach of data confidentiality of customer related information. This liability shall be applicable even after the contract expires or gets terminated.
- h) The Service Provider should have a well-documented Business Continuity Plan and Disaster Recovery Plan and also security and control practices.
- i) The Service Provider should ensure that the due diligence and verification of antecedents of employees/personnel deployed by him for execution of this contract are completed and is available for scrutiny by the Bank.
- j) The Service Provider shall disclose security breaches if any to the Bank, without any delay.
- k) Service Provider shall permit audit by internal/external auditors of the Bank or RBI to assess the adequacy of risk management practices adopted in overseeing and managing the outsourced activity/arrangement made by the Bank.
- l) Service Provider must comply with RBI circular on “Cyber Security Framework for Banks” and assurance from the respective OEMs/Application providers that the application is free from embedded malicious/fraudulent code.
- m) Service Provider should follow Information security guideline issued by Bank/Regulatory/Statutory Authority time to time, and the same must be complied in order without fail, to avoid breach of contractual obligation.
- n) Service Provider shall submit Integrity Pact, Non-Disclosure Agreement and Performance bank guarantee as per satisfaction of the Bank.
- o) The Service provider should guarantee that the software supplied to the Bank is licensed and legally obtained. Software must be supplied with their original and complete printed documentation.
- p) The Service provider should make proper arrangement with respective OEM to ensure that back-to-back arrangement in place for continuing support for the Server,) and System Software provided for implementation of Vendor payment module Solution. So that continuity is maintained for Vendor Payment Module in the event of insolvency, bankruptcy, liquidation, acquisition, windup, amalgamation or termination on default of Service Provider.
- q) The License is granted to the existing entity of the Bank and in the event of any merger/acquisitions in future shall automatically transfer the license to the newly merged entity without any additional cost or charges. In this juncture support and services shall be continue till the currency of the contract.
- r) The Bank reserves its right to blacklist to Service Provider to participate in future tender process, in the event of delay in project beyond the specified period or non-compliance of the RFP terms or non-fulfilment of RFP functional requirements or severe bugs in the application or proposed system performance is not satisfactory. Bank shall have right to exercise power conferred under this clause along with any or all right incorporated under RFP/Agreement.
- s) The service provider should comply within the specified timeline, the finding of the external or internal Audit including Regulatory/Statutory without any additional cost to the BANK.
- t) The service provider should comply of the Retention policy of the Bank and co-ordinate to preserve the data/documents of bank for minimum 10 years.



5.71 Source code and escrow

- a) The selected Bidder shall place the source codes of the solution product and their technical documentation i.e. the procedures necessary to build the Source into executable from the Application solution, within one year of formal acceptance thereof with an escrow agent as per the terms and conditions of a tripartite agreement to be signed between the Bank, the selected bidder and the escrow agent.
- b) The source code shall contain all information in eye readable form necessary to enable a reasonably skilled programmer or analyst to maintain and /or enhance the program(s) and that, without prejudice to the generally of the foregoing, the source shall contain all listing of code, programmer's comments, logic manual and flowcharts.
- c) The escrow will be released to and become the property of the Bank in the event that the Contract is terminated for either Default or Insolvency, or should the selected bidder cease, or give notice of intention to cease to provide maintenance or technical support service for the Software as required by the Contract. The agent will affect the release within 15 days of receipt of written demand from the Bank, therefore.
- d) The contents of the escrow shall be kept current with the most recent release of the Software as long as the Bank contracts with the selected bidder for Software maintenance, within 3 months of the installation of said release into production operation at the Bank's site. The escrow shall be established so as to maintain the last three versions deposited.
- e) The selection of the escrow agent will be made jointly by the Bank and the selected bidder. All costs incurred in connection with the escrow arrangement will be borne by the selected bidder.

5.72 Acceptance of Offer

1. The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.
2. The Bank will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.
3. The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever. The bank reserves the right to re-tender the RFP with or without modifications. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.
4. The bidder including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.

5.73 Award of Contract

1. The contract shall, be awarded and the order shall be placed on selected Bidder.
2. The selected bidder shall submit the acceptance of the order within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of



the order by the bidder.

3. Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected bidder.
4. The Shortlisted bidder/s will be required to supply the solution to various branches/Offices of the Bank.

5.74 Effective Date

The effective date shall be date of acceptance of the order by the selected bidder. However, the bidder shall submit the acceptance of the order within seven days from the date of receipt of order. The Bank reserves the right to consider the late acceptance of the order, if any, at its discretion.

5.75 Security Deposit / Performance Bank Guarantee

Bank may, at its sole discretion, award the contract, in whole or in part, to one or more vendors, to ensure timely execution and specialized delivery, as deemed most advantageous, based on the evaluation criteria outlined herein.

- a. The successful bidder should submit a Security Deposit / Performance Guarantee for 10 % of total value of the contract within 15 days from the date of acceptance of the Order.
- b. Security Deposit should be submitted by way of NEFT/RTGS/DD drawn on Central Bank of India payable at Mumbai / Bank Guarantee may be obtained from any of the Scheduled Banks (other than Central Bank of India). However, it should be as per the **Format 8.15**
- c. Security Deposit/Performance Bank Guarantee should be valid for total contract period (Six years) from the date of acceptance of the solution and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of Three months from the last date of validity.
- d. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.
- e. The security deposit / bank guarantee will be returned to the bidder on completion of Warranty Period.
- f. The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. The Bank shall notify the selected bidder in writing before invoking the Bank guarantee.

5.76 Proposal Ownership

The proposal and all supporting documentation submitted by the bidder shall become the property of the Bank. As the Bidder's proposal is important for the evaluation and selection process, it is important that, the bidder carefully prepares the proposal as per the prescribed format only. Under no circumstance, the format can be changed, altered or modified. Bidders must provide categorical and factual replies to specific questions. Bidders may provide additional technical literature relating to their proposal but in a separate Annexure. Correct and current technical details must be completely



filled in. The Appendices/Annexures to this RFP shall form integral part of the RFP.

5.77 Project Ownership

The application software should be owned by the bidder and the undertaking should be given in this regard. The documents regarding ownership should be produced thereafter.

5.78 Project Manager

- I. Successful bidder has to engage an experienced onsite Project Manager for this assignment who should have at least L2 level experience of successful installation and other components etc. in a large project for a banking/ financial organization.
- II. The successful bidder is required to provide onsite management & governance for the scope of the RFP throughout the tenure of the implementation.

From the Bank 's side, Project Management will be established at Risk Management Department, First Floor, Bajaj Bhawan, Nariman Point, Mumbai 400021. Technical support and Hardware will be provided at data centre i.e. CBD Belapur, Navi Mumbai, Pin 400614 and DR (Disaster Recovery) site is at Hyderabad.

5.79 Project Timeline

The successful Bidder shall be responsible for delivery; installation, support and maintenance of entire software solution as per requirement of the Bank and shall undertake to adhere to the timeline specified in RFP. If the Bidder fails to do so within the stipulated scheduled time or by the date extended by the Bank, (in case bank deems fit and not obligatory on the bank to extend the date) it will be tantamount to breach of contract. In such case, the Bank would be entitled to charge penalty and/or have the right to terminate the contract, as the case may be, as specified in this RFP.

5.80 Supply of software licenses

The successful bidder shall supply the software & licenses required for successfully operationalizing the ALM software application.

1. The software will have to be supplied with the complete and legal documentation of software, all subsystems, Database, system software requirements, software drivers and manuals as applicable. The bidder shall supply operation and maintenance manuals together with drawings of goods and equipment's built. These shall be in such details as will enable the bank to operate, maintain, adjust and repair all parts as stated above.
2. The bidder shall supply along with each item, all the related documents, Software Licenses and necessary media of the software loaded without any additional cost. The media and documents shall be in English. These will include but not restricted to User Manual, Operation Manual, technical manual etc.
3. All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the Bank



5.81 Disaster Recovery Setup

Successful bidder is required to establish the Disaster Recovery (DR) set up. The DR set up will be mirror image of the Primary setup except UAT servers which is only at DC location.

5.82 Penalty Clause

The successful bidder must strictly adhere to the schedules for completing the assignments. Failure to meet these schedules will constitute a material breach of performance. In the event that the Bank is forced to cancel an awarded contract relative to this RFP due to the successful bidder's inability to meet the agreed delivery dates, the bank may take suitable penal actions as deemed fit.

Delay in installation/configuration of GST application solution

Penalty will be charged 1% of software cost per week or part thereof for delay in delivery and installation of software beyond 8 weeks from the date of acceptance of purchase order subject to a maximum cap of 10% of the project cost.

Part 6- Scope of Work

6.1 Summary of Solution Functional Requirements

The objective of the tendering is to engage a vendor for providing the services for Supply, Installation, Configuration, Testing, Migrating data, Integrate & Commission all the necessary software modules with necessary and adequate customization, modification, patches, upgrades, utilities, tools, etc., and Maintain the Asset & Liability Management (ALM), Fund Transfer Pricing (FTP) and Interest Rate Risk in Banking Book (IRRBB) Solution to achieve full functionality with features required in the ALM solution. The proposed solution will be "On-Prem". The broader scope of the proposed solution should include (but not restricted / limited to) the following

- 1) Development of Structural Liquidity Statement.
- 2) Development of Interest Rate Sensitivity Profile – TGA & DGA
- 3) Computation of Liquidity Coverage Ratio (LCR)
- 4) Computation of Net Stable Funding Ratio (NSFR)
- 5) Development of framework for Interest Rate Risk in Banking Book (IRRBB).
- 6) Development of Behavioural Models for Non-Maturing line items and Back testing for SSL, IRS and IRRBB.
- 7) Internal Reporting Framework
- 8) Fund Transfer Pricing
- 9) Dynamic ALM framework

All the above frameworks should be developed as per RBI guidelines. Vendor should be able to provide consultancy on development of key frameworks including but not limited to introduction of new fields, framework, processes and changes in existing system used for calculating various numbers used for regulatory/internal reporting.



Implementation Schedule and Deliverables from the Bidders

The schedule of delivery and activities towards implementation of the project is given below:

Stage	Specification	Weeks	Weeks Cumulative
1	Finalization of System Requirement Specification (SRS) from the date of purchase order	5	5
2	Customization / parameterization and interface development	9	14
3	Software installation	1	15
4	User Acceptance Test (UAT) of regulatory reports/returns for SSL, IRS, LCR & NSFR	8	23
5	Go-live of regulatory reports/returns for SSL, IRS, LCR & NSFR	1	24
6	UAT of balance reports/returns for remaining tracks	11	35
7	Go-live of balance reports/returns for remaining tracks	6	41
8	Project completion buffer time	7	48

TECHNICAL SCOPE

Customization of the Software

On awarding the contract, the successful bidder should discuss with core users of the Bank for understanding the functioning of the existing system and gap analysis. The successful bidder shall prepare a customization document based on the gap analysis and other requirements of the RFP. The successful bidder shall undertake to obtain Bank's approval of the customization documentation and associated project plans before software customization work commences. The customization document should provide the plan in detail based on the criticality of the requirements.

Licenses

The successful bidder has to provide necessary enterprise licenses on perpetual / subscription basis for ALM, Solution which will be used for Primary Site (PR), DR Site, Development and UAT/Training. Accordingly, all necessary licenses on perpetual/Subscription basis for the ALM Solution have to be provided by the bidder for both PR & DR. The successful bidder has to quote for all software license requirements for Primary and DR implementation in their commercial Bid. Specification for ALM Solution has also to be mentioned in the technical bid. The Bidder shall furnish all the software licenses in the light of Bank's, its associates, successors etc., requirement for unlimited period and unlimited usages for implementation of the solution. However, if bank starts operations in any new overseas branch/country apart from the one's mentioned in current RFP, successful bidder can propose additional reasonable implementation fee for the new overseas instances, however the same shall be based on mutual agreement between the Bank and the bidder.



The licensing policy of the solution supplied must be provided to support the licensing model & actual licenses supplied to the Bank. Bank shall only be providing Linux/Windows Based virtual machines. Bank can only provide Oracle DB licenses. Any other OS/DB/Middleware licenses components are required for implementation of the solution, Bidder will have to supply the same and will have to factor the cost of such licenses in the application cost.

Disaster Recovery Site

The successful bidder is required to configure the Disaster Recovery (DR) setup for the proposed solution at Hyderabad. DR setup will be mirror image of the Primary setup.

Type of Infrastructure	Performance Measurement	Base Amount on which penalty will be calculated	Penalty*
Recovery Point Objective (RPO) for DR	30 Min	Penalty will be charged on the value of the business infrastructure at DC or DRC, as the case may be.	10%
Recovery Time Objective (RTO) for DR	60 Min	Penalty will be charged on the value of the business infrastructure at DC or DRC, as the case may be.	10%

*The amount indicated in this column represents the maximum penalty, which would be charged in case of default. In the event of failure of maintaining the uptime SLA liquidated damages of 10,000/- per hour with a grace period of 120 minutes. Bank will arrange for the network/WAN link between DC and DR Sites. Bandwidth requirement has to be specified clearly to meet the specified RPO and RTO as above. For a DR Drill, Bank may plan to shift functioning of all the systems from DC to DR which would include the ALM Solution also. Modalities for such Switchover/switchback needs to be provided by the successful bidder. The minimum number of DR drills is presently four (one per quarter). This will be subject to requirement from time to time.

On-site Support

The successful bidder shall provide three onsite support engineers for functional (& ad-hoc reporting), technical support and managing the solution from 10:00 AM to 7:00 PM on all bank working days, from the date of Go Live for a period of 5 years. The successful bidder needs to provide the price breakup of the resources allocated. Bank has the discretion to reduce/ terminate the onsite support as per the requirement with one-month notice period. On banks' request, the successful bidder is bound to increase the onsite support resource at the cost specified in the price breakup. The scope for the on-site engineer will include configuration changes, version upgradations, performance monitoring, trouble shooting, patch installation, database management



(Database schemas specific to application) and support for day-to-day software solution functional and technical operations. Further, the support engineer should be available during any software/database/hardware maintenance activities.

Man- Days support- In addition to onsite support, vendor will provide 500 Man days for handling any change request, audit related issues and any other issues for which bank needs vendor's assistance. In case Bank requires days more than 500 days, same will be provided at existing cost. The bidder should provide per day cost and cost will remain same throughout the contract.

Installation, Maintenance and Support

- i. The Solution has to be installed and customized as per bank's requirement by the OEM or SI of the proposed ALM solution only.
- ii. **Be responsible for studying of existing source systems, data mapping, Migration, ETL, integration with the OEM Solution, maintenance, support and overall management of the project. Bank is currently extracting ALM related data from SDR (Single Data Repository) i.e. Data warehouse of the Bank. Successful bidder will extract data directly from the source system/ Data warehouse or any other mode decided by the Bank for proposed solution.**
- iii. Supply, Install, Configure, Test, Migrate, Integrate & Commission all the necessary software modules with necessary and adequate customization, modification, patches, upgrades, utilities, tools etc., and Maintain the ALM Solution to achieve full functionality with features required in the ALM Solution as specified in the functional requirements.
- iv. Seamless integration of supplied, customized, developed ALM Solution for Bank to meet the Bank's Functional and Regulatory requirements.
- v. Proposed Solution should also provide interface with CBS, MIS, Integrated Treasury Management System, Active Directory (for user authentication).
- vi. Further, a detailed list of the systems with which the ALM, solution system should integrate will be provided during preparation of BRD and SRS.
- vii. On-Site maintenance of solution and related products with customization, change management, addition of new reports as required and desired by the Bank.
- viii. Performance tuning of application, necessary and adequate patches, upgrades, utilities, tools etc. after successful GO-LIVE of the Solution at the Bank, inclusive of providing support for day to day functional and technical support to the Bank's team at Head Office, Mumbai & Belapur.
- ix. The test activities should be carried out and vendor should submit all the test reports to the Bank authorities for vetting and approval.
- x. To provide complete training on the entire solution with all its components.
- xi. Transaction (Financial and Non-Financial) wise data flow from ALM Solution to CBS and vice-versa.



- xii. All observations are Risk based supervision (RBS-RBI) (Tranche data/DCT point/ RBI-SPARC) reports, and data points to be addressed complied.
- xiii. The proposed solution should cater to the needs of bank's ALM Solution requirements and other Statutory, and Regulatory requirements of present and immediate future of the Bank.
- xiv. Maintaining history of all additions, modifications, deletions and parameter changes etc. as Audit Trails and regular reports on the same for inspection and audit.
- xv. Ability to rapidly generate ad-hoc reports with an easy-to-use report writing Tool / Wizard by non-technical officers also.
- xvi. Providing application maintenance for error fix, patch management, upgradation, additions / modifications in the application to cater changes to data sources and /or new reporting requirements during warranty period of one year as well as during the post warranty period.
- xvii. The bidder should study the requirements of the bank including customization and provide a BRD (Business Requirement Document) and Systems Requirement Study (SRS) report to the bank.
- xviii. The bidder will be required to implement all three environments for the solution i.e. Production, DR, Development and Test.
- xix. The vendor has to migrate complete data from existing data sources to the proposed solution.
- xx. All data files transmitting through various interfaces should be in encrypted form.
- xxi. Interface with the service providers for Market data like financial data, etc. (Bank will pay the subscription charges).
- xxii. Any new regulatory requirement arising during the contract period must be covered without any additional cost to the bank which falls within the scope of the RFP. However, if the bank is insisting for a change request, then the same can be billed to the bank.
- xxiii. The hardware recommended should be scalable to support additional users and modules.
- xxiv. Necessary support should be provided to the IS auditor appointed by the bank for conducting Vulnerability Assessment & Penetration Testing on the solution supplied.
- xxv. Closure of all VAPT/IS AUDIT observations pertaining to the proposed solution within time frame stipulated by Bank without any additional cost to the Bank. The observations may be made at any frequency by the bank or bank appointed external system audit team at no additional cost to the successful bidder. The observations may be made at any frequency by the bank or bank appointed external system audit team.
- xxvi. 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.



- xxvii. The customizations done in the application should be done with proper version control mechanism in place
- xxviii. Undertake and assist the bank officials for the following Access Control activities (indicative):
- a) User account Creation/deletion as per access policy of the organization
 - b) Creating/modifying/deleting groups
 - c) Administering user rights, roles and passwords of all the relevant subsystems.
 - d) Maintaining data access security etc.
 - e) Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Bank.
- xxix. Undertake and assist the bank officials for the following Performance Tuning activities (indicative):
- a) Methodically carry from diagnosis to solutions.
 - b) Assist in device safe and secure procedures for enhancing performance of critical production systems/databases in a competitive, policy-based environment in co-ordination with application vendor.
 - c) Identify, correlate and isolate the performance bottlenecks in components of software solution.
 - d) Carry out performance tuning of solution application and databases on regular basis. e. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Bank.
- xxx. Undertake and assist the bank officials for 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 equipment.
 - k) Monitoring access logs and application logs
 - l) Purging of temporary Files, logs in accordance with Bank's policies
 - m) Firewall/IPS/IDS Policy formulation and implementation in the system supplied.
 - n) Data backup and restoration planning and implementation
 - o) Regular and proper backups of all Servers & Storage to protect against data losses. Regular analysis of events and logs generated in the entire sub systems including but not limited to



- servers, operating systems, databases, applications, etc. Applying service packs, hot fixes and security rollouts.
- p) Customizing login scripts
 - q) Troubleshooting Problems etc.
 - r) Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Bank.
- xxxi. Assist the bank official the following server administrator activities (indicative):
- a) Installation, configuration and commissioning of Backup plan/policy
 - b) Configure Backup for automatic backup of Application and Data.
 - c) Media Logs/Replacement
 - d) Recovery of Data in case of necessity etc.
 - e) Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Bank.
- xxxii. Monitoring and confirming the DR replication and performing DR:
- a) Ensuring that the application maintains the RPO and RTO as per RFP terms.
 - b) Performing switchover and switchback operations for DR drills as per the RFP terms. c. Documentation of the detailed procedure for switchover/failover and switchback/fall back operations to be performed during DR drill/Disaster.
 - c) Data protection, complete data backup and other data safeguards including disaster recovery in respect of the project
 - d) Coordinating with bank for creating infrastructure for Disaster Recovery and Business Continuity Management as per Bank policies.
- xxxiii. The bidder should provide Solution Administration manual(s), User / operational manual(s), regular training manuals and all related manual(s), service guides and handbooks, which shall be used by the Bank to run the ideal production environment. This should include how the various parameters should be monitored and tuned in the live system. Manuals should be provided in printed duly hard bounded form and 2 sets in soft copy duly labelled and indexed working CD/DVD.
- xxxiv. All installation and configuration reports, documents, diagrams etc. are to be supplied before commissioning. Compliance to Bank's policies like IT policy, Security policy, etc.
- xxxv. All professional services of the vendor required for complete installation, commissioning and maintenance shall be included in the scope of work.
- xxxvi. Solution must integrate with the Bank's existing network and security solutions.
- xxxvii. The SI will be responsible for notification of new versions / releases of the proposed solutions and supervise their implementation in mutually agreed deadlines.
- xxxviii. Notify about all the detected software errors, it's impact and correct them in the shortest possible time.
- xxxix. Enter into the obligation that in the event OEM releases a new version of software, and bank is using one of the previous versions, OEM would provide the full scope of services to the version used by bank for the period of at least 5 years from the date of go live.



- xl. The ALM solution 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 administrative offices.
- xli. Conduct 4 DR drills after Go live of the solution in conjunction with the Bank or as required by the Bank in the period of 1 year from the date of Go Live.
- xlii. The scope for the on-site engineer will include configuration changes, version up gradations of proposed solution, performance monitoring, trouble shooting, patch installation, database tuning for improving performance of application, and liaison with OEM for various support issues, etc.
- xlili. Alerting bank in case of any performance issues or hardware up-graduation requirements.
- xliv. Resolution of the issues as per the Service Response and Resolution time for the onsite support services mentioned in respective clause
- xlvi. Coordinating with the bank team and the vendor assigned by bank for exposing services and integration with the Enterprise Service Bus (whenever implemented), performing customization in application for the same (if required any) at no additional cost.
- xlvi. The major responsibilities as specified above are indicative only and are not exhaustive in any manner.
- xlvi. The Successful Bidder should perform regular health checkups of the hardware, including monitoring of performance metrics, logs, and system events.
- xlvi. The Successful Bidder should provide detailed health checkup reports, including recommendations for improvement, to ensure proactive maintenance and minimize downtime.
- xlvi. The Successful Bidder should apply regular patches to the servers, including security patches, bug fixes, and feature updates, to ensure the hardware and software are up-to-date and secure.
 - 1. The Successful Bidder should test patches before applying them to production environments to ensure compatibility and minimize disruptions.
 - li. The Successful Bidder should provide regular reports on hardware performance, issues, and maintenance activities, including health checkup reports and patch management status.
 - lii. The Successful Bidder should respond to hardware issues within the specified time frame, including acknowledgement.

Hardware Sizing

OEM/SI is required to provide for the detailed configuration of the recommended Development, Test, Disaster Recovery and Production server environments as per the requirements mentioned. Hardware intended to be sized and recommended by the bidder for ALM Solution should be able to process the peak level transactions projected at the end of contract period, at any point of time seamlessly and adhere to the hardware utilization parameters mentioned below.

Hardware Performance Parameters:

The recommendations for the hardware should consider the following:



- a) The recommended hardware should be industry standard and have high reliability, fault tolerance, redundancy and high availability.
- b) The recommended hardware for the solution should not exceed 70% of CPU(s), Memory(s), storage space and storage performance utilization levels at any given point in time during the contract period.
- c) Clustering of the application and database servers where required
- d) The recommended hardware and software should support the ALM Solution requirements for a period of 5 years post the acceptance of the solution.

Migration Activity

Selected Bidder should migrate the complete Asset Liability Management (ALM) Data, ALM reports, Regulatory reporting pipeline and audit pipeline from Existing Solution to the new Solution. Selected bidder should have expertise in data extraction, transformation and loading (ETL) Processes and BI tools. Selected bidder should ensure data accuracy, integrity security data governance and completeness during the migration.

Disaster Recovery

The solution must support Disaster Recovery plans as follows:

- a) Allow fail over to a DR Site
- b) Provide architecture and design for Disaster Recovery.
- c) Disaster Recovery design to support that “minimal loss of data” during RTO.
- d) SI must detail out any licensing information related to Disaster Recovery design.

Peak: The peak utilization of the components mentioned above should not cross 70% of its installed / activated performance parameters even at peak load for the entire contract period.

Human Resource Requirements

- i. The bidder to ensure that experienced resources (with both functional and technical expertise on the project domain and solutions used to implement the project) are assigned and available in the project throughout the project lifecycle.
- ii. Bidder to provide the profile and list of the resources working on the project after kick-off meeting. Any change in the resources during the project shall be with the permission of the bank and it will be the responsibility of the bidder to ensure that a replacement resource is assigned and available in the project with similar experience and sufficient knowledge transfer is carried out to ensure smooth functioning of the project.
- iii. In case of any such events leading to deficiency in the project deliverables / functioning, the same will be treated as lack of performance on part of bidder. Throughout the lifecycle of the project, **minimum of three onsite resources shall be available onsite on** all bank business days to support the project.



- iv. Number of onsite resources to handle the maintenance of application and customization shall be decided by the bidder and may be more than three if required.
- v. For Onsite Support, only L2 & L3 resources to be considered. Requirement of at least one L3 and two L2 resources to be mentioned in RFP. For L3 resource, minimum experience of 7 years and for L2 resources, minimum experience of 5 years is required exclusively in handling/maintain ALM solution of similar capabilities/configurations.
- vi. Bank will have the option of replacing the resource if he is not capable of delivering the assigned work during the implementation and Support services.
- vii. The successful bidder shall be the principal employer of the employees, agents, contractors, etc., engaged by them and shall be vicariously liable for all the acts, deeds, matters or things, of such persons whether the same is within the scope of power or outside the scope of power, vested under the contract.

Training

- i. The Supplier should provide training to personnel identified by purchaser from domain team on end user aspects of ALM, FTP & IRRBB Solution
- ii. The duration of the training will be of 6 days.
- iii. The Supplier should provide the End - User Training.
- iv. The training has to be provided to 10 officers of the Bank.
- v. Training should include training aids such as online tutorials, manuals, etc.
- vi. The Supplier should provide detailed training plan for this purpose as part of the deliverables
- vii. The Supplier will also provide training material for an on-line training course which can be undertaken by employees as an e-learning program.

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

Resolution/Response & Penalty

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

- i. 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.
- ii. 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.
- iii. 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.

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

*A penalty of Rs. 1,000/- shall be charged per hour for non-conformance with the aforementioned table. Maximum penalty for non-conformance would be capped at 10% of cost of the project. The penalty will be deducted from the charges payable during the contract period. In case, the penalty amount is more than amount payable by bank, bank reserves the right to invoke the performance security submitted by the successful bidder.

Uptime Requirements

Successful bidder will take total responsibility for the fault free operation during the contract period. Failure to meet these terms will result in penalties as detailed hereunder.

Expected uptime	Penalty (%) of monthly bill cost
99.90% and above	NA
99.50% to less than 99.90%	0.5%
99.25% to less than 99.50%	1%
99.00% to less than 99.25%	2%
98.50% to less than 99.00%	4%
98.00% to less than 98.50%	7%
Less than 98%	10%

Penalty will be deducted from monthly Onsite support cost, AMC/ATS cost

In the event of system failures that cause service unavailability due to hardware breakdowns, malfunctioning of components, accessories, system software, etc., the Successful bidder is required to address and resolve the defect immediately, within 4 hours of notification. SLA will be assessed on a monthly basis. The application availability, along with the necessary hardware/appliances, must be maintained at 99.90% on a 24x7x365 basis. Penalties will be imposed for downtime, and any penalty amount due to downtime during the one-year warranty period will be deducted from any subsequent payments to the Successful bidder. For downtime during the AMC/ATS/FM period, penalties will be deducted from the AMC/ATS/FM payments.



Bidder should provide facility of call (fault) logging through telephone, e-mail, web portal, etc. The bidder must submit call wise details monthly during warranty period

Penalty on Implementation

The Successful bidder shall be liable to a penalty of up to 0.5% of the Total Contracted Order for each week of delay if the project is delayed beyond the agreed timeline due to reasons attributable to the Successful bidder and not due to any fault of the Bank. The total penalty shall be capped at a maximum of 10% of the TCO. If the delay is caused by the Bank, the Successful bidder must provide adequate evidence to substantiate that the delay is attributable to the Bank.

Penalty on services

The Successful Bidder must deploy an onsite resource starting from the Go-Live date. In the absence of the onsite resource / If the engineer is unavailable, a suitable replacement must be provided immediately. Otherwise, penalty of 2% of the monthly Onsite Technical Support (OTS) cost will be levied for each day of delay, subject to a maximum penalty of 20% of the monthly Onsite Technical Support (OTS). This penalty will be deducted from any future payments.

Escalation Matrix:

The following table outlines the Escalation Points of Contact for the Successful Bidder and the Bank at each level.



Escalation Level	Escalation Point	Contact Details	Time to Acknowledge	Resolution Time
Level 1 (Initial Support)	Vendor's Front-Line Support / Bank IT Operations Team	Vendor: [Support Email / Phone] Bank: [IT Support Email / Phone]	Within 1 hour	Within 4 hours
Level 2 (Technical Support)	Vendor's Technical Support Team / Solution Specialist	Vendor: [Tech Support Email / Phone] Bank: [IT Support Manager Email / Phone]	Within 2 hours	Within 12 hours
Level 3 (Senior Management)	Vendor's Senior Solution Architect / SME Bank's IT or Security Head	Vendor: [Senior Email / Phone] Bank: [Security Manager Email / Phone]	Within 4 hours	Within 24 hours
Level 4 (Executive Escalation)	Vendor's Executive Management Bank's Senior Leadership	Vendor: [Executive Email / Phone] Bank: [CIO/CTO Email / Phone]	Within 8 hours	Within 48 hours

Penalty on account of delay in generation of regulatory reports:

All regulatory reports are to be generated at pre decided frequency mentioned under technical requirement. Any delay in generation of regulatory reports will result in penalty of up to 0.5% of onsite support cost. Total penalty shall be capped at maximum of 10% of the onsite support cost.

Additional Penalties

During the course of the 6(Six) year project, if any shortfall is observed in the RFP requirements (due solely to the Successful bidder), the Bank may impose a penalty of 0.5% of the total project cost for each week of delay, subject to a maximum penalty of 10%. These penalties will be deducted from the payments due for the project.

Total penalty should not go beyond 10 % of TCO.

Performance Measurement



Performance Measurements shall be done on monthly basis or as required by Bank and will be performed by Bank or Bank appointed third party agencies. Successful bidder representative shall assist Bank or Bank appointed third party agencies in performing Performance Measurements.

Performance Service Level Default will occur when Successful bidder fails to meet Minimum Service Levels, as measured monthly, for a particular Service Level.

Documentation Management:

Service Level Description	Measurement	Min Service Level	Cost Allocation
Documentation	Vendor shall update all the relevant system documentation as and when changes and / or updates are carried out as per the agreed timeframes with the bank	100%	INR 1,000 penalty for every day of delay in providing the documentation for each instance

Penalty clauses related to Data Loading Performance and Resource Utilization will be added in SLA.

Information Security

- i. Successful Bidder (SB) should comply with Bank's Information Security Policy, API policy, data retention policy, Bank's Digital Payment Security Controls Policy, Bank's Vendor Management Policy, RBI direction on Cyber Security Framework and Bank's RTO/RPO requirement.
- ii. SB to ensure to follow best in class industry proven security controls during design, development, implementation, maintenance stages, that prevent the misuse of information systems and appropriately protect the confidentiality, integrity, and availability of information systems. SB must adhere to compliance standards such as OWASP, SANS, ISO/IEC 27000 family security standards, NIST standards, CERT-In security requirements, MeitY requirements, regulatory and statutory compliance's requirements.
- iii. SB must ensure and incorporate all necessary security and control features within the application, API, Integrations, OS, Platform, Interface. Server, database, network, logs etc. wherever applicable
- iv. SB should have a mechanism for completing the background verification of the officials before on boarding.



- v. SB must ensure robust, consistent, and regular back-up and recovery/data restoration plans are in place. The data & configuration backups are to be taken in fully encrypted mode and maintained as per the Bank's policy/procedure.
- vi. SB must enable detailed logging and auditing of user, process activities & other activities in all resources including when and how data is accessed, changes in policy assignments, privileged accounts, administration actions and authorization logs which may indicate sensitive or privileged actions, to help detect and respond to security incidents.
- vii. Service Provider shall deliver the following documents to the Bank for every hardware / firmware / software including third party software before software/ service become operational, which includes, user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, on-line tutorials/ computer based tests, system configuration documents, system/database administrative documents, debugging/diagnostics documents, test procedures etc.
- viii. Service Provider shall provide documents related to review records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of service level failure as and when applicable.
- ix. SB to ensure data classification according to Bank's policy. Data must be appropriately labelled and classified by SB. Access controls must align with the Bank's data classification requirements.
- x. SB to ensure that Bank's production data must not be used in non-production infrastructure environments.
- xi. SB to ensure that the Data retention must be in accordance with Bank's Data Protection standards or relevant policy.
- xii. SB must design logical access controls using multi-factor authentication methods such as username, password, OTP, RSA Token, and biometric authentication to secure business critical data and information systems. xii. SB should follow the best practices of creation of separate network zones (VLAN segments) for Web, App, DB, DR, Critical & Non-Critical Applications.
- xiii. Secure use of Open Source:
 - The Implementation of open-source technologies should be taken up in compliance with Information Security (IS) policy of the Bank Open-Source Tools/Technologies will be used only with Enterprise support/platinum support.
 - SB to provide full support in implementation and maintenance for the open-source technologies in terms of upgradation, patching etc.
 - SB should provide the list of all open-source libraries being used in the platform. None of these should consist of any malicious code/script. All such libraries/code should undergo SAST (Static application Security Testing).



- Developer shall disclose all binary executables (i.e., compiled or byte code; source code is not required) of the software, including all libraries or components.
 - Developer shall disclose the origin of all software and hardware components used in the product including any open source or 3rd party licensed components.
- xiv. SB should entrust source code audit and VAPT through CERT-IN empanelled Auditors and they have to submit the report after attending all the observations.
- xv. SB to provide integrity certificate stating that the application is free of known vulnerabilities, malwares, and any covert channels in the code as per bank format.
- xvi. SB shall without any additional cost, rectify/ fix the security vulnerabilities if any found by security auditors nominated by the Bank from time to time.
- xvii. SB shall fix any security findings/vulnerabilities identified by various security agencies hired/consulted by the Bank/Regulator/CERT-In empanelled delegated by SB or Bank, without any additional cost to the Bank within agreed SLA. Further, if the security observation(s) cannot be closed by applying updates/patches/fixes/upgrades to the supplied equipment and replacement is the only option to close the observation(s), then SB has to replace the solution(s) with solution(s) meeting all the specifications of the RFP at no extra cost to the Bank.
- xviii. SB to ensure solution should follow secure SDLC process not limited to:
- S-SDLC (Secure System Development Lifecycle)
 - Risk Assessment
 - Threat Modelling
 - Secure Static Analysis
 - Dynamic Application Security Testing
 - Secure Testing and Code review
 - Secure Assessment and Secure Configuration Bank reserves the right to ask for any of the above related certifications performed to ensure SDLC.
- xix. SB must have capability to support strong crypto-standards (example- AES 256 and above), security protocols (example-TLS v1.2 and above) as well as security standards-authentication and authorization (Example-OAuth 2.0, JWT) which are internationally accepted and published security standards that are not deprecated/demonstrated to be insecure/ vulnerable
- xx. SB must the have capability to support Security mechanism such as TLS v1.2 and above, AD-Integration, Certificates and Key, integrations with message queues, secure file transfer, secure API etc
- xxi. SB must ensure integration of associated devices with Security Information and Event Management (SIEM), PIM, Database Activity Monitoring tool etc. And other security solutions of the bank for continuous monitoring of access, threats, audit logs, system usage, protection of log information, and administrator/operator activities.



- xxii. The key used by SB/vendor to encrypt Central Bank of India data should be different and kept secured preferably, either in a secure key-vault or using hardware security modules (HSMs). xxiii. The support staff should be well qualified to handle the desk requirement and should have **minimum two-year experience in the same line.**

Part 7- Evaluation Criteria and Process

Technical and Functional requirements

The ALM, FTP & IRRBB Solution will be evaluated for

- (1) ALM, FTP & IRRBB Solution (2105 marks),
- (2) Solution Capability (480 marks),
- (3) SI Implementation capabilities (445 marks) and
- (4) Technical and functional presentation (200 marks) as per the Technical Evaluation

Solution Capability

Sr. No.	Particulars	Evaluation Rules	Marks	Max Marks
2.1.	The Proposed Solution is implemented in Schedule Commercial Bank in India.	Implemented in more than 3 (three) Banks with business size of at least 2 Banks having more than Rs 5 Lakh Crore in India.	30	30
		Implemented in more than 2 (two) Banks with business size of at least 1 Bank having more than Rs 5 Lakh Crore in India.	20	
		Implemented in minimum 2 (Two) Bank having business size of more than Rs 4 Lakh Crore in India.	10	
2.2.	The proposed software/ solution is live 1 year in at-least 2 (Two) Schedule Commercial Bank in India as on Bid submission date	The proposed software/ solution is live for 1 (one) year in more than 3 (Three) Schedule Commercial Bank in India as on Bid submission date.	30	30
		The proposed software/ solution is live for 1 (one) year in 3 (Three) Schedule Commercial Bank in India as on Bid submission date.	20	



		The proposed software/ solution is live for 1 year in 2 (Two) Schedule Commercial Bank in India as on Bid submission date.	10	
2.3.	OEM solution is satisfactorily implemented with post implementation support (Onsite/Offsite) for proposed ALM Solution (Including LCR & NSFR) in at least One Scheduled Commercial Bank having a minimum of 1000 branches, within the last three years, in India including one Public Sector Bank. (Branch means "Brick & Mortar Branch")	Minimum 3000 Branches	30	30
		Minimum 2000 Branches	20	
		Minimum 1000 Branches	10	
2.4.	OEM solution is satisfactorily implemented with post implementation support (Onsite/Offsite) for proposed FTP in at least One Scheduled Commercial Bank having a minimum of 1000 branches, within the last three years, in India including one Public Sector Bank. (Branch means "Brick & Mortar Branch")	Minimum 3000 Branches	30	30
		Minimum 2000 Branches	20	
		Minimum 1000 Branches	10	
2.5.	OEM solution is satisfactorily implemented with post implementation support (Onsite/Offsite) for proposed IRRBB in at least One Scheduled Commercial Bank having a minimum of 1000 branches, within the last three years, in India including one Public Sector Bank. (Branch means "Brick & Mortar Branch")	Minimum 3000 Branches	30	30
		Minimum 2000 Branches	20	
		Minimum 1000 Branches	10	
2.6	Number of Models available (Out of the Box) for the purpose of bucketing non maturing line	More than 7	30	30



	items in SSL required under RBI guidelines.	4 to 7	20	
		Less than 4	10	
2.7	Number of Models available (Out of the Box) for the purpose of bucketing non maturing line items for the purpose of IRRBB as per latest RBI guidelines. Models should cover minimum requirement of RBI in terms of modelling expectations and selection of variables (Including macroeconomic parameters.	More than 10	30	
		5 to 10	20	
		Less than 5	10	30
2.8	Availability of offsite support by OEM for ALM solution (Including LCR & NSFR)	12 to 24 hours all day throughout the year	25	
		12 to 24 hours all day throughout the year (except weekend)	10	25
		Less than 12 hours within fixed time slot	5	
2.9	Availability of offsite support by OEM for FTP solution	12 to 24 hours all day throughout the year	25	
		12 to 24 hours all day throughout the year (except weekend)	10	25
		Less than 12 hours within fixed time slot	5	
2.10	Availability of offsite support by OEM for IRRBB solution.	12 to 24 hours all day throughout the year	25	
		12 to 24 hours all day throughout the year (except weekend)	10	25
		Less than 12 hours	5	
2.11	Availability of latest technologies (Artificial Intelligence, Machine Learning) for data handling/ Behavioural Modelling/Report generation or any other area supporting best practices in interest rate and liquidity risk management.	Available	20	
		Not Available	0	20
2.12	Proposed solution should be available "on premises" and should be web based.	Available	25	
		Not Available	0	25
2.13		Available	20	20



	System should have out of the box facility of workflow management for managing key regulatory processes, regulatory returns/internal limit monitoring and escalations.	Not Available	0	
2.14	Solution should have out of the box capabilities for all the modules as per RBI regulations related to ALM including reporting and disclosure framework related to liquidity risk and interest rate risk framework.	Readily available	30	30
		Feature available with modifications to meet RBI guidelines	15	
2.15	Solution should have out of the box capability to develop customised dashboards for monitoring, reporting and analysing key metrics generated under regulatory/internal requirements.	Available	20	20
		Not Available	0	
2.16	System should have capability of re-generating any back dated report with updated data/modifications and able to capture all the logs of rerun/modification and updates.	Available	20	20
		Not Available	0	
2.17	Solution should have CIMS and element-based reporting capability.	Available	20	20
		Not Available	0	
2.18	Visit to reference site (If waived, all bidders would get 30 marks)	Based on the visit to Reference site, marks will be allotted.	40	40
	Total			480



SI Implementation capabilities

Sr. No.	Particulars	Evaluation Rules	Marks	Max Marks
3.1	Number of consecutive years (from the date of Go- Live) the OEM/SI has supplied the proposed ALM Solution in clubbing LCR and NSFR.	Above 5 years	25	25
		Above 3 years to 5 years	15	
		Above 2 years to 3 Years	10	
		Less than 2	0	
3.2	Number of consecutive years (from the date of Go- Live) the OEM/SI has supplied the proposed FTP Solution.	Above 5 years	25	25
		Above 3 years to 5 years	15	
		Above 2 years to 3 Years	10	
		Less than 2	0	
3.3	Number of consecutive years (from the date of Go- Live) the OEM/SI has supplied the proposed IRRBB Solution.	Above 1 year	25	25
		Less than 1 year	15	
3.4	Number of Models developed and hosted for the purpose of bucketing non maturing line items in SSL required under RBI guidelines.	More than 7	30	30
		4 to 7	20	
		Less than 4	10	
3.5	Number of Models developed and hosted for the purpose of bucketing non maturing line items for the purpose of IRRBB as per latest RBI guidelines. Models should cover minimum requirement of RBI in terms of modelling expectations and selection of variables (Including macroeconomic parameters.	More than 10	30	30
		5 to 10	20	
		Less than 5	10	
3.6	Number of consecutive years taken for implementing ALM solution (Including LCR & NSFR) in schedule commercial bank in India	Up to 1 year	30	30
		1 - 1.5 year	20	
		More than 1.5 Year	10	
3.7	Number of consecutive years taken for implementing FTP solution in schedule commercial bank in India	Up to 1 year	30	30
		1 - 1.5 year	20	
		More than 1.5 Year	10	
3.8		Up to 1 year	30	30



	Number of consecutive years taken for implementing IRRBB in schedule commercial bank in India	1 - 1.5 year	20	
		More than 1.5 Year	10	
3.9	References where OEM/SI has implemented or provided post implementation support (Onsite/Offsite) the ALM Solution in clubbing LCR & NSFR integrating with source systems in a schedule commercial bank operating in India with a business mix of at least RS. 4 Lakhs Crores.	4 Clients	30	30
		3 Clients	20	
		2 Clients	10	
3.10	References where OEM/SI has implemented or provided post implementation support (Onsite/Offsite) the FTP solution integrating with source systems in a schedule commercial bank operating in India with a business mix of at least RS. 4 Lakhs Crores.	4 Clients	30	30
		3 Clients	20	
		2 Clients	10	
3.11	References where OEM/SI has implemented or provided post implementation support (Onsite/Offsite) the IRRBB Solution integrating with source systems in a schedule commercial bank operating in India with a business mix of at least RS. 4 Lakhs Crores.	4 Clients	30	30
		3 Clients	20	
		2 Clients	10	
3.12	Number of Implementation or post implementation support experts & Consultants available in India with the OEM having more than 2 years of experience in the proposed ALM Solution including LCR & NSFR.	26 or more	30	30
		21 to 25	25	
		15 to 20	15	
		10 to 14	10	
3.13	Number of Implementation or post implementation support experts & Consultants available in India with the	26 or more	30	30
		21 to 25	25	
		15 to 20	15	



	OEM having more than 2 years of experience in the proposed FTP Solution.	10 to 14	10	
3.14	Number of Implementation or post implementation support experts & Consultants available in India with the OEM having more than 2 years of experience in the proposed IRRBB solution.	26 or more	30	30
		21 to 25	25	
		15 to 20	15	
		10 to 14	10	
3.15	Visit to reference site (If waived, all bidders would get 40 marks)	Based on the visit to Reference site, marks will be allotted.	40	40
	Total			445

Evaluation rules for qualifying for Technical bid evaluation and qualify for commercial bid opening are under:

The bidder to note that all the cutoff date for the purpose of scoring in above table shall be taken as March 2025.

The bidder has to score a minimum of 70% overall marks aggregating to section (1), (2), (3) & (4) with minimum of 70 % under Mandatory specification for section (1) in order to qualify for commercial bid opening. The bidder has to score a minimum of 70% marks for sections (2), (3) & (4) in Technical specification for qualifying for Technical bid evaluation.

Hence, Minimum Overall score to be obtained aggregate to all section: 2261, and the Minimum Score to be obtained under mandatory specification for section (1): 1474 with the condition that 100% of all requirements are to be developed before “Go Live”. The score shall be considered based on clear demonstration of self-declaration of functional requirements and documentary evidence.

Section	Description	Max. Marks		Min. Qualifying in % Section wise	Min. Qualifying Marks Section wise		Weightage for Technical Evaluation
(1)	ALM, FTP & IRRBB Solution evaluated as per the solution specification	Total Max Marks	2105	70%	Total Qualifying Marks	1474	30%
		Mandatory Max Marks	1953		Mandatory Qualifying Marks	1367	
(2)	Solution Capability	480		70%	336		30%



(3)	OEM/SI Implementation experience & Support capabilities	445	70%	312	15%
(4)	Technical and functional presentation	200	70%	140	25%
Total Maximum Marks					3230

For example:

Marks secured by bidder “A” for Section (i) =2000 out of max marks 2105

Marks secured by bidder “A” for Section (ii) =350 out of max marks 480

Marks secured by bidder “A” for Section (iii) =350 out of max marks 445

Marks secured by bidder “A” for Section (iv) =120 out of max marks 200

Now, the secured marks by bidder “A” shall be considered for scoring of technical bid as under:

For Section (i) = $(30/2105) * 2000 = 28.50$

For Section (ii) = $(30/480) * 350 = 21.88$

For Section (iii) = $(15/445) * 350 = 11.80$

For Section (iv) = $(25/200) * 120 = 15$

Hence, Total marks secured by the bidder out of total 100 marks for Technical bid shall be= $28.50+21.88+11.80+15.00=77.18$

Tender will be awarded on the basis of Quality cum Cost based selection in 70:30 ratio i.e. 70% Weightage for Technical bid + 30% Weightage for Commercial bid and the bidder who score HIGHEST MARKS will be declared as H1 Bidder. Weightage of technical bid (Max 7%) will be calculated on total marks of technical evaluation scoring parameter.

1.1 Technical Bid

1. It is mandatory to provide the technical and functional details of the software in the exact format as given in the RFP. The offer shall not be evaluated by Bank in case of non-adherence to the format or partial submission of technical details.
2. It should include Cost of the tender document (if not submitted earlier) and security deposit amount in the form of money transferred to central bank of India in the mentioned account.
3. It should include compliance with all functional requirements
4. It should include compliance with technical requirements
5. It should include details of service support infrastructure of proposed solution.
6. It should include Bill of material without price information.
7. The Technical Proposal will be evaluated for technical suitability. Commercial Proposal shall be opened only for the shortlisted bidders who have qualified in the technical evaluation.
8. The Technical Bid must contain the following.



- a) Product Brochures containing detailed description of essential technical and performance characteristics of offered software and hardware.
- b) Details of service/support network (addresses, names of contact persons, phone numbers etc.)

The Technical Proposal shall be organized and submitted as per the following sequence:

- a) Table of Contents (list of documents enclosed).
- b) Bid Security /Earnest Money Deposit).
- c) Tender Document Fee.

All copies of certificates, documentary proofs etc.

All Technical Bid Evaluation criteria documents to arrive at the technical scoring.

- **Format 8.1 Technical Proposal Format**
- **Format 8.2 Eligibility Criteria**
- **Format 8.3 Self Declaration Blacklisting**
- **Format 8.4 Undertaking of Information Security**
- **Format 8.5 Undertaking for Labour Law.**
- **Format 8.6 Reference Details**
- **Format 8.7 Infrastructure requirement for the Solution**
- **Format 8.8 Escalation Matrix of All Verticals**
- **Format 8.9 Undertaking as per Outsourcing norms**
- **Format 8.10 Letter of Undertaking**
- **Format 8.11 FORMAT FOR BID SECURITY (EMD)/BANK GUARANTEE**
- **Format 8.12 Pre-Contract Integrity Pact**
- **Format 8.13 Land Border Sharing Certificate**
- **Format 8.16 NON-DISCLOSURE Agreement**
- **Format 8.17 Letter Of Authorisation-Original Equipment Manufacturer (OEM)**
- **Format 8.18 MAKE IN INDIA PURCHASE PREFERENCE**
- **Format 8.19 Compliance Certificate**

1. Detailed Solution and Functional Specifications.:

RFP Column	Description	Mandatory(M)/ Desirable(D)/ Optional(O)	Max Marks
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1	ALM, FTP & IRRBB Solution evaluated as per the solution specification		
1.1	Solution Specification		
1.1.1	System Configuration and interfacing		
1.1.1.1	Proposed Solution should include an enterprise class ETL tool for ALM data preparation and reporting purpose.	M	3
1.1.1.2	The proposed ETL should have ability to access data from multiple sources flat files, relational database like Oracle, Postgres, Teradata etc., production views, data lake, CSV or text files where ALM data would be residing.	M	3
1.1.1.3	The proposed solution should have predefined data quality rules and provision to add additional rules on ALM input data/files from front end.	M	3
1.1.1.4	The proposed solution should have out of the box capabilities to visualize end to end data lineage covering entire analytical life cycle starting from data ingestion, data transformation, analytical calculations and visualization.	M	3
1.1.1.5	The system should extract all necessary data from all the source systems used by the Bank.	M	3
1.1.1.6	The system should be scalable and facilitate interfacing of other systems when new systems are implemented by way of acquisition/amalgamation etc.	M	3
1.1.1.7	As a back-stop measure, the system should support the manual upload of Memorandum of Corrections (MOC) data to manually edit or enter a MOC in case of data quality issues, with proper checks& audit trail with two factor authentication.	M	3
1.1.1.8	The system should perform data validation checks on the source data extracted.	M	3
1.1.1.9	The system should alert the user in the event of failed data validation checks.	M	3
1.1.1.10	All the daily reports (LCR, SSL, IRS and NSFR) are to be delivered T+2 basis on consistent basis	M	3
1.1.1.11	System should be able to provide an audit pipeline/workspace for running MOCs for SLS, IRS, LCR & NSFR framework and provide statements of these tracks for audit and disclosure purpose as per audited Balance sheet of the Bank.	M	3
1.1.2	Extraction of requisite data		
1.1.2.1	At a minimum, the system should capture the following parameters at a transaction level to enable cash flow generation:		
1.1.2.1.1	Customer Information File (CIF) No.	M	3
1.1.2.1.2	Customer type	M	3
1.1.2.1.3	Counterparty / Customer name	M	3



1.1.2.1.4	Product / instrument	M	3
1.1.2.1.5	Account number	M	3
1.1.2.1.6	PAN No./ CIN No.	M	3
1.1.2.1.7	Originating branch	M	3
1.1.2.1.8	Originating Business Unit	M	3
1.1.2.1.9	Originating Regional Office / branch Segment wise	M	3
1.1.2.1.10	Legal Entity	M	3
1.1.2.1.11	Occupation	M	3
1.1.2.1.12	Originating / disbursal date	M	3
1.1.2.1.13	Maturity date / tenor	M	3
1.1.2.1.14	Outstanding balance	M	3
1.1.2.1.15	Original amount	M	3
1.1.2.1.16	Fixed / floating rate	M	3
1.1.2.1.17	Benchmark curve (if floating)	M	3
1.1.2.1.18	Fixed spread over benchmark (if floating)	M	3
1.1.2.1.19	Repricing frequency (if floating)	M	3
1.1.2.1.20	Re-pricing dates (previous and next)	M	3
1.1.2.1.21	Pay Dates	M	3
1.1.2.1.22	Payment frequency	M	3
1.1.2.1.23	Frequency of interest accrual	M	3
1.1.2.1.24	Compounding frequency	M	3
1.1.2.1.25	Status (i.e. performing or non-performing) & SMA status	M	3
1.1.2.1.26	Amortization schedule	M	3
1.1.2.1.27	Original currency	M	3
1.1.2.1.28	Defeasance Period for trading book (HFT) investments & Advances (Interest or principal overdue)	M	3
1.1.2.1.29	Scrip wise Investment details	M	3
1.1.2.1.30	Account level Ratings for Investment, advances etc. (Internal & External)	M	3
1.1.2.1.31	Sanctioned Limits for advances	M	3
1.1.2.1.32	General Ledgers accounts	M	3



1.1.2.1.33	The system should also have the capability to allow users to manually enter any market yield curve or Spread Curve or Deposit Curve/card rates or any other user defined rate which is to be used as coupon or yield. The system should be capable of accepting the external data feeds from Reuters, Bloomberg, Any other system	M	3
1.1.2.2	The system should also have the capability to allow users to manually enter the following:		
1.1.2.2.1	ZCYC rate for Government securities for all tenors	M	3
1.1.2.2.2	Zero coupon spreads of all credit ratings for all tenors	M	3
1.1.2.2.3	Bank's card rates for all tenors	M	3
1.1.2.2.4	Bank's average cost for certificate of deposits and term deposits	M	3
1.1.2.2.5	Any other user defined rate which is to be used as coupon or yield	M	3
1.1.3	Cash flow generation from data		
1.1.3.1	The system should be capable of generating cash flows using position data and amortization schedules for assets/ liabilities on a daily basis	M	3
1.1.3.2	System should be capable of allowing user to simulate new business, by defining volume projections, instrument characteristics, price rate models and maturity schedules.	D	2
1.1.3.3	System should be capable of performing income simulation: Future earnings and capital requirements	D	2
1.1.3.4	The system should be capable of generating cash flows using position data and amortization schedules for the following asset categories which are having various type of repayments at pre-defined frequencies.		
1.1.3.4.1	Term Loans	M	3
1.1.3.4.2	Demand loans	M	3
1.1.3.4.3	Bills purchased and discounted (INR & FC)	M	3
1.1.3.4.4	Pre -shipment Credit in Foreign Currency (PCFC Loan)	M	3
1.1.3.4.5	Investments in derivatives – (Interest Rate Swaps) IRS, CCS (Cross Currency Swaps)	M	3
1.1.3.4.6	Investments in bonds	M	3
1.1.3.4.7	Investments in SRs/ PTC/ VCF	M	3
1.1.3.4.8	Investments in forwards/ futures	M	3
1.1.3.4.9	Swaps (Sell/Buy)/ maturing forwards	M	3
1.1.3.4.10	Other assets	M	3
1.1.3.4.11	Any other asset in investment/advances having similar characteristics of amortized assets.	M	3



1.1.3.5	The system should be capable of generating cash flows using position data and amortization schedules for the following liability categories:		
1.1.3.5.1	Term Deposits including PD / CD & Inter Bank deposit	M	3
1.1.3.5.2	Foreign Currency Non- Resident (Banks) (FCNR (B))	M	3
1.1.3.5.3	Exchange Earners Foreign Currency (EEFC) deposits	M	3
1.1.3.5.4	Resident Foreign Currency (RFC) deposits	M	3
1.1.3.5.5	Resident Foreign Currency Domestic (RFC (D)) deposits	M	3
1.1.3.5.6	Borrowings: Call, Notice, Repo, Term Repo, TREPS & any other	M	3
1.1.3.5.7	Bankers' Acceptance Facility (BAF) borrowings	M	3
1.1.3.5.8	Swaps (Buy /Sell) /maturing Forwards	M	3
1.1.3.5.9	Other liabilities	M	3
1.1.3.5.10	The system should support both standard (i.e. based on product characteristics, amortization schedules, Behavioral maturities etc.) and user defined payment patterns for both assets and liabilities.	M	3
1.1.3.6	The system, should be able to generate cash flow for following non maturing line items in Asset and liability categories based on behavioral pattern assessed through various models.		
1.1.3.6.1	Current Deposit	M	3
1.1.3.6.2	Saving Deposit	M	3
1.1.3.6.3	Bills payable (DDs, Pos)	M	3
1.1.3.6.4	Letter of Credit	M	3
1.1.3.6.5	Bank Guarantee	M	3
1.1.3.6.6	Availed portion of Cash Credit, Overdraft & WCDL (Working Capital Demand loans)	M	3
1.1.3.6.7	Unavailed portion of Cash Credit & Overdraft	M	3
1.1.3.6.8	Embedded optionality in Term Deposit	M	3
1.1.3.6.9	Embedded optionality in Term Loans	M	3
1.1.3.6.10	The system should support both standard (i.e. based on product characteristics, amortization schedules, Behavioral maturities etc.) and user defined payment patterns for both assets and liabilities.	M	3
1.1.3.7	The system should have the capability to generate cash flows for products having the following types of amortization schedules (including but not limited)		
1.1.3.7.1	Conventional amortization (EMI)	M	3
1.1.3.7.2	Principal only payment	M	3



1.1.3.7.3	Balloon Payments	M	3
1.1.3.7.4	Amortization for floating rate instruments	M	3
1.1.3.7.5	Repayment for floating rate instruments	M	3
1.1.3.7.6	Negative repayment	M	3
1.1.3.7.7	Hybrid / user defined amortization	M	3
1.1.3.7.8	Amortization on the basis of Behavioral studies performed in the system	M	3
1.1.3.7.9	User defined Behavioral pattern	M	3
1.1.3.8	The system should have the capability to generate cash flows for both standard and user defined repricing patterns for floating rate products, including:		
1.1.3.8.1	Provision for defining different benchmark curves	M	3
1.1.3.8.2	Provision for defining different repricing characteristics for different periods in the life of a product	M	3
1.1.3.8.3	Provision for capturing rate caps, floors and gaps	M	3
1.1.3.8.4	Provision to capture foreign exchange rates and corresponding benchmark curves	M	3
1.1.3.8.5	Current reference rate	M	3
1.1.3.8.6	The system should be capable of generating cashflows in multiple currencies	M	3
1.1.3.8.7	The system should allow user to aggregate the selected cash flow reports in a single currency to prepare a consolidated report	M	3
1.1.3.9	The system should allow the user to model the following and incorporate the same into the repricing cash flow patterns generated.		
1.1.3.9.1	Contingent liabilities and off-balance sheet exposures	M	3
1.1.3.9.2	Rollovers and premature withdrawal patterns	M	3
1.1.3.9.3	The system should be capable of converting the cash flows from multiple currencies into a single user defined home currency based on user defined/automatically fed exchange rates	M	3
1.1.3.9.4	The system should be capable of generating the cash flows for the Bank separately at each of the following levels	M	3
1.1.3.9.5	Indian operations- Domestic currency	M	3
1.1.3.9.6	Indian operations- Foreign currency	M	3
1.1.3.9.7	Consolidated Indian operations (home currency)	M	3
1.1.3.9.8	Individual Overseas operations (INR)	M	3
1.1.3.9.9	Individual Overseas operations (USD)	M	3



1.1.3.9.10	Individual Overseas operations (True Currency)	M	3
1.1.3.9.11	Consolidated Overseas operations (INR)	M	3
1.1.3.9.12	Consolidated operations at bank level (reporting currency)	M	3
1.1.3.9.13	System should be able to aggregate cashflows at multiple dimensions/classifications. e.g. Product, Branch, GL, Currency, Amortization type, interest rate type, etc.	M	3
1.1.3.9.14	Proposed system should allow test runs using a limited number of sample transactions or specific products to assess calculation outcomes and validate setup before full-scale execution.	O	2
1.1.3.9.15	The solution should provide users with great flexibility to configure/select cash flow generation conventions such as holiday adjustments, blackout period conventions (how to handle missing cash flows from previous periods) and accrual interest conventions (e.g. ACT/ACT, 360/ ACT) etc.	M	3
1.1.3.9.16	The solution should support loans with multiple rate plans (e.g., fixed + floating, tier rate, step-up rate)	M	3
1.1.3.10	Multiple Bucket definition		
1.1.3.10.1	The system should allow users to define their own Buckets		
1.1.3.10.2	- As per regulatory	M	3
1.1.3.10.3	- As per monthly buckets	M	3
1.1.3.10.4	- Weekly buckets for 1 month and then monthly buckets	M	3
1.1.3.10.5	- Daily buckets for 1 month and then monthly buckets	M	3
1.1.3.10.6	- Any other user definable bucket	M	3
1.2	Functional Specification		
1.2.1	Development of Structural Liquidity profile		
1.2.1.1	The system should be capable of generating the structural liquidity profile on a daily basis	M	3
1.2.1.2	The system should support the classification of assets and liabilities into precise time buckets and generation of the Liquidity Profile as per RBI defined criteria's, buckets and format.	M	3
1.2.1.3	The system should have the ability to define product wise asset / liability categories, sub-categories and define product hierarchies.	M	3
1.2.1.4	The system should allow users to define the time buckets to be used for developing the Structural Liquidity profile.	M	3
1.2.1.5	The system should allow the user to define bucketing assumptions for each product or asset/liability type.	M	3
1.2.1.6	The system should be capable of accepting bucketing assumptions in the following forms:		



1.2.1.6.1	Original contractual maturity	M	3
1.2.1.6.2	Residual maturity	M	3
1.2.1.6.3	Percentages to each time bucket for each line item in the SLS report. Percentages to each time bucket for each asset class	M	3
1.2.1.6.4	Custom expression (Other Asset and Other Liabilities)	M	3
1.2.1.6.5	The system should allow the user to develop multiple liquidity profiles with different bucketing assumptions and/or time buckets.	M	3
1.2.1.6.6	The system should allow the user to drill down from liquidity profile to the desired granularity (i.e. portfolio level, account level, position level, instrument level, product level, asset class level etc.)	M	3
1.2.1.6.7	Post development of the liquidity profile, the system should conduct automatic validation checks to ensure that aggregate asset and liability balances are equal	M	3
1.2.1.6.8	The system should be capable of generating the structural liquidity profile in in multiple currencies	M	3
1.2.1.6.9	The system should be capable of converting the structural liquidity profiles in multiple currencies into one user defined home currency	M	3
1.2.1.6.10	The system should be capable of aggregating the structural liquidity profiles into one consolidated profile based on user preferences	M	3
1.2.1.6.11	The system should be capable of generating the structural liquidity profiles for the Bank and its subsidiaries separately as per the RBI format	M	3
1.2.1.6.12	Any other level, based on custom rules	M	3
1.2.1.7	The Structural Liquidity Profiles for the Bank and its separately at each of the following level as per RBI format		
1.2.1.7.1	Statement of structural liquidity - Domestic currency, Indian operations currency)	M	3
1.2.1.7.2	Statement of structural liquidity - Foreign currency, Indian operations (in each currency as well as converted into home	M	3
1.2.1.7.3	Statement of structural liquidity - Overseas operations country wise (in each currency as well as converted into home currency)	M	3
1.2.1.7.4	Statement of structural liquidity - Combined Indian operations – Domestic and Foreign Currency	M	3
1.2.1.7.5	Statement of structural liquidity – Consolidated Bank operations. The system should be capable of converting the structural liquidity profiles in multiple currencies into one user defined home currency.	M	3



1.2.1.7.6	Statement of structural liquidity - Currency wise Gap Analysis (Consolidated for Non- Significant currencies in local currency)	M	3
1.2.1.7.7	Statement of structural liquidity – Subsidiaries/ JVs/ Associates – Country Wise	M	3
1.2.1.7.8	Any other level, based on custom rules	M	3
1.2.1.7.9	The system should be capable of generating structural liquidity profiles for user defined future dates based on current balance sheet position. (Projections)	M	3
1.2.1.7.10	The system should be capable of generating structural liquidity profiles for user defined future dates considering cash flow projections.	M	3
1.2.1.7.11	The system should compute DTL profile and as per RBI guidelines, specific line items should be distributed on the basis of DTL Ratio	M	3
1.2.1.7.12	The system should compute current SLR, compute the excess/shortfall and appropriately bucket the Investments	M	3
1.2.1.7.13	The system should be able to handle bucketing of Non SLR securities as per regulatory guidelines to allocate amounts in specific bucket(s) through percentage or amount allocation	M	3
1.2.1.7.14	The system should distribute NPA based on its category, i.e., Sub Standard, Doubtful and Loss and type of loan. (CCOD/TL/DL/BP)	M	3
1.2.1.8	Structural liquidity mismatch limit monitoring and reporting		
1.2.1.8.1	The system should be capable of accepting structural liquidity mismatch limits in the form of		
1.2.1.8.1.1	Percentage of total outflow in a time bucket	M	3
1.2.1.8.1.2	Cumulative mismatch limits	M	3
1.2.1.8.1.3	Individual Bucket wise limits	M	3
1.2.1.8.1.4	The system should be configurable to define the authorities to whom limit breaches must be escalated	M	3
1.2.1.8.1.5	The system should automatically alert the user and all pre-defined authorities in the event of a breach of mismatch limits	M	3
1.2.1.8.1.6	The system should have the capability to allow scheduling of automatic Structural Liquidity Report generation and mismatch limit verification	M	3
1.2.1.8.1.7	The system should provide the Structural Liquidity report in the format prescribed by RBI.	M	3
1.2.1.8.1.8	The system should be capable of automatically archiving the Structural Liquidity Reports generated by the user, with appropriate time stamps	M	3



1.2.1.9	The system, at the minimum, should support the generation of the following reports/statements in the regulatory /statutory prescribed formats:		
1.2.1.9.1	Statement of structural liquidity - Regulatory reporting		
1.2.1.9.1.1	Statement of structural liquidity - Domestic currency, Indian operations	M	3
1.2.1.9.1.2	Statement of structural liquidity - Foreign currency, Indian operations (in each currency as well as converted into home currency)	M	3
1.2.1.9.1.3	Statement of structural liquidity - Overseas operations country wise (in each currency as well as converted into home currency)	M	3
1.2.1.9.1.4	Statement of structural liquidity - Combined Indian operations – Domestic and Foreign Currency	M	3
1.2.1.9.1.5	Statement of structural liquidity – Consolidated Bank operations	M	3
1.2.1.9.1.6	Statement of structural liquidity-Subsidiaries/JVs/ Associates	M	3
1.2.1.9.1.7	Deposits by Category of Depositors and breakup of Core/Volatile Deposits (Domestic Operations)	M	3
1.2.1.9.1.8	Classification Term Deposit: Amount-wise (Domestic); based on contractual maturity for both INR & FC term deposits separately as per RBI defined buckets (Including CDs)	M	3
1.2.1.9.1.9	Classification Term Deposit: Interest rate-wise (Domestic); based on contractual maturity for both INR & FC term deposits separately as per RBI defined buckets (Including CDs)	M	3
1.2.1.9.1.10	Statement of structural liquidity - Currency wise Gap Analysis (Consolidated for Non- Significant currencies in single currency)	M	3
1.2.1.9.1.11	ALM Disclosure Report	M	3
1.2.1.9.1.12	Maturity Pattern of Certain Items of Assets & Liabilities	M	3
1.2.1.9.1.13	The system should be capable of generating the structural liquidity profile on a daily basis; in the formats prescribed by RBI/Bank	M	3
1.2.1.9.1.14	The system should automatic reconciliation of the Balance Sheet with the aggregated assets and liabilities as per the Statement of structural liquidity profile	M	3
1.2.1.9.1.15	The system should automatically alert the user in the event of discrepancies between the Statement of structural liquidity and the Balance Sheet	M	3
1.2.2	Development of Interest Rate Sensitivity Profile – TGA & DGA		



1.2.2.1	The system should be capable of generating the Interest rate sensitivity profile and provide Interest Rate Sensitivity Traditional Gap (IRST) report in the format prescribed by RBI	M	3
1.2.2.2	The system should support the classification of assets and liabilities into precise time buckets and generation of the Interest Rate Sensitivity Profile	O	1
1.2.2.3	The system should have the ability to define product- wise asset / liability categories, sub-categories and define product hierarchies	M	3
1.2.2.4	The system should allow users to define the time buckets to be used for developing the Interest Rate Sensitivity profile.	M	3
1.2.2.5	The system should allow the user to define bucketing assumptions for the repricing cash flows occurring for each product or asset / liability type.	M	3
1.2.2.6	The system should be capable of accepting bucketing assumptions for the repricing cash flows in the following forms:		
1.2.2.6.1	All outstanding balances as per re-pricing tenor	M	3
1.2.2.6.2	As a percentage of total outstanding to be assigned to each time bucket, at a product level or an asset class level	M	3
1.2.2.6.3	Any other custom expression	M	3
1.2.2.6.4	The system should ensure that when outstanding balances are bucketed as per repricing tenor, cash flows occurring prior to the repricing bucket are bucketed as per residual maturity	M	3
1.2.2.6.5	The system should allow the user to develop multiple interest rate sensitivity profiles with different bucketing assumptions and/or time buckets	M	3
1.2.2.6.6	The system should allow the user to generate interest rate sensitivity profiles at any of the following levels:	M	3
1.2.2.6.7	Product level	M	3
1.2.2.6.8	Portfolio Level	M	3
1.2.2.6.9	Book Wise (Banking Book/ Trading Book Level)	M	3
1.2.2.6.10	Business unit level Domestic Level Overseas Centre Level Overseas as a Whole Level	M	3
1.2.2.6.11	Overall Bank level	M	3
1.2.2.6.12	Any other level, based on custom rules	M	3
1.2.2.6.13	The system should be capable of computing Earnings at Risk and Impact on NII based on the interest rate sensitivity profile, as per RBI/custom defined scenarios / shocks.	M	3



1.2.2.6.14	The system should allow the user to drill down from the interest rate sensitivity profile to the desired granularity (i.e. position level, product level, asset class level, account level etc.)	M	3
1.2.2.6.15	The system should allow user to define/ change the home currency.	M	3
1.2.2.6.16	The system should also be capable of converting interest rate sensitivity profiles generated from one currency into user defined home currency.	M	3
1.2.2.6.17	The system should be capable of aggregating selected interest rate sensitivity profiles in the same currency into one consolidated profile.	M	3
1.2.2.6.18	Post development of the Interest rate profile, the system should conduct automatic validation checks to ensure that aggregate asset and liability balances are equal.	M	3
1.2.2.7	The system should be capable of generating the Interest rate sensitivity profiles for the Bank and its subsidiaries separately at each of the following levels		
1.2.2.7.1	Indian operations- Domestic currency	M	3
1.2.2.7.2	Indian operations- Foreign currency (Separately for Significant and Residual Currencies)	M	3
1.2.2.7.3	Consolidated Indian operations (home currency)	M	3
1.2.2.7.4	Overseas operations country wise (in each currency converted into home currency)	M	3
1.2.2.7.5	Consolidated operations at bank level (reporting currency)	M	3
1.2.2.7.6	The system should be capable of generating interest rate sensitivity profiles for user defined future dates based on current balance sheet position.	M	3
1.2.2.7.7	The system should be capable of generating interest rate sensitivity profiles for user defined future dates considering cash flow projections.	M	3
1.2.2.7.8	The system should be flexible to use different basis for distribution in SLS and IRS. For e.g.: Bulk Deposit in SLS needs to be distributed on the basis of residual maturity in SLS and on the basis of Behavioral in IRS	M	3
1.2.2.7.9	The system should be capable of generating interest rate sensitivity profiles for user defined future dates based on assumptions provided by the bank.	M	3
1.2.2.8	Development of Interest Rate Sensitivity Profile- Duration Gap Approach		
1.2.2.8.1	The system should be capable of generating the Interest rate sensitivity profile on daily basis as per the bucketing assumptions given by RBI for generating Interest Rate Sensitivity-Duration Gap (IRSD) report in the format prescribed by RBI.	M	3



1.2.2.8.2	The system should allow user to define customized curves as coupon curves and yield curves	M	3
1.2.2.8.3	The system should be capable of accepting the data feeds from external agencies such as FIMMDA/FBIL, Reuters, Bloomberg, flat files and to be used as coupon and yield curves	M	3
1.2.2.8.4	The system should have the ability to define product- wise asset/ liability categories, sub-categories and define product hierarchies	M	3
1.2.2.8.5	The system should allow user to map the product categories/ subcategories/individual positions to coupon rate curves/ yield rate curves defined in the system	M	3
1.2.2.8.6	The system should be capable of determining the modified duration of assets and liabilities at a position level	M	3
1.2.2.8.7	The system should allow user to define coupon and yield rates at individual cash flow level	M	3
1.2.2.8.8	The system should be capable of determining the modified duration of assets and liabilities at a position level.	M	3
1.2.2.8.9	The system should allow the user to develop multiple interest rate sensitivity profiles with different bucketing assumptions and/or time buckets	M	3
1.2.2.8.10	The system should be capable of calculating the weighted average modified duration for product category/ sub-categories defined by the user.	M	3
1.2.2.9	The system should allow the user to generate interest rate sensitivity profiles at any of the following levels:		
1.2.2.9.1	- Product/Account / instrument level	M	3
1.2.2.9.2	- Business unit level	M	3
1.2.2.9.3	- Overall Bank level	M	3
1.2.2.10	The system should allow the user to generate duration gap analysis profiles at any of the following levels:		
1.2.2.10.1	- Product / Account/ instrument level	M	3
1.2.2.10.2	- Business unit level	M	3
1.2.2.10.3	- Overall Bank level	M	3
1.2.2.10.4	The system should be capable of computing modified duration gap and Impact on MVE based on the interest rate sensitivity profile as per RBI/ custom requirements.	M	3
1.2.2.10.5	The system should allow user to define/ change the home currency.	M	3
1.2.2.10.6	The system should also be capable of converting interest rate sensitivity profiles generated in other currencies into one user defined home currency.	M	3



1.2.2.10.7	The system should be capable of aggregating selected interest rate sensitivity profiles in the same currency into one consolidated profile.	M	3
1.2.2.10.8	Post development of the interest rate sensitivity profile under DGA, the system should conduct automatic validation checks to ensure that aggregate asset and liability balances are equal	M	3
1.2.2.10.9	System should compute month wise EVE, Impact on NII with change in 100, 200, 300bps, Modified Duration Gap and Market Value of Equity with a comparison of change in NII due to parallel shift by 100, 200, 300 bps.	M	3
1.2.2.10.10	The system should be capable of generating interest rate sensitivity profiles for user defined future dates based on current balance sheet position.	M	3
1.2.2.10.11	The system should allow users to compute product wise report on Cost of Fund/ Yield on Asset	M	3
1.2.2.10.12	The system should have pre- built models for predicting Interest Rates and thereby compute Interest Income, Interest Expenses and the NII	O	1
1.2.2.11	Interest Rate Sensitivity		
1.2.2.11.1	Statement of interest rate sensitivity - Traditional Gap Approach (Currency wise)	M	3
1.2.2.11.2	Statement of Modified Duration Gap (Currency wise)	M	3
1.2.2.11.3	Report in computation of impact on MVE	M	3
1.2.2.11.4	Memorandum of Investment items (Currency wise)	M	3
1.2.2.11.5	Coupon & Yield for IRS line items (Currency wise)	M	3
1.2.2.11.6	Report in computation of impact on Earning at Risk (EaR)	M	3
1.2.2.11.7	Report in computation of impact on EVE and NII as per RBI guidelines on Interest Rate Risk in Banking Book (IRRBB) vide circular Reference No. RBI/2022-23/180/DOR.MRG.REC.102/00-00- 009/2022-23 dated 17.02.2023	M	3
1.2.2.11.8	The system should be capable of generating the Interest Rate Sensitivity on a daily basis in the formats prescribed by RBI/Bank	M	3
1.2.2.11.9	The system should automatic reconciliation of the Balance Sheet with the aggregated assets and liabilities as per the Interest Rate Sensitivity profile	M	3
1.2.2.11.10	The system should automatically alert the user in the event of discrepancies between the Interest Rate Sensitivity profile and the Balance Sheet	M	3
1.2.2.12	Interest rate sensitivity mismatch limit monitoring and reporting		
1.2.2.12.1	The system should be capable of accepting interest rate sensitivity mismatch limits in form of:		



1.2.2.12.1.1	Percentage of total outflow in a time bucket	M	3
1.2.2.12.1.2	Net mismatch limits as a percentage of Bucket RSA/ Equity/ Total assets/ Total RSA	M	3
1.2.2.12.1.3	Total Assets/ Total RSA	M	3
1.2.2.12.1.4	Cumulative mismatch limits	M	3
1.2.2.12.1.5	EaR limits	M	3
1.2.2.12.1.6	MVE impact limits	M	3
1.2.2.12.1.7	Duration gap limits	M	3
1.2.2.12.1.8	The system should be configurable to define the authorities to whom limit breaches must be escalated	M	3
1.2.2.12.1.9	The system should automatically alert the user and all pre-defined authorities in the event of a breach of mismatch limits	M	3
1.2.2.12.1.10	The system should have the capability to allow scheduling of automatic Interest Rate Sensitivity Report generation and mismatch limit verification	M	3
1.2.2.12.1.11	The system should be capable of automatically archiving the Interest Rate Sensitivity Reports generated by the user with appropriate time stamps> User should be able to retrieve past reports (all) using the front end.	M	3
1.2.3	Liquidity Coverage Ratio		
1.2.3.1	The system should be capable of computing LCR (automated manner) in accordance with all RBI guidelines and in the format specified by RBI on daily basis (Including Bank holidays). System should capture proposed changes issued vide RBI guideline dated 21.04.2025 effective from 01.04.2026.	M	3
1.2.3.2	The system should be capable of defining Transactional, relationship, stable less stable as per RBI guidelines and identify depositors based on category (eg. retail, small business HUF etc.).	M	3
1.2.3.3	The system should be capable of calculating the total high quality liquid assets available by summing up Level 1 and Level 2A, 2B high quality liquid assets	M	3
1.2.3.4	The system should be capable of identifying Level 1 high quality liquid assets at position level based on following criteria and RBI definitions:		
1.2.3.4.1	Asset class	M	3
1.2.3.4.2	Issuer	M	3
1.2.3.4.3	Risk Weights	M	3
1.2.3.4.4	Excess CRR and SLR calculation	M	3



1.2.3.4.5	Any other criteria	M	3
1.2.3.4.6	The system should be capable of applying adjustments to the Level 1 high quality liquid assets as per the RBI guidelines	M	3
1.2.3.5	The system should be capable of identifying Level 2A, 2B high quality liquid assets at position level based on:		
1.2.3.5.1	Asset class	M	3
1.2.3.5.2	Issuer	M	3
1.2.3.5.3	Risk Weights	M	3
1.2.3.5.4	Any other criteria	M	3
1.2.3.5.5	The system should be capable of applying haircuts to Level 2 high quality liquid assets as per the RBI guidelines	M	3
1.2.3.5.6	The system should be capable of applying adjustments to the Level 2 high quality liquid assets as per the RBI guidelines	M	3
1.2.3.5.7	The system should ensure that proportion of Level 2 liquid assets after applying the haircut remains within the regulatory limit prescribed	M	3
1.2.3.5.8	The system should allow users to list Investments in securities issued by 0% risk weighted foreign sovereigns	M	3
1.2.3.5.9	The system should allow users to list Investment in securities representing claims on or claims guaranteed by sovereigns, PSEs or multilateral development banks that are assigned a 20% risk-weight	M	3
1.2.3.5.10	The system should be capable of calculating net outflows in the next 30 days based on the position level cash flow data of inflow and outflow.	M	3
1.2.3.5.11	The system should allow user to enter the internal as well as regulatory limits for liquidity coverage ratio	M	3
1.2.3.5.12	The system should be capable of calculating the liquidity coverage ratio for multiple currencies separately.	M	3
1.2.3.5.13	The system should be capable of calculating the liquidity coverage ratio separately for domestic operations, each overseas branch (Including IBU) and at a consolidated level.	M	3
1.2.3.5.14	The system should be able to use the runoff factor.	M	3
1.2.3.5.15	The system should be able to identify types of depositors for cash outflows & inflows as Stable & Less Stable Retail depositors, Stable & Less Stable Small Business Customers Depositors, Non-Financial Corporates and Other legal entity (OLE).	M	3
1.2.3.5.16	The system should be able to generate a quarterly average LCR for the domestic operation of the bank as well as center wise operation in the format prescribed by RBI.	M	3



1.2.3.5.17	The system should be able to generate a consolidated quarterly average LCR for the bank as a whole in the format prescribed by RBI for disclosure.	M	3
1.2.3.5.18	The system should be able to predict the LCR based on the certain assumptions such as increase in Bank's Borrowing against level 1 & 2 assets, increase in deposits sourced from Other legal Entity (OLEs).	M	3
1.2.3.5.19	The system should be able to generate historical data pertaining to any line of LCR Template as and when required.	M	3
1.2.3.5.20	The system should be capable to generate report on outflows which are excluded for LCR computation as and when required.	M	3
1.2.3.6	The system should be capable of identifying and listing counterparties contributing more than user defined threshold limit for following categories using position level data at Domestic and each overseas center, individually		
1.2.3.6.1	Deposits	M	3
1.2.3.6.2	Borrowings	M	3
1.2.3.6.3	Any other user defined category	M	3
1.2.3.7	The system should be Capable of identifying and listing top 20 depositors describing details of following types of deposits		
1.2.3.7.1	Current deposits	M	3
1.2.3.7.2	Savings deposits	M	3
1.2.3.7.3	Term deposits	M	3
1.2.3.7.4	The system should be capable of identifying the top 20 borrowings	M	3
1.2.3.7.5	The system should be capable of identifying significant products/ instrument	M	3
1.2.3.7.6	The system should be capable of identifying and listing down the details of significant funding sources through securitization	M	3
1.2.3.7.7	The system should be capable of generating the statement in multiple currencies separately	M	3
1.2.3.7.8	The system should be capable of identifying & listing of significant borrowings and deposits	M	3
1.2.3.7.9	The system should be capable of generating the statement for each overseas branch and at a consolidated level also (Including IBU)	M	3
1.2.3.7.10	The system should compute funding concentration in the format prescribed by RBI	M	3
1.2.3.8	The system should be capable of identifying the unencumbered assets from position level data		



1.2.3.8.1	The system should be capable of identifying the haircut required by the market for collateralization of unencumbered asset from position level data	M	3
1.2.3.8.2	The system should be capable of identifying the unencumbered assets and the haircut necessary in multiple geographies and multiple significant currencies separately from position level data	M	3
1.2.3.9	The system should be capable of identifying the unencumbered assets from position level data.		
1.2.3.9.1	The system should be capable of identifying the haircut required by the market for collateralization of unencumbered asset from position level data	M	3
1.2.3.9.2	The system should be capable of identifying the unencumbered assets and the haircut necessary in multiple geographies and multiple significant currencies separately from position level data	M	3
1.2.3.9.3	The system should be capable of identifying the movement in equity prices for the period of one month based on data fed from external	M	3
1.2.3.9.4	The system should be capable of extracting the interest rates and tenors for bond and certificate of deposits issued by the bank for last one month based on position level data	M	3
1.2.3.9.5	Facilitate automated update of high value inflows and outflows to support intraday liquidity management:	M	3
1.2.3.10	Facilitate identifying and defining Intraday Liquidity Sources and needs such as, but not limited to, the following		
1.2.3.10.1	Excess Reserve balances at RBI	M	3
1.2.3.10.2	Eligible collateral pledged with RBI	M	3
1.2.3.10.3	Unencumbered liquid assets on a bank's balance sheet such as excess SLR, investments under liquid Mutual Funds, CD, CP, High quality Corporate Bonds	M	3
1.2.3.10.4	Secured or unsecured, committed or uncommitted credit lines available intraday	M	3
1.2.3.10.5	Balances with other banks that can be used for settlement on the same day	M	3
1.2.3.10.6	Payments received from other payment system participants, including operations carried out in Intraday	M	3
1.2.3.10.7	Payments received from ancillary systems & Money Market: Call money, TREPS, LAF, MSF	M	3
1.2.3.10.8	Payments that need to be made, directly or indirectly, to other system participants, including operations carried out in intraday, and/or overnight money markets	M	3
1.2.3.10.9	Payments to be made to ancillary systems	M	3
1.2.3.10.10	Contingent payments (Ex as an emergency liquidity provider) relating to a payment system's failure to settle procedures	M	3



1.2.3.10.11	Contingent intraday liquidity liabilities to customers	M	3
1.2.3.10.12	Payments arising from providing correspondent banking services	M	3
1.2.3.10.13	Provide flexibility to update expected inflows and outflows and knocking it off on actual realization.	M	3
1.2.3.10.14	Facilitate real-time CRR position monitoring	M	3
1.2.3.10.15	Facilitate Monitoring of money market borrowing and lending limit	M	3
1.2.3.10.16	Facilitate what-if analysis for impact on intraday liquidity position for an expected inflow or outflow	M	3
1.2.3.10.17	Measures expected daily gross liquidity inflows and outflows	M	3
1.2.3.11	System should facilitate assessment of impact on Bank's intraday liquidity profile as per RBI's prescribed format in conditions of stress scenarios such as, but not limited to, the following		
1.2.3.11.1	Counterparties deferring payments and/or withdrawing intraday credit lines	M	3
1.2.3.11.2	Major counterparty suffers an intraday stress event which prevents it from making payments	M	3
1.2.3.11.3	Market-wide credit or liquidity stress	M	3
1.2.3.11.4	The system should have functionality of building data related recon in tool e.g. string search in data for identifying non personal customers in individual categories.	M	3
1.2.3.11.5	The system should be capable of identifying significant currencies if the aggregate liabilities denominated in that currency amount to 5 percent or more of the Bank total liabilities as per RBI guidelines	M	3
1.2.3.11.6	Calculation of Scenario based LCR or Stressed LCR and based on projected business growth.	M	3
1.2.3.12	The system should be able to prepare following statements in automated manner as per RBI guidelines and formats for filling returns.		
1.2.3.12.1	BLR-1: Statement on Liquidity Coverage Ratio (LCR)	M	3
1.2.3.12.2	BLR-2: Statement of funding concentration	M	3
1.2.3.12.3	BLR-3: Statement of available unencumbered assets	M	3
1.2.3.12.4	BLR-4: LCR by significant currency	M	3
1.2.3.12.5	BLR-5: Statement on other information on Liquidity	M	3
1.2.3.12.6	BLR-6: Intraday Liquidity	M	3
1.2.3.13	Liquidity Coverage Ratio Reports		
1.2.3.13.1	Statement on Liquidity Coverage Ratio for Domestic Operations, overseas Centers and Consolidated level	M	3
1.2.3.13.2	Statement on Liquidity Coverage Ratio (Significant currency wise)	M	3



1.2.3.13.3	Top 20 depositors and category of depositors based on classification as per RBI specifications. Total amount and weighted average interest rate of deposits by Top 20 depositors with break-up of CA, SB and TD INR and TD FCY;	M	3
1.2.3.13.4	Statement for Level 1, 2A and 2B Assets	M	3
1.2.3.13.5	Statement of Funding Concentration	M	3
1.2.3.13.6	Statement of Available Unencumbered Assets	M	3
1.2.3.13.7	Statement on Other Information on Liquidity	M	3
1.2.3.13.8	Statement on Intra-day liquidity	M	3
1.2.3.13.9	Statement on Net Stable Funding Ratio	M	3
1.2.3.13.10	Statement of balance sheet ratios as per Basel III guidelines stipulated by RBI	M	3
1.2.3.13.11	Liquidity Coverage Ratio (in the RBI prescribed disclosure format)	M	3
1.2.4	Net Stable Funding Ratio		
1.2.4.1	The system should be capable of computing NSFR in accordance with RBI guideline and in the format specified by RBI on monthly interval	M	3
1.2.4.2	The system should have the capability to allow scheduling of automatic Net Stable Funding Ratio Report generation.	M	3
1.2.4.3	The system should be able to configure the runoff factors as per RBI guidelines and allow changes in run off factor as per the user requirement from front end.	M	3
1.2.4.4	The system should be capable of calculating available stable funding based on position level cash flow data available for liabilities	M	3
1.2.4.5	The system should be capable of applying available stable funding factor as per the RBI guidelines to each of the product category included in the calculation of available stable funding	M	3
1.2.4.6	The system should be capable of calculating the required stable funding based on position level cash flow data available for assets	M	3
1.2.4.7	The system should be capable of applying required stable funding factor as per the RBI guidelines to each of the product category included in the calculation of required stable funding	M	3
1.2.4.8	The system should be capable of identifying the required stable finding factor to be applied to off balance sheet exposures based on the results of Behavioral studies conducted in the system	M	3
1.2.4.9	The system should allow user to enter the internal limit for net stable funding ratio	M	3
1.2.4.10	The system should be capable of calculating the net stable funding ratio for significant multiple currencies separately	M	3



1.2.4.11	The system should be capable of calculating the net stable funding ratio separately for each overseas branch and at a consolidated level also.	M	3
1.2.4.12	The system should be capable to generate the report on ASF and RSF with matching of balance sheet figure as and when required.	M	3
1.2.4.13	Calculation of Scenario based NSFR or Stressed NSFR and based on projected business growth.	M	3
1.2.4.14	The system should be able to generate a consolidated NSFR based on quarter end data for the bank as a whole in the format prescribed by RBI for disclosure.	M	3
1.2.4.15	The system should be able to predict the NSFR based on the certain assumptions such as increase in Bank's Borrowing, NPA, Capital, Restructured advances etc.	D	2
1.2.4.16	The system should be capable to generate historical data pertaining to any line of NSFR Template as and when required.	M	3
1.2.4.17	The system should be capable to generate the report on ASF and RSF with matching of balance sheet figure as and when required.	M	3
1.2.4.18	The system should be capable of calculating the net stable funding ratio and alert the user and pre-defined authorities in event of breach of regulatory/ internal limit	D	2
1.2.4.19	ASF and RSF report for all key line items of Balance sheet is to be developed for having bird eye view on stability of Bank's resources and its uses	M	3
1.2.4.20	Reconciliation of key line items (Deposit, Advances, Borrowings & Investments etc) with Balance sheet for establishing the coverage under various ASF and RSF factors and provide the detail of items for which no RSF and ASF factor is defined.	M	3
1.2.4.21	Net Stable Funding Ratio (in the RBI prescribed disclosure format)	M	3
1.2.5	System should be capable of calculating Interest Rate Risk in Banking Book as per RBI guidelines vide ref no RBI/2022-23/180 DOR.MRG.REC.102/00-00- 009/2022-23 dated 17.02.2023 and subsequent amendments.		
1.2.5.1	System should be capable of categorizing products based on their amenability currency wise in RBI defined buckets.	M	3



1.2.5.2	System should be able to perform Behavioral analysis of Fixed rate loans subject to prepayment risk for bucketing of cash flows and assessing conditional prepayment rate (CPR) currency wise considering the dimensions: Loan size, LTV ratio, borrower characteristics, contractual interest rates, seasoning, geographical location, original and remaining maturity, other historical factors and Macroeconomic variables such as GDP, unemployment rates, GDP, Inflation etc.	M	3
1.2.5.3	System should be able to perform Behavioral analysis of Fixed rate loan commitments for bucketing of cash flows, currency wise considering the dimensions: borrower characteristics, geographical location, customer relationship with bank as evidenced by cross products, remaining maturity of the commitment, seasoning and remaining term of the mortgage.	M	3
1.2.5.4	System should be able to perform Behavioral analysis of Term deposits subject to early redemption risk for bucketing of cash flows and assessing Term Deposit Redemption Ratio (TDRR) currency wise considering the dimensions: Deposits size, depositors characteristics, funding channel, contractual interest rates, seasonal factors, geographical location, competitive environment, original and remaining maturity, other historical factors and Macroeconomic variables such as GDP, unemployment rates, GDP, Inflation etc.	M	3
1.2.5.5	System should be able to perform Behavioral analysis of Non-Maturity Deposits (NMDs) currency wise to categorize the NMDs as Retail- Transactional, Retail Non-Transactional and Wholesale depositors and further categorization into Stable or Less Stable, Core or Non-core Deposits considering the dimensions, responsiveness of product rates to changes in market interest rates, current level of interest rates, spread between a bank's offer rate and market rate, competition from other firms, the bank's geographical location and demographic and other relevant characteristics of its customer base.	M	3
1.2.5.6	The system should be capable to generate cash flows currency wise for each class and category of liabilities and assets and further slotting into the buckets as prescribed under IRRBB guidelines.	M	3
1.2.5.7	Collection & extraction of data as per required formats	M	3
1.2.5.8	Consolidation of final RSA & RSL cashflow bucketing currency wise (outputs from different products inclusive of Behavioral models)	M	3
1.2.5.9	Discounting curves currency wise from external sources and application of spreads/commercial margins on an account- level basis	M	3
1.2.5.10	Formation and application of 6 RBI shock scenarios currency wise and should have flexibility of incorporating any other customized scenario required by Bank.	M	3



1.2.5.11	Computation of change in EVE currency wise under applicable shock scenarios as prescribed by regulator or policy.	M	3
1.2.5.12	Computation of change in NII currency wise assuming a constant balance sheet, where maturing or repricing cash flows are replaced by new cash flows with identical features as regards the amount, repricing period and spread components under applicable shock scenarios as prescribed by regulator or policy.	M	3
1.2.5.13	The System should be capable to identify Embedded or explicit automatic option risk and Embedded behavioral option risk.	M	3
1.2.5.14	The system should be capable to measure bank's total automatic interest rate options whether explicit or embedded associated with various products such as wholesale deposits or fixed rate advances, bonds etc. through various option pricing models such as Binomial option pricing models with assumptions American options, Black Pricing Model etc. under prescribed interest rate shock scenarios in each currency.	M	3
1.2.5.15	The model shall be able to determination of change in EVE for each currency for all six-prescribed interest rate shock scenarios as prescribed RBI guidelines in context of measurement of IRRBB.	M	3
1.2.5.16	The model shall be able to determination of change in NII for each currency for all two prescribed interest rate shock scenarios as prescribed RBI guidelines in context of measurement of IRRBB.	M	3
1.2.5.17	Based on the above results, model should be capable to test outlier Test i.e. decline in EVE of more than 15 per cent of bank Tier 1 capital under any one of the six prescribed interest rate shock scenarios.	M	3
1.2.5.18	The user able to set internal IRRBB limits along with regulatory prescribed limit in the system to monitor bank's IRRBB exposure.	M	3
1.2.5.19	The system should be configurable to define the authorities to whom limit breaches must be escalated	M	3
1.2.5.20	The system should automatically alert the user and all pre-defined authorities in the event of a breach of prescribed threshold limits under policies.	M	3
1.2.5.21	The proposed solution should generate IRRBB reports as per regulatory templates (e.g. RBI). Provide customizable dashboards for key metrics (heatmaps, time series, scenario comparison.)	D	2
1.2.5.22	Proposed solution should allow the calculation results to be validated in Excel using the same input data and corresponding system formulas to ensure transparency and traceability.	M	3
1.2.5.23	Proposed system should allow test runs using a limited number of sample transactions or specific products to assess calculation outcomes and validate setup before full-scale execution.	M	3
1.2.5.24	Proposed system should allow users to drill down into individual transactions to inspect details and investigate issues when discrepancies or unexpected results are identified.	M	3



1.2.5.25	System should be capable to configure multiple yield curves across all currency mentioned by RBI & any other currency in which Bank is having exposure.	M	3
1.2.5.26	System should provide a separate report with time buckets for each shock prescribed by user/RBI.	D	2
1.2.5.27	System should be able to provide an insight on the trend of Bank's exposure to IRRBB by comparing the positions and the relevant shocks on periodical basis (QoQ, MoM and YoY)	M	3
1.2.5.28	System should be able to compute discounted cash flow using risk free rate and any other Spread/Margin over and above that.	M	3
1.2.5.29	System should provide functionality and framework for assessing and monitoring Credit Spread Risk in Banking Book.	D	2
1.2.5.30	Change In EVE and NII for IRRBB in the RBI prescribed format	M	3
1.2.6	Development of Behavioral pattern results		
1.2.6.1	The system should be capable of performing the statistical analysis on the archived portfolio level/account level data, to determine the core and volatile portions for following products, currency wise:		
1.2.6.1.1	Current Accounts in granular level, retail (Stable /less Stable, Core/Non-Core), Small Business Customer (stable/Less-stable, Core/Non-Core) Financial Institution, Non-Financial Corporates, Government Other legal entity (stable/Less-stable, Core/Non-Core) (as per RBI guidelines).	M	3
1.2.6.1.2	Savings deposits in granular level retail (Stable /less Stable, Core/Non-Core), Small Business Customer (stable /Less-stable, Core/Non- Core) Financial Institution, Non- Financial Corporates, Government Other legal entity (stable/Less-stable, Core/Non-Core) (as per RBI guidelines).	M	3
1.2.6.1.3	Drawn portions of CC/OD	M	3
1.2.6.1.4	Drawn portions of DL	M	3
1.2.6.1.5	Undrawn portion of CC/OD/WCDL	M	3
1.2.6.1.6	Bills payable	M	3
1.2.6.1.7	Letter of Credit	M	3
1.2.6.1.8	Bank Guarantee	M	3
1.2.6.1.9	Any other non-maturity products	M	3
1.2.6.1.10	Variance analysis framework for all the behavioral models/frameworks at half yearly interval required as per RBI guidelines.	M	3
1.2.6.2	The system should be capable of performing the statistical analysis on the archived portfolio level/account level data, to determine the Behavioral pattern of following products, currency wise:		



1.2.6.2.1	Premature withdrawal of retail term deposits and assessment of Term deposits Redemption Rate (TDRR) in context of IRRBB	M	3
1.2.6.2.2	Prepayment of term loans and assessment of Conditional Prepayment Rate (CPR) in context of IRRBB	M	3
1.2.6.2.3	Rollover pattern of retail term deposits	M	3
1.2.6.2.4	Premature withdrawal of Bulk term deposits	M	3
1.2.6.2.5	Rollover pattern of Bulk term deposits	M	3
1.2.6.2.6	Rollover pattern of WCDL and un-availed limit of CC/OD	M	3
1.2.6.2.7	Potential Availment of undrawn exposure of credit lines to Mutual funds & others, Potential Availment in claims against the bank not acknowledged as Debts and etc.	M	3
1.2.6.2.8	Any other products containing embedded options	M	3
1.2.6.2.9	The system should allow user to select the time interval for which the statistical analysis is to be performed	M	3
1.2.6.2.10	The system should make available option of results of Behavioral studies to use them for preparation of structural liquidity statement and interest rate sensitivity statement and LCR framework.	M	3
1.2.6.2.11	The system should be capable of storing the results of past Behavioral studies (Time period)	M	3
1.2.6.2.12	The system should allow user to schedule the statistical analysis to be performed	M	3
1.2.6.2.13	The Behavioral study reports should be generated as and when required	M	3
1.2.6.3	The system should enable the back testing of results generated by comparing the forecasted percentages vis- à-vis actual figures from balance sheet		
1.2.6.3.1	For Back testing, the system should allow users to select the period on which Back Testing needs to be applied	M	3
1.2.6.3.2	Back test Behavioral analysis assumptions by means industry standard tests (Conditional Coverage tests, unconditional coverage tests, durations tests etc.,) in order to assess accuracy of expected behavior.	M	3
1.2.6.3.3	Solution should have a centralized repository to store and access models and model-score artefacts.	M	3
1.2.6.3.4	Capability to set up, maintain and manage separate versions for models for model governance perspective. The solution should provide model performance reporting capabilities for classification models with binary targets and prediction models with interval targets. These reports should include ROC curves, lift charts, Gini index, and Kolmogorov-Smirnov statistics.	M	3



1.2.6.3.5	The solution should support compliance with model risk management standards. These should include capabilities for model versioning, lineage tracking, and comprehensive audit logs to track all changes and actions across the model lifecycle. Solution should also support role-based access for validation team, where models can be independently validated by using R/Python programming languages in the same platform.	M	3
1.2.6.3.6	Modeling tool should offer no-code low-code interface for creating data pipelines, dashboards, model development.	D	2
1.2.6.3.7	Solution should provide exhaustive data management capabilities for model development. The capabilities should include but not limited to; data wrangling, data exploration, visualization, statistical techniques, data mining etc	M	3
1.2.6.4	Development of behavioral model/framework for bucketing following line item in IRS for TGA and DGA approach calculation.		
1.2.6.4.1	Estimate the behavioral pattern of current deposits should classify them in the appropriate buckets based on behavioral maturity as per the behavioral study. In such cases to compute the Modified Duration, banks must use its relevant term deposit rates as the discount rate, coupon rate being zero.	M	3
1.2.6.4.2	Estimate the future behavior / sensitivity of savings bank deposits to changes in market variables, the sensitivity so estimated could be shown under appropriate time buckets.	M	3
1.2.6.4.3	Estimate the behavioral pattern of large value fixed rate term deposits to arrive at the percentage of deposits encashed/ foreclosed and renewed before maturity, i.e. the quantum on which the option is exercised.	M	3
1.2.6.5	Development of behavioral model/framework required as per RBI circular on Governance, measurement and management of Interest Rate Risk in Banking Book dated 17.02.2023. Modelling includes but not limited to following models with specifications/standards/methodology/approach mentioned in the RBI circular.		
1.2.6.5.1	Fixed rate loans subject to prepayment risk	M	3
1.2.6.5.2	Fixed rate loan commitments	M	3
1.2.6.5.3	Term deposits subject to early redemption risk	M	3
1.2.6.5.4	NMDs (Non maturing Deposits)	M	3
1.2.6.5.5	Automatic Interest rate options	M	3
1.2.6.5.6	Any other model for internal MIS purpose like Dynamic run off models, Survival Models, Customer segmentation models and Elasticity models	D	2
1.2.7	Internal Reporting Framework		
1.2.7.1	The system should generate the report for classifying the liabilities on the basis of:		



1.2.7.1.1	Amount range (in INR & Foreign Currency Domestic Operations)	M	3
1.2.7.1.2	Interest Rate range (in INR & Foreign Currency Domestic Operations)	M	3
1.2.7.1.3	Deposits by Category of Depositors and breakup of Core/Volatile Deposits, Weighted Average Yield / Cost (Domestic Operations)	M	3
1.2.7.1.4	Any other category defined by the user	M	3
1.2.7.1.5	The system should allow user to set/ modify the ranges for generating the report.	M	3
1.2.7.1.6	The system should allow users to bucket their liquidity and interest rate sensitive position as per regulatory requirement as part of single run/ process	M	3
1.2.7.1.7	The system should have capability of reporting Liquidity position without interest for regulatory and with interest for non- regulatory reporting	M	3
1.2.7.1.8	The system should allow users to compare any past two SLS/IRST/IRSD/BLR reports and provide line- item wise increase/ decrease in Inflows/ Outflows and final mismatch.	M	3
1.2.7.1.9	Daily report on deposits and advances	M	3
1.2.7.1.10	Variance report on deposits and advances	M	3
1.2.7.1.11	Weekly growth in TD original & Residual maturity/ TD retail deposits	M	3
1.2.7.1.12	The system should allow users to view “Total Inflow”, “Total Outflow”, “Gap”, “Cumulative Gap” and “Cumulative Gap %” for period range (date wise) defined by user	M	3
1.2.7.2	System should be able to generate the following reports for domestic operations and overseas branch as well as for the ‘Bank as a whole’:		
1.2.7.2.1	Liquidity Ratio	M	3
1.2.7.2.2	Maturity Mismatch Report - Currency Wise Cash Flow analysis	M	3
1.2.7.2.3	Cash Flow analysis	M	3
1.2.7.2.4	Loan to Deposit Ratio - Currency Wise	M	3
1.2.7.2.5	Concentration Report - Short Term Liquidity Mismatch report	M	3
1.2.7.2.6	Interest rate wise maturity pattern of products as part of SLS with fixed contractual maturity and as per the residual maturity	D	2
1.2.7.2.7	Profile of NRE/NRO and FCNR(B) Deposits	M	3
1.2.7.2.8	Cost of Liabilities and Yield on assets	M	3



1.2.7.2.9	To compute Impact on Interest Income on account of changes in Deposit as well as BENCHMARK (Base Rate/BPLR/MCLR/EBLR) linked advances	M	3
1.2.7.2.10	Report for classifying the assets/ liabilities on the basis of Amount, Interest Rate and Maturity	M	3
1.2.7.2.11	Increase/decrease in Inflows / Outflows and final mismatch.	M	3
1.2.7.2.12	Daily growth Report on Deposits and Advances	M	3
1.2.7.2.13	Residual maturity wise report for the Term Deposit buckets defined by Bank for canvassing term Deposit. Report should contain amount of deposit along with weighted average rate. Report should be in three parts i.e. (1). Amount up to 3 Crores. (2) Amount above Rs. 3 Crores (3) Total Term Deposit report	M	3
1.2.7.2.14	TD bucket wise position	M	3
1.2.7.2.15	TD bulk Deposit Report	M	3
1.2.7.2.16	Interest Rate Wise Maturity Pattern of Total Term Deposits- Excl. CDs (Contractual Maturity)	M	3
1.2.7.2.17	Interest Rate Wise Maturity Pattern of Total Term Deposits - Excel. CDs (Residual Maturity)	M	3
1.2.7.2.18	Monthly Outstanding with Weighted Average Cost - Certificate of Deposits/ Retail Term Deposits/ Bulk Term Deposits	M	3
1.2.7.2.19	Interest Rate Wise Maturity Pattern of Total Term Deposits - Excel. CDs (Residual Maturity)	M	3
1.2.7.2.20	Interest Rate Wise Maturity Pattern of Certificate of Deposits (Contractual Maturity/ Residual Maturity)	M	3
1.2.7.2.21	Monthly Outstanding with Weighted Average Cost - Certificate of Deposits/ Retail Term Deposits/ Bulk Term Deposits	M	3
1.2.7.2.22	System should be able to generate reports of term deposits (fresh and renewed) between any two given dates with maturity pattern and weighted average rate.	M	3
1.2.7.2.23	Interest rate wise maturity pattern of Term Loan	D	2
1.2.7.2.24	Rating-Grade Wise Advances O/s	M	3
1.2.7.2.25	Total advance portfolio benchmark (BPLR, Base Rate, MCLR & EBLR) & segment wise (MSME, Food Credit, Retail, Agri, Staff etc.).	M	3
1.2.7.2.26	Benchmark wise (BPLR, Base Rate, MCLR & EBLR) report for various repricing buckets defined by RBI/ Bank for any given date at daily interval.	M	3
1.2.7.2.27	Stochastic Scenario Analysis from earnings and economic value perspective	M	3



1.2.7.2.28	Income Reports under various scenarios defined by Bank.	M	3
1.2.7.2.29	Exposure and average yield/cost analysis	D	2
1.2.7.2.30	Contingency Funding Plan	M	3
1.2.7.2.31	Deposit Report and Report on Top depositors – Regulatory and Management	M	3
1.2.7.2.32	Designing user configurable Dashboard of all major information	D	2
1.2.7.2.33	System should provide an overall consolidated view of the total market liquidity risk faced by the Bank by virtue of its current portfolio	M	3
1.2.7.2.34	System should support custom report designing with available data	M	3
1.2.7.2.35	System should allow users to present outputs from reports in the form of graphs, charts and other graphical representations	D	2
1.2.7.2.36	System should allow for sorting of data in reports	D	2
1.2.7.3	Calculation of Balance sheet ratios as per ALM policy		
1.2.7.3.1	The system should allow the user to define criteria for following asset categories and map the items from the structural liquidity report, balance sheet and inputs from risk systems to each of the defined categories		
1.2.7.3.1.1	Liquid Assets	M	3
1.2.7.3.1.2	Core Assets	M	3
1.2.7.3.1.3	Medium term assets	M	3
1.2.7.3.1.4	Long term assets	M	3
1.2.7.3.1.5	Any other category required for computation of balance sheet ratios viz. Slice and Dice as per user defined criteria etc.	M	3
1.2.7.4	The system should allow the user to define criteria for following liability categories and map the items from the structural liquidity report, balance sheet and inputs from risk systems to each of the defined categories		
1.2.7.4.1	Tier I capital/ Tier II capital/	M	3
1.2.7.4.2	Tier I capital/ Tier II capital/ Total capital	M	3
1.2.7.4.3	Short term liabilities	M	3
1.2.7.4.4	Medium term liabilities	M	3
1.2.7.4.5	Long term liabilities	M	3
1.2.7.4.6	Core deposits	M	3
1.2.7.4.7	Bulk Deposits	M	3



1.2.7.4.8	Market Borrowings	M	3
1.2.7.4.9	Any other category	M	3
1.2.7.4.10	The system should be capable of calculating total amounts under each of the categories defined above based on data inputs from balance sheet/ upload and/ or structural liquidity statement	M	3
1.2.7.4.11	The system should allow users to define formulas for customized ratios to be calculated on the basis of asset/ liability categories defined above	M	3
1.2.7.4.12	The system should allow users to set/edit limits for each of the ratios defined including trigger limit.	M	3
1.2.7.4.13	The system should calculate any other ratios defined by the user and identify the breaches and alert the predefined set of users automatically	M	3
1.2.7.4.14	The system should be able to generate reports for the above-mentioned ratios and breaches (if any) on a daily basis.	M	3
1.2.7.5	The system should be able to compute the following prudential ratios		
1.2.7.5.1	Bulk Deposit / Total Deposit	M	3
1.2.7.5.2	Deposits Maturing Within 1 Year / Total Deposits (Considering Renewal)	M	3
1.2.7.5.3	Deposits Maturing Within 1 Year / Total Deposits (W/o Considering Renewal)	M	3
1.2.7.5.4	Core Assets / Core Liabilities (As per SLS)	M	3
1.2.7.5.5	(Volatile Liabilities - Temporary Assets) / (Earning Assets - Temporary Assets)	M	3
1.2.7.5.6	Core deposits / Total assets	M	3
1.2.7.5.7	(Loans + Mandatory SLR + Mandatory CRR + Fixed Assets) / Total Assets	M	3
1.2.7.5.8	(Loans + Mandatory SLR + Mandatory CRR + Fixed Assets) / Core Deposits	M	3
1.2.7.5.9	Temporary Assets / Total Assets	M	3
1.2.7.5.10	Temporary assets / Volatile liabilities	M	3
1.2.7.5.11	Volatile liabilities / Total assets	M	3
1.2.7.5.12	Top 20/50/100/200 Depositors to Total Deposits	M	3
1.2.7.5.13	Core Deposits / Core Assets	M	3
1.2.7.5.14	Core Deposits/ Total Assets	M	3
1.2.7.5.15	Top 20/50/100/200 Borrowers to Total Advances	M	3
1.2.7.5.16	Core Assets to Core Liabilities	M	3
1.2.7.5.17	Inter-Bank Liabilities / Net worth	M	3



1.2.7.5.18	Core Deposits / Net Loans	M	3
1.2.7.5.19	Liquid Assets / CASA deposits	M	3
1.2.7.5.20	Liquid Assets / Earning Assets	M	3
1.2.7.5.21	Total Loans & Advances / Core Deposits.	M	3
1.2.7.5.22	Undrawn Amount / Liquid Assets	M	3
1.2.7.5.23	Bulk Term Deposits / total earning asset	M	3
1.2.7.5.24	Total Loan Committed to Total Effective Earning Assets:	M	3
1.2.7.5.25	Retail Deposits / Total Earning Assets	M	3
1.2.7.5.26	Liquid Assets/Short Term Liabilities	M	3
1.2.7.5.27	Un-availed limits to Total Advances	M	3
1.2.7.5.28	Credit Deposit Ratio	M	3
1.2.7.5.29	Investment Deposit Ratio	M	3
1.2.7.5.30	Ratio builder, which allows users to define any number of categories and ratios	M	3
1.2.7.5.31	The system should alert the user and predefined authorities in the event of breach of the limits defined for the ratio	M	3
1.2.7.5.32	The system should be capable of calculating total amounts under each of the categories defined above based on data inputs from balance sheet and/ or structural liquidity statement	M	3
1.2.7.5.33	The system should allow users to define formulas for customized ratios to be calculated on the basis of asset/ liability categories defined above	M	3
1.2.7.5.34	The system should allow users to set/ edit limits for each of the ratios defined	M	3
1.2.7.6	19. Scenario development Stress testing		
1.2.7.6.1	Users, at the minimum, should be able to define scenarios for Liquidity Risk under 3 categories		
1.2.7.6.1.1	- Bank Specific	M	3
1.2.7.6.1.2	- Market wide	M	3
1.2.7.6.1.3	-Overseas Operations	M	3
1.2.7.6.1.4	- Combined	M	3
1.2.7.7	The system should allow the user to develop and save scenarios based on any or all of the following:		
1.2.7.7.1	Inflows / outflows in time buckets	M	3
1.2.7.7.2	Redefine haircuts on investment portfolio	M	3
1.2.7.7.3	Inflows / outflows in repricing buckets	M	3



1.2.7.7.4	Increase/ decrease Prepayment/ Rollover of Loans/ Deposits	M	3
1.2.7.7.5	Current market rates	M	3
1.2.7.7.6	Re-define current market rates and review impact on market value of assets. Actual market rates should remain intact	M	3
1.2.7.7.7	The system should allow the user to specify the amount of inflows or outflows in each time bucket to be considered for stress testing.	M	3
1.2.7.7.8	Allow users to simulate pre-defined scenarios as well as ad-hoc scenarios	M	3
1.2.7.7.9	The system should be capable of allowing the user to retrieve saved scenarios and specify the portfolio on which to conduct the stress test / simulation	M	3
1.2.7.7.10	The system should allow the user to determine stressed liquidity ratios such as the Liquidity Coverage Ratio (LCR) and the Net Stable Funding Ratio (NSFR)	D	2
1.2.7.7.11	It should be configurable for users to define any other scenario for stressing liquidity and interest rates	M	3
1.2.7.8	The system should be able to build following stress scenarios and corresponding stress levels		
1.2.7.8.1	Scenarios to include, where relevant, an episode of financial market turbulence or a shock to market liquidity;	M	3
1.2.7.8.2	Scenarios under which capital might not be freely transferable within banking groups in periods of severe downturn or extended market disruption;	M	3
1.2.7.8.3	Scenarios under which a crisis impairs the ability of even very healthy banks to raise funds at reasonable cost;	M	3
1.2.7.8.4	Scenarios under which model-embedded statistical relationships break down;	M	3
1.2.7.8.5	Scenarios to include simultaneous pressures in funding and asset markets, and the impact of a reduction in market liquidity on exposure valuation, etc.	M	3
1.2.7.8.6	Bank/regulator defined scenarios for extreme stress events. Support for extreme value (Weibull/ Gumbel/ Frechet) distribution	M	3
1.2.7.8.7	Support for flexible stress scenarios, Market/ historical rate driven stress scenarios, currency wise stress scenarios, negative rate scenarios, geographically impacted stress scenarios, measurement of parallel gap risk, basis risk and option risk.	M	3
1.2.7.8.8	System should be able to consider the impact of embedded losses. Computation of earnings at risk for banking book.	M	3
1.2.7.8.9	System should be able to perform stress levels under 'reverse stress testing	M	3
1.2.7.9	The system should allow the user to determine the impact of the following movements in the yield curve on the NII and EVE:		



1.2.7.9.1	System should compute the Liquidity Buffer	M	3
1.2.7.9.2	System should compute Survival Horizon	M	3
1.2.7.9.3	The system should allow the user to specify the amount of inflows or outflows in each time bucket to be considered for stress testing	M	3
1.2.7.9.4	The system should be able to compute consolidated as well as currency wise "Cost to Close", the static/ dynamic liquidity gaps using stressed scenarios	M	3
1.2.7.9.5	The system should take in to account the cost of additional borrowing as well as cost of asset liquidation to compute "Cost to Close" along with the impact on capital	M	3
1.2.7.9.6	System should allow users to compute liquidity and interest rate stress on the dynamic Balance Sheet	M	3
1.2.7.10	The system should allow the user to determine the impact of the following movements in the yield curve on the NII and EVE as well as on cost and capital impact:		
1.2.7.10.1	Parallel movements	M	3
1.2.7.10.2	Non-parallel movements	M	3
1.2.7.10.3	Inversion/Steepening of curve	M	3
1.2.7.10.4	Basis Risk	M	3
1.2.7.10.5	The system should allow user to develop scenarios in multiple currencies separately	M	3
1.2.7.10.6	The system should have provisions to review impact on Interest Income/ Interest Expense and NII across Rate Sensitive Asset and Rate Sensitive Liabilities due to stress in yield curve on immediate basis / user specified later date	M	3
1.2.7.10.7	The system should also be able to evaluate the Income/ expense/ NII/ NII increase or decrease in percentages due to the above-mentioned change in yield curve as part of the same report	M	3
1.2.7.10.8	The system should be capable of allowing the user to retrieve saved scenarios and specify the portfolio on which to conduct the stress test / simulation.	M	3
1.2.7.10.9	System should allow regulatory/ bank specific stress scenarios.	M	3
1.2.7.10.10	The System should be capable of re-plotting line items and regenerating reports/statements based on changes in inputs such as GL Balance, percentage in each bucket, and any other parameters used in such reports by way of simulation.	M	3



1.2.7.11	The system should be capable to determine a range of potential interest rate movement scenarios currency-wise, against which it will measure bank's IRRBB exposures. The stress scenarios in context of IRRBB should consider the following:		
1.2.7.11.1	The Stress Testing Model should be Capable to identify parallel and nonparallel gap risk, basis risk, and option risk in light of the existing level of interest rates, the interest rate cycle and interest rate volatilities and its impact on Bank's Capital and Earnings.	M	3
1.2.7.11.2	Specific stress scenarios for the Instruments or market where concentration exists.	M	3
1.2.7.11.3	The Stress Testing Model pertaining to IRRBB should be capable to assess the effect of adverse changes in the spreads of new assets or liabilities replacing those positions maturing over the horizon of the forecast on bank's NII.	M	3
1.2.7.11.4	The System should be capable to perform qualitative and quantitative reverse stress tests in order to identify significant risk under IRRBB, Liquidity Risk as well as other risks and its impact on Bank's Capital and Earnings.	D	2
1.2.7.11.5	The system should be capable of archiving the computed Stress Test Results, with appropriate time stamps and currencies	M	3
1.2.7.11.6	The system should have the capability to allow scheduling of the stress testing process.	M	3
1.2.7.11.7	The system should have the provision to define stress rates across Risk Sensitive Assets and Risk Sensitive Liabilities	M	3
1.2.7.11.8	The system should have the provision to make parallel as well as non- parallel shifts across Risk Sensitive Asset and Liabilities	M	3
1.2.7.11.9	The system should have provisions to review impact on Interest Income/ Interest Expense and NII across Rate Sensitive Asset and Rate Sensitive Liabilities due to stress in yield curve on immediate basis& on a later date	M	3
1.2.7.11.10	The system should also be able to evaluate the Income/ expense/ NII increase or decrease in percentages due to the above-mentioned change in yield curve	M	3
1.2.7.11.11	The system should support intraday liquidity reporting and collateral management with respect to the various sections utilized for Liquidity Management/ Contingency Funding Planning reporting	M	3
1.2.7.11.12	Allow users to configure what-if analysis to analyses the impact of new positions, amendments to existing positions, unwinding positions, etc.	M	3
1.2.7.11.13	Allow users to customize standard reports for their own profile (E.g., different portfolio, specific time period, comparing with historic results), without affecting reports generated by other users	M	3



1.2.7.11.14	The system should be capable of archiving the computed Stress Test Results, with appropriate time stamps and currencies and able to generate all reports required under various scenarios defined by the Bank. Reports should be comparable with actual and previous stress test results.	M	3
1.2.7.12	System should allow following functionalities for all kind of reports generated by ALM solution.		
1.2.7.12.1	The system should be capable of generating all the reports pertaining to RBI reporting in Adobe PDF, Microsoft excel, Microsoft Word, etc. as per user requirement.	M	3
1.2.7.12.2	The system should generate reports based on available data as per any user defined format	M	3
1.2.7.12.3	The system should be flexible in allowing users to specify the exact layout of the required report including location of fields, header, footer, page numbering, title etc.	M	3
1.2.7.12.4	The system should be flexible in allowing users to define structures and fields of each report by selecting fields from databases of their choice.	D	2
1.2.7.12.5	The system should allow users to print reports directly from the system.	D	2
1.2.7.12.6	The system should allow users to save reports the generated reports to disc/ hard drive etc	M	3
1.2.7.12.7	The system should provide context sensitive help to guide users to form the reports required by them.	D	2
1.2.7.12.8	The system should have a report writing wizard that provides users to create menus and allows them to draw up reports in the required format	D	2
1.2.7.12.9	The system should allow users to present outputs from reports in the form of graphs, charts and other graphic representation.	M	3
1.2.7.12.10	The system should allow for filtering and sorting of data in reports.	M	3
1.2.7.12.11	The system should provide mail-based alert to the Bank's defined users once the Regulatory/Internal/Statutory/Management reports are generated.	D	2
1.2.7.13	Following regulatory reports are to be available at daily interval		
1.2.7.13.1	Development of Structural Liquidity Statement.	M	3
1.2.7.13.2	Development of Interest Rate Sensitivity Profile - Traditional Gap Approach	M	3
1.2.7.13.3	Development of Interest Rate Sensitivity Profile - Duration Gap Approach	M	3
1.2.7.13.4	Computation of Liquidity Coverage Ratio	M	3
1.2.7.13.5	Calculation of Balance sheet ratios under static and dynamic assumptions	M	3
1.2.7.14	Following regulatory reports are to be available at Monthly interval		



1.2.7.14.1	Computation of Net Stable Funding Ratio	M	3
1.2.7.14.2	Development of framework for Interest Rate Risk in Banking Book (IRRBB)	M	3
1.2.7.14.3	Fund Transfer Pricing	M	3
1.2.7.14.4	Stress Testing	M	3
1.2.7.15	Following regulatory reports are to be available at pre-defined interval		
1.2.7.15.1	Development of Behavioral Models for Non-Maturing line items and Back testing for SSL, IRS and IRRBB	M	3
1.2.7.15.2	Dynamic ALM framework	M	3
1.2.7.15.3	Bank should be able to generate reports on provisional and audited data/figures for reporting and audit purposes.	M	3
1.2.7.15.4	Reports should be well designed to arrive audited/post MOC reports after incorporating modification correction and adjustments suggested by auditors and officials.	M	3
1.2.7.15.5	The system should be capable of computing data for RBS tranche points as per the individual definitions (from RBI Compendium)	M	3
1.2.7.15.6	The system should provide flexibility to define/assign any pre-defined frequency to reports (Internal/Regulatory/Management) generated/available in ALM solution	M	3
1.2.7.16	The system should allow for exporting and archiving of reports in the following relevant formats:		
1.2.7.16.1	Adobe PDF	M	3
1.2.7.16.2	Microsoft Excel	M	3
1.2.7.16.3	Microsoft Word	O	1
1.2.7.16.4	Microsoft Access	O	1
1.2.7.16.5	Comma separated values (.CSV)	M	3
1.2.7.16.6	The system should allow for archiving of circulars, notifications and other communication received from regulators.	M	3
1.2.7.16.7	The system should archive historical rates extracted from market information systems	M	3
1.2.7.16.8	Archiving of reports should be possible in a pre- defined format to facilitate ease of retrieval	M	3
1.2.7.16.9	The system should have a provision in the front end to archive any of the past reports generated by the system	D	2
1.2.7.16.10	The system should have a capability of automatic archival except for the dates Bank requires i.e. dates of regulatory submission at pre-defined frequency.	M	3
1.2.7.17	The system should support the generation of the following reports:		
1.2.7.17.1	Mismatch reports for liquidity and interest rate risk	D	2



1.2.7.17.2	Liquidity ratios as defined in the ALM policy	M	3
1.2.7.17.3	User defined other balance sheet ratios	D	2
1.2.7.17.4	Stress testing for liquidity risk, market, and interest rate risk	D	2
1.2.7.17.5	Limit exceptions reports	D	2
1.2.7.17.6	Report on duration, modified duration and PV01 at the desired portfolio level	M	3
1.2.7.17.7	Actual interest paid / received (in %) on borrowings and advances respectively as compared to the total weighted average interest	D	2
1.2.7.18	The system should allow the user to generate currency wise as well consolidated SLS/ IRS/ DGA profiles at any of the following levels:		
1.2.7.18.1	Product level	M	3
1.2.7.18.2	Portfolio Level	M	3
1.2.7.18.3	Branch level/ Region / Zone Level/ Business unit level/ Overall Bank level	M	3
1.2.7.18.4	Book Wise (Banking Book/ Trading Book Level)	M	3
1.2.7.18.5	Any other level, based on custom rules	M	3
1.2.7.19	Regulatory /Statutory reports required for submission to RBI/Statutory Audit		
1.2.7.19.1	Disclosure reports		
1.2.7.19.1.1	Reports to be generated on a Whole Bank Basis, banking Book basis and Trading Book basis and these reports should be generated on Book value and market value.	M	3
1.2.7.19.1.2	Any other regulatory/ statutory ALM reports in the prescribed formats	M	3
1.2.8	Fund Transfer Pricing		
1.2.8.1	To provide a market linked cost for each asset and liability by offering market-based rates to business units (branches and the treasury)	M	3
1.2.8.2	To Provide flexibility to choose from multiple FTP methodologies (Cost of funds/ Net Funding/ Pooled Funding/ Matched Maturity)	M	3
1.2.8.3	The solution should also be capable of setting up user defined FTP curve to be used for products which are not subject to interest rate movements	M	3
1.2.8.4	Generate the Base FTP curve for each use and source of fund on the underlying account or transaction attributes at the time of origin at a granular account-level using matched maturity methodologies such as bullet, cash flow and weighted average life funding	M	3



1.2.8.5	Generate the base FTP curve by combination of multiple yield curves for different maturities, as a combination of: Treasury rates Funds pool Bank cost of funds Target borrowing rate Swap curves CD rates ARR/MIBOR Or any other external rate	M	3
1.2.8.6	Compute FTP rates across at multiple granularities: Product Business unit Branch Bank/Entity Transaction	M	3
1.2.8.7	Analyze profitability at various levels by generating the economic value and the corresponding FTP rates	M	3
1.2.8.8	Calculate liquidity cost for: On-balance sheet assets consuming liquidity based on tenor at origination date and on marginal cost. Contingent liquidity risk (cost of holding stand-by liquidity buffer to cover unexpected liquidity needs and cost of rollover risk) other categories of possible liquidity risk exposure (E.g., country risk cost due to extension of funding to clients in non-fungible currencies)	M	3
1.2.8.9	Calculate, assign / allocate FTP costs, behavioral models or pricing assumptions based on the following: Interest rate risk Liquidity risk Funding rates (Base Government ZCYC rate/ LIBOR/MIBOR) Fixed rate structural funding cost Option cost - prepayment/ premature withdrawal On-balance sheet and off-balance sheet products Any other adjustments - such as new product incentive etc. applied depending on the bank's policy	M	3
1.2.8.10	Project and price undrawn off-balance sheet items, including contingent commitments, by means of stress and scenario testing	M	3
1.2.8.11	System should support lock-in of spread for fixed rate products and re- calculation at reset for repricing products	M	3
1.2.8.12	User should be allowed to configure calculation of FTP rate on the basis of original term or remaining term	M	3
1.2.8.13	System should facilitate computation of CFU Profit/Loss	M	3
1.2.8.14	Quantify impact due to change in FTP rates, methodologies, behavioral models, volumes, changes in key stress assumptions, etc.	M	3
1.2.8.15	To validate the results, TP rates need to be reconciled with manual calculations, at least during the test runs. For this purpose, the solution should provide date-wise cash-flows at account level and cash-flow calculation audit trail. The user should be allowed to pick up the account / number of accounts he wants to validate and generate audit trail for.	M	3
1.2.8.16	As part of scenario, system should allow users to configurable more than one TP rate for chosen accounts.	M	3
1.2.8.17	System should be capable of extracting the internal cost of funds from source system and compare with the FTP rate to finally compute the contribution	M	3
1.2.8.18	Cost Allocation		



1.2.8.18.1	Solution should provide a user interface to design business rules to allocate / apportion or assign costs	D	2
1.2.8.18.2	Should support top-down, bottom-up or a mix of both for cost allocations. Top-down method involves full absorption cost allocations. Bottom-up method requires calculation of standard unit costs per activity /transaction	D	2
1.2.8.18.3	Should support allocation of costs on the basis of drivers available either within the system (such as transaction counts, business volume) or required to be fed / extracted from other sources (such as head counts, area occupied)	D	2
1.2.8.18.4	The solution should be capable of calculating standard unit costs, if required	D	2
1.2.8.18.5	Should provide an intuitive user interface to construct cost allocation rules. Rules should not be a black box and should not require technical help for initial set up or any changes thereafter	D	2
1.2.8.18.6	Should follow a 'debit / credit' convention to allocate costs. Typical the cost source center will be showing a 'debit', and the recipient of the cost will show a 'credit'	D	2
1.2.8.18.7	Should provide trace back facility on allocations to view origination of costs, basis of allocation and business entities impacted.	D	2
1.2.8.18.8	Should provide a facility to undo or roll back cost allocations without impacting actual data. Should however alert the user wherever there are dependencies	D	2
1.2.8.18.9	Should support allocation of capital.	D	2
1.2.8.18.10	Should support taking into account loan loss provision while arriving at transfer price.	D	2
1.2.8.18.11	Should support allocation of Other Charges and other non- interest income including Commissions.	D	2
1.2.8.18.12	Bank may want to allocate only certain chosen costs at the branch or the head office. The systems will be expected to filter such costs for allocations.	D	2
1.2.8.18.13	Should show a report of allocated and unallocated costs.	D	2
1.2.8.18.14	Should store relevant information at account level that can facilitate cost allocations. Example, number of ATM transactions - required to allocate ATM maintenance cost to a retail banking customer	D	2
1.2.8.18.15	Should show a reconciliation report before and after allocations	D	2
1.2.8.18.16	Should allow change in cost drivers over time	D	2
1.2.8.18.17	Should support definition of allocations at a chosen level of detail - at account, customer, business entity /branch level	D	2
1.2.8.18.18	Should have provision for taking into account the subsidies/incentives that are in built as a positive / negative spread over the FTP rate.	D	2



1.2.8.18.19	Should have provision of considering the economic loss on account of prepayment of high value term loans and premature withdrawal of high-cost deposits	D	2
1.2.8.18.20	Should store relevant MIS details at customer / account level to facilitate enriched profitability reporting. Example, customer demographics, segmentation	D	2
1.2.8.18.21	To allocate non-interest expenses from cost centers to profit centers.	D	2
1.2.8.18.22	To compute and allocates cost of capital based on a defined estimation model and develops and delivers all FTP / NII related reports.	D	2
1.2.8.19	FTP Reports		
1.2.8.19.1	Gross Profit /loss incurring branches Before applying FTP reports (The branch- wise report should give details of Income & Expenditure accounted for a particular period -)	M	3
1.2.8.19.2	Net Profit / Loss incurring branches after applying FTP Rates (The branch wise report should give details of net profit/loss after applying TPM rates)	M	3
1.2.8.19.3	Comprehensive FTP report (This report consists of many sub reports viz Population wise, Product wise, Customer wise, Account wise and Branch, Regional Office & Zonal Office.)	M	3
1.2.8.19.4	Profitability comparison report: Product- wise and Branch-wise (This report should provide the summary of profitability figures at product level/branch level for various time intervals for comparative analysis.)	M	3
1.2.8.19.5	Report of Net loss incurring branches for a selected period (Details of the net loss incurring branches)	M	3
1.2.8.19.6	Top N NII Report (The report should give Top N branches where NII from asset is maximum and Top N branches where NII from liabilities is maximum)	M	3
1.2.8.19.7	Top N Product (The report should be able to generate the output for various demographic filters.)	M	3
1.2.8.19.8	Top N Customer (Top N Customer of the Bank based on the NII. The report should be able to generate list of customers based on their NII from asset as well as liability products, taken separately or together.)	M	3
1.2.8.19.9	Branch / ROs other vertical- wise cost allocation Report (The report should give cost allocation details (for all income and expense at various organization unit level.)	M	3
1.2.8.19.10	NII Report- Monthly, Quarterly, Half-Yearly and Yearly and at the frequency desired by Bank (Branch/Region wise NII Report. The report should give Net income/loss of the organization unit after transfer pricing and cost and income allocation. The report should be able to generate output at product level, geography level, organization unit level, customer level and account level.)	M	3



1.2.8.19.11	Account Level Report (The report should give account level allocation report for various units, products, customer types and income and expenses.)	M	3
1.2.8.19.12	Customer Level Report (The report should give customer level allocation report for various units, products, customer types and income and expenses.)	M	3
1.2.8.19.13	Product level report (The report should give product level allocation report for various units, products, customer types and income and expenses.)	M	3
1.2.8.19.14	GL level report (The report should give GL level allocation report for various units, products, customer types and income and expenses.)	M	3
1.2.8.19.15	Funding unit summary report (Report to provide the summary of total TP credit/debit charge allocated to each business group and other relevant information from funding unit's perspective)	M	3
1.2.8.19.16	Transfer rate composition summary (To provide the details of components of FTP rate applied for each account)	M	3
1.2.8.19.17	Branch-wise spread report (To provide the spread allocated to each branch for the current pricing period (month))	M	3
1.2.8.19.18	Funding unit summary report (To provide the summary of the total TP credit/debit charge allocated to each business group and other relevant information from funding unit's perspective)	M	3
1.2.9	Dynamic ALM		
1.2.9.1	The system should allow users to define the product / instrument level at which the source data and projections must be provided as inputs	O	1
1.2.9.2	The system should allow users to define the time buckets to be used for developing the Dynamic Liquidity profile	M	3
1.2.9.3	The system should be capable of extracting the actual inflows and outflows for the relevant time buckets from the Structural Liquidity Report	M	3
1.2.9.4	The system should have the capability to source projections provided by the business units through an MS Excel file upload/ manual input Line of Business Line item as per Dynamic Liquidity format of RBI	M	3
1.2.9.5	The system should be capable of accepting projections from business units at each of the following levels:		
1.2.9.5.1	Line of Business	M	3
1.2.9.5.2	General Ledger	D	2
1.2.9.5.3	Line item as per Dynamic Liquidity format of RBI	M	3



1.2.9.5.4	Product Instrument Level	O	1
1.2.9.5.5	Asset Class Level	O	1
1.2.9.5.6	Both at individual time bucket level and aggregate level	M	3
1.2.9.5.7	In the form of absolute figures, percentage, custom expressions	M	3
1.2.9.6	The system should be capable of sourcing projections with following parameters:		
1.2.9.6.1	Origination date	O	1
1.2.9.6.2	Amount	O	1
1.2.9.6.3	Maturity Date/ Tenure	O	1
1.2.9.6.4	Amortization schedule	O	1
1.2.9.6.5	Interest rate	O	1
1.2.9.6.6	The system should have the capability to allow users to manually enter projection data at any desired granularity (i.e. position level, product level, GL Level etc.)	O	1
1.2.9.6.7	The system should be capable of accepting the projections in multiple currencies & generating the dynamic liquidity profile in multiple currencies	O	1
1.2.9.6.8	The system should be capable of accepting the projections from each jurisdiction/ overseas branch of the Bank separately	O	1
1.2.9.6.9	Provide dynamic liquidity profile as per RBI format & MIS based on user defined rules/projections for different time buckets for different line items.	M	3
1.2.9.7	Development of Dynamic Liquidity Profile		
1.2.9.7.1	The system should integrate the projections with the structural liquidity profile to generate the dynamic liquidity profile as per RBI format and internal MIS	O	1
1.2.9.7.2	The system should allow the user to define rules based on which aggregated projections will be segregated into different time buckets and/or line items	O	1
1.2.9.7.3	The system should have the ability to define product- wise asset / liability categories, sub-categories and define product hierarchies	O	1
1.2.9.7.4	The system should allow the user to define bucketing assumptions for each product or asset/liability type as per RBI or internal rules of the Bank	M	3
1.2.9.8	The system should be capable of accepting bucketing assumptions in the following forms:		
1.2.9.8.1	Original contractual maturity	O	1



1.2.9.8.2	Residual maturity	O	1
1.2.9.8.3	Percentages to each time bucket for each asset class	O	1
1.2.9.8.4	Custom expression	O	1
1.2.9.8.5	The system should allow the user to develop multiple dynamic liquidity profiles with different bucketing assumptions, time buckets and projections	M	3
1.2.9.8.6	The system should allow the user to generate liquidity profiles at each of the following levels:	O	1
1.2.9.8.7	Business unit or Ros or Zone or Branch level	O	1
1.2.9.8.8	Overall Bank level	O	1
1.2.9.8.9	The system should allow the user to drill down the dynamic liquidity profile to the desired granularity (i.e. position level, product level, GL Level etc.) GL Level etc.)	O	1
1.2.9.8.10	The system should be capable of converting the dynamic liquidity profiles in multiple currencies in one user defined home currency	O	1
1.2.9.8.11	The system should be capable of generating the dynamic liquidity profile for different zones/ overseas branch separately	O	1
1.2.9.8.12	The system should allow users to compute consolidated as well as currency wise cost to close using borrowing as well as asset liquidation on dynamic gaps	O	1
1.2.9.8.13	The system should be capable of consolidating the multiple dynamic liquidity profiles in the same currency as per user preference	O	1
1.2.9.8.14	The system should allow users to facilitate projections for user define horizon period. Ex: 3 months, 12 months, 3 years, 5 years etc.	O	1
1.2.9.8.15	System should be capable of computing impact of interest rate movements on Liquidity and Bank's interest rate sensitivity for longer term	O	1
1.2.9.8.16	The system should be capable of computing NII/ NIM on a 1 year rolling basis	M	3
1.2.9.8.17	The system should be able to compute key ratios (NIM, ROE, Cost of deposit, Cost of funds, Yield on advances etc.) and liquidity ratios under each liquidity profile.	M	3
1.2.9.8.18	System should also allow users to define projections on a quarterly basis and revise them every month.	O	1
1.2.9.8.19	System should capture the seasonality aspect of deposit and advances	O	1
1.2.9.8.20	Capable of identifying the variance in projected and actual values	M	3
1.2.9.9	Dynamic liquidity mismatch limit monitoring and reporting		



1.2.9.9.1	The system should be capable of accepting dynamic liquidity mismatch limits in form of limits in form of:		
1.2.9.9.1.1	Absolute figures	O	1
1.2.9.9.1.2	Percentage of total outflow in a time bucket	O	1
1.2.9.9.1.3	Cumulative mismatch limits	O	1
1.2.9.9.1.4	Custom expression	O	1
1.2.9.9.1.5	The system should be configurable to define the authorities to whom limit breaches must be escalated	O	1
1.2.9.9.1.6	The system should automatically alert the user and all pre-defined authorities in the event of a breach of mismatch limits	O	1
1.2.9.9.1.7	The system should have the capability to allow scheduling of automatic Dynamic Liquidity Report generation and mismatch limit verification	O	1
1.2.9.9.1.8	The system should provide the Dynamic Liquidity report in the format prescribed by RBI	O	1
1.2.9.9.1.9	The system should be capable of automatically archiving the Dynamic Liquidity Reports generated by the user, with appropriate time stamps	O	1
1.2.9.10	Dynamic liquidity report: Back testing		
1.2.9.10.1	The system should be capable of conducting a back testing of dynamic liquidity reports by comparing archived dynamic liquidity report as on a date with structural liquidity report on the target horizon date/ user defined date	O	1
1.2.9.10.2	The system should be capable of calculating the differences in projected values in dynamic liquidity report and actual values in statutory liquidity report at each of the following levels:		
1.2.9.10.2.1	Time bucket	O	1
1.2.9.10.2.2	Product level	O	1
1.2.9.10.3	The system should be capable of identifying the mismatch in projected and actual values in following terms		
1.2.9.10.3.1	Absolute figures	O	1
1.2.9.10.3.2	Percentage terms	O	1



Part 8- Bid Forms, Commercial Bid and Other Formats

Format 8.1 Technical Proposal Format

The Chief Risk Officer,
Central Bank of India,
Risk Management Department,
1st floor, Bajaj Bhawan,
Nariman Point,
MUMBAI 400021. Maharashtra

DATE:

Ref: GeM bid no. GEM/2025/B/6772320

Sl. No.	Particulars	Details
a)	Name of the Bidder Firm/Company	
b)	Constitution (Ltd./ Pvt. Ltd/Firm etc.)	
c)	Date of Incorporation and / or Commencement of business with supporting documents	
d)	Certificate of Incorporation (CIN)	
e)	Whether registered as MSE for the item under the GeM Bid? (Proof of registration as MSE for the item under the GeM Bid)	
f)	Whether recognized as a Startup by Department of Industrial Policy and Promotion (DIPP)? (Proof of such recognition, indicating terminal validity date of registration)	
g)	Address of Corporate Office	
h)	Address of the Registered Office	
i)	Particulars of the Primary Contact Person (Authorized Signatory of the Bidder)	Name
		Designation
		Address for Correspondence
		Phone Number (Landline)
		Mobile Number
		Email address
j)	Particulars of the Secondary Contact Person	Name
		Designation
		Mobile Number
		Email address
k)	Firm / Company Website address	



1)	Firm/Company PAN number Firm/Company GST Number <u>Beneficiary Bank Details for Bid security refund etc.,</u> Beneficiary Name Beneficiary Account Number Type of Bank Account (Current/OD/OCC etc.) IFSC Code Beneficiary Bank Name & Branch address	
----	--	--

1. With reference to the above tender, having examined and understood the instructions, terms and conditions forming part of the tender, we hereby enclose our offer for providing said solution as detailed in your above referred tender.
2. We confirm that the offer is in conformity with the terms and conditions as mentioned in the above-cited tender and agree to all the terms and conditions of the tender and subsequent amendments made, if any.
3. We confirm that we agree and abide by all the terms and conditions mentioned in this tender document.
4. We also understand that the Bank is not bound to accept the bid / offer either in part or in full and that the Bank has right to reject the bid / offer in full or in part or cancel the entire tendering process without assigning any reasons whatsoever.
5. We also understand that it shall not be binding on the Bank to accept any conditions or considerations put forth by us in our technical bid or any documents enclosed along with the technical bid. In the event, any clauses proposed by us is found to be onerous to the bank, Bank shall reserve the right to reject the bid without assigning any reasons thereto.
6. It is further certified that the contents of our Bid are factually correct. We have not sought any deviation to the terms and conditions of the RFP. We also accept that in the event of any information / data / particulars provided are found to be incorrect, the Bank will have the right to disqualify us from the tendering process without prejudice to any other rights available to the Bank.



7. We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by the Bank.
8. Till execution of a formal contract, the gem bid, along with the Bank's notification of award by way of issuance of purchase order and our acceptance thereof, would be a binding contractual obligation on the Bank and us.
9. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form in the tender and we shall be solely responsible for the due performance of the contract.
10. We hereby enclose the signed copy of the tender document along with the corrigendum and pre-bid response as part of our technical bid.
11. While submitting this Bid, we certify that:
 - The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is enclosed to this letter.
 - Prices submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
 - The prices submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.
 - We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.
 - We have quoted for all the products/services mentioned in this RFP in our price Bid.
 - The rate quoted in the price Bids are as per the RFP and subsequent pre-Bid clarifications/ modifications/ revisions furnished by the Bank, without any exception.
12. We declare that we are not in contravention of conflict-of-interest obligation mentioned in this RFP as mentioned in the Undertaking format 8.9.

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:



Format 8.2 Eligibility Criteria

The Chief Risk Officer,
Central Bank of India,
Risk Management Department,
1st floor, Bajaj Bhawan,
Nariman Point,
MUMBAI – 400021 Maharashtra

DATE:

Ref: GeM bid no. GEM/2025/B/6772320

Dear Sir,

Note: Bidder to duly fill all the eligibility clauses as mentioned in the clause 3.5 and compliance and document details to be indicated in the above table.

Authorised Signatory:
Name and Designation:
Office Seal with date

Format 8.3-Self Declaration – Blacklisting

Sl. No.	Clause	Compliance (Yes/No)	Documents required
Eligibility Clause 1:			



Format 8.3 Self Declaration Blacklisting

The Chief Risk Officer,
Central Bank of India,
Risk Management Department,
1st floor, Bajaj Bhawan,
Nariman Point,
MUMBAI – 400021 Maharashtra

DATE:

Dear Sir,

Sub: GeM tender for Supply, Installation, Integration, Implementation and Maintenance of Asset & Liability Management (ALM), Fund Transfer Pricing (FTP) and Interest Rate Risk in Banking Book (IRRBB)

Ref: GeM bid no. GEM/2025/B/6772320

We certify that, we have not been blacklisted / debarred / by Public Sector/ Central Government / State Government(s) / PSUs / RBI / IBA / NPCI or any other Regulatory Authority as on date of submission of bid.

In the event of Bank coming across any information about blacklisting/debarment of the bidder by any such companies referred in the clause, Bank shall reserve the right to summarily reject the bid in any stage/s post seeking an explanation from the company and providing sufficient cooling time for its response.

In such cases, the bank's decision will be final and binding on the bidder.

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:

Format 8.4 Undertaking of Information Security

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory on Information security as per regulatory requirement)

The Chief Risk Officer,
Central Bank of India,
Risk Management Department,
1st floor, Bajaj Bhawan,
Nariman Point,
MUMBAI – 400021 Maharashtra

DATE:

Sir,
Sub: GeM tender for Supply, Installation, Integration, Implementation and Maintenance of Asset & Liability Management (ALM), Fund Transfer Pricing (FTP) and Interest Rate Risk in Banking Book (IRRBB)

Ref: GeM bid no. GEM/2025/B/6772320

We hereby undertake that the proposed software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done).

Yours faithfully,
Authorized Signatory Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

Format 8.5 Undertaking for Labour Law.

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory on Information security as per regulatory requirement)

The Chief Risk Officer,
Central Bank of India,
Risk Management Department,
1st floor, Bajaj Bhawan,
Nariman Point,
MUMBAI – 400021 Maharashtra

DATE:

Ref: GeM bid no. GEM/2025/B/6772320

Sir,

We, M/s _____ undertake that we comply with all the applicable clauses of Labour Laws issued by Govt of India for the entire duration of the contract. The required related documents will be submitted, if required during the contract period.

Authorized Signatory Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #



Format 8.6 Reference Details

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory on Information security as per regulatory requirement)

The Chief Risk Officer,
Central Bank of India,
Risk Management Department,
1st floor, Bajaj Bhawan,
Nariman Point,
MUMBAI – 400021 Maharashtra

DATE:

Ref: GeM bid no. GEM/2025/B/6772320

Sir,

Sr. No.	Service Rendered	Reference 1		Reference 2		Reference 3	
1.		Organization's Name		Organization's Name		Organization's Name	
		Client Name		Client Name		Client Name	
		Client Phone No. & Email ID		Client Phone No. & Email ID		Client Phone No. & Email ID	
2.		Organization's Name		Organization's Name		Organization's Name	
		Client Name		Client Name		Client Name	
		Client Phone No. & Email ID		Client Phone No. & Email ID		Client Phone No. & Email ID	
3.		Organization's Name		Organization's Name		Organization's Name	
		Client Name		Client Name		Client Name	
		Client Phone No. & Email ID		Client Phone No. & Email ID		Client Phone No. & Email ID	
4.		Organization's Name		Organization's Name		Organization's Name	



		Client Name		Client Name		Client Name	
		Client Phone No. & Email ID		Client Phone No. & Email ID		Client Phone No. & Email ID	
5.		Organization's		Organization's		Organization's	
		Name		Name		Name	
		Client Name		Client Name		Client Name	
		Client Phone No. & Email ID		Client Phone No. & Email ID		Client Phone No. & Email ID	

Authorized Signatory Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #



Format 8.7 Infrastructure requirement for the Solution

Bidders need to submit infrastructure sizing requirement along with bids in following formats:

Ref: GeM bid no. GEM/2025/B/6772320

S N	Application/D atabase / Software/Utilit y/Tool /Container platform/CIC D etc. as part of Scope of RFP	Locati on (DC/D RC/ Near to DC)	Cou nt of licen se s requ ire d with metr ic (Use r Bas ed / Pro ces sor Bas ed / any othe r)	Instance (Prod/PrePro d/Dev/ UAT)	OS Deployme nt Category (Physical Server/V M/Co ntainer)	OS Typ e (like Win do ws, RHE L, etc.)	No of OS Ins ta nc e	Hardware Requirement including OS utilization					
								No of physi cal Core s	Detai ls of Type of Har dw are	Me m ory (In GB)	Ph ysi cal Sto ra ge (In GB)	SA N Sto ra ge (In GB)	Ob je ct Sto ra ge (In GB)
1													
2													
3													
4													



Table-2

SN	Any other Hardware Items required	Number of Item	Any other relevant detail of the Component	Rational for including the component

Note:-

- Bidder should add more rows as per the Hardware/Software Requirements.
- Bidder should provide a separate document as part of technical Bid submission on the rationale behind the hardware sizing (formula/logic out of the TPS shared by Bank
- No of physical cores is to be factored considering the latest Intel Xeon 6 processor else the processor name is to be clearly mentioned by the bidder
- Separate row for each Application/Database/Software/Utility/Tool/ Container platform, each location (DC & DRC) and each Instance (Prod/PreProd/Dev/UAT)
- Additional resources (Core and Memory) is to be factored for various security and monitoring agents/tools to run in OS like HIPS, HEAL, Application Whitelisting etc.
- Additional resources (Core, Memory and Disk) is to be factored for VM Hypervisor ad Controller pane of Container platform
- Storage requirements for data archival and Back-up to be mentioned separately in above table

a. Volumetric Information pertaining to bank's customer base. Bank's customer base details as on 30.06.2025 is under:

- Total Number of Customers = 133680134
- Total saving accounts = 79253288
- Total current accounts = 27201883
- Total Term deposit accounts = 7400270
- Total DL\TL = 3054321
- Total CC\OD = 2449231
- Total Branches= 4552

- B. Bidder must submit "Software Bill of Materials" (SBOM) and CBOM (Cryptographic BOM) as a detailed inventory of all the components, libraries, and dependencies used in a proposed platform as per CERT-IN's compliance requirement from OEM.



Format 8.8 Escalation Matrix of All Verticals

The Chief Risk Officer,
Central Bank of India,
Risk Management Department,
1st floor, Bajaj Bhawan,
Nariman Point,
MUMBAI – 400021 Maharashtra

DATE:

Dear Sir,

Sub: GeM tender for Supply, Installation, Integration, Implementation and Maintenance of Asset & Liability Management (ALM), Fund Transfer Pricing (FTP) and Interest Rate Risk in Banking Book (IRRBB)

Ref: GeM bid no. GEM/2025/B/6772320

The escalation matrix up to top level of company is tabulated below in hierarchy: -

Escalation Level	Escalation Point	Contact Details	Time to Acknowledge	Resolution Time
Level 1 (Initial Support)	Vendor's Front-Line Support / Bank IT Operations Team	Vendor: [Support Email / Phone] Bank: [IT Support Email / Phone]	Within 1 hour	Within 4 hours
Level 2 (Technical Support)	Vendor's Technical Support Team / Solution Specialist	Vendor: [Tech Support Email / Phone] Bank: [IT Support Manager Email / Phone]	Within 2 hours	Within 12 hours
Level 3 (Senior Management)	Vendor's Senior Solution Architect / SME Bank's IT or Security Head	Vendor: [Senior Email / Phone] Bank: [Security Manager Email / Phone]	Within 4 hours	Within 24 hours
Level 4 (Executive Escalation)	Vendor's Executive Management Bank's Senior Leadership	Vendor: [Executive Email / Phone] Bank: [CIO/CTO Email / Phone]	Within 8 hours	Within 48 hours

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:

Note- Kindly mention escalation matrix of all verticals (support, sales and delivery of the company. There should be a single point of contact of senior level for verticals.



Format 8.9 Undertaking as per Outsourcing norms

The Chief Risk Officer,
Central Bank of India,
Risk Management Department,
1st floor, Bajaj Bhawan,
Nariman Point,
MUMBAI – 400021 Maharashtra

DATE:

Dear Sir,

Tender Reference: Ref: GeM bid no. GEM/2025/B/6772320

GeM tender for Supply, Installation, Integration, Implementation and Maintenance of
Asset & Liability Management (ALM), Fund Transfer Pricing (FTP) and
Interest Rate Risk in Banking Book (IRRBB)

We hereby confirm that our firm M/s _____ is not owned
or controlled by any director, or key managerial personnel, or approver of Central Bank
of India, or their relatives. The terms ‘control’, ‘director’, ‘key managerial personnel’,
and ‘relative’ have the same meaning as assigned under the Companies Act, 2013 and
the Rules framed thereunder from time to time.

Dated at Mumbai this _____ day of _____ 2025.

Yours faithfully,

Authorized Signatory

Name and Designation

Office Seal Place:

Date:

Enclosed: Power of attorney/Letter of authorization



Format 8.10 Letter of Undertaking

The Chief Risk Officer,
Central Bank of India,
Risk Management Department,
1st floor, Bajaj Bhawan,
Nariman Point,
MUMBAI – 400021 Maharashtra

DATE:

Dear Sir,

Sub: GeM tender for Supply, Installation, Integration, Implementation and Maintenance of Asset & Liability Management (ALM), Fund Transfer Pricing (FTP) and Interest Rate Risk in Banking Book (IRRBB)

Ref: GeM bid no. GEM/2025/B/6772320

1. We hereby confirm that we agree and unconditionally accept all the GeM tender terms and conditions of the GeM tender no: _____, its Annexes, amendments made to the tender without any pre-conditions. Any presumptions, assumptions, deviations given or attached as part of technical document (technical bid) be treated as null and void.
2. On selection as successful bidder, we undertake that our company shall deliver the services and shall supply hardware and software components as mentioned in the Part 6 and part 7 of the tender.
3. We confirm that the undersigned is authorized to sign on behalf of the company and the necessary support document delegating this authority is enclosed to this letter.
4. We also undertake to submit the non-disclosure agreements as per the format provided in the tender.
5. We also declare that our company not under any Bankruptcy or Liquidation process and complies to the law of land. We also understand that; our bid shall be liable for rejection if our declaration if found incorrect.



6. We also agree that Bank is not bound to accept any bid received, including the lowest bid; and the Bank may reject all or any bid without assigning any reason or giving any explanation whatsoever.
7. We confirm that the sizing quoted shall be valid for the entire contract period as per the volume projection details provided, such that at any point utilization of hardware infrastructure shall be within the 70% threshold limit. We agree to all the terms and conditions mentioned in this tender document.

Dated at _____ this _____ day of _____ 2025.

Yours faithfully,

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:

Enclosed: Power of attorney of authorized signatory



Format 8.11 Format for Bid Security (EMD)/Bank Guarantee

The Chief Risk Officer,
Central Bank of India,
Risk Management Department,
1st floor, Bajaj Bhawan,
Nariman Point,
MUMBAI – 400021 Maharashtra

DATE:

Dear Sir,

In response to your invitation to respond to your RFP for SUPPLY, INSTALLATION, AND MAINTENANCE OF END-TO-END ASSET LIABILITY MANAGEMENT SOLUTION

In CENTRAL BANK OF INDIA and, M/s _____ having their registered office at _____ (hereinafter called the Bidder“) wishes to respond to the said Request for Proposal (RFP) and submit the proposal Implementation of _____ as listed in the RFP document.

Whereas the “Bidder” has submitted the proposal in response to RFP, we, the _____ Bank having our head office _____ hereby irrevocably guarantee an amount of Rs XX.00 lacs (Rupees XXX Lacs Only) as bid security as required to be submitted by the Bidder” 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:

1. If the Bidder withdraws his proposal during the period of the proposal validity; or
2. If the Bidder, 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 Central Bank of India the said amount of Rupees Five Lacs 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 Central Bank of India which shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed Rs XX (Rupees XX Only).
2. This Bank guarantee will be valid up to _____; 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.

Yours faithfully,

For and on behalf of _____

Bank Authorised Official

Format 8.12 Pre-Contract Integrity Pact

Between **Central Bank of India** hereinafter referred to as “**The Principal**”,
 And
 hereinafter referred to as “**The Bidder/ Contractor**”

Preamble

The principal intends to award, under laid down organizational procedures, contract/s forThe Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s) and / or Contractor(s).

In order to achieve these goals, the principal will appoint an Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Principal

(1.) The principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -

a. No employee of the principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

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

c. The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 – Commitments of the Bidder(s)/ contractor(s)

(1) The Bidder(s)/ Contractor(s) commits themselves to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal’s employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to



obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

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

c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act, Chapter XII of Bharatiya Nyaya Sanhita (BNS), 2023 or Prevention of Corruption Act, 1988, GFR 2017; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d. The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the “Guidelines on Indian Agents of Foreign Suppliers” shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only. Copy of the “Guidelines on Indian Agents of Foreign Suppliers” is placed at (page nos. 6-7) e. The Bidder(s)/ Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

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

Section 3- Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the “Guidelines on Banning of business dealings”. Copy of the “Guidelines on Banning of business dealings” is attached as annexure-K

Section 4 – Compensation for Damages

(1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.

(2) If the Principal has terminated the contract according to Section 3, or if the principal is entitled to terminate the contract according to Section 3, the principal shall be entitled to demand and recover from the



Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous transgression

(1) The Bidder declares that no previous transgressions occurred in the last three years with any other Bank in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

(2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in “Guidelines on Banning of business dealings”.

Section 6 – Equal treatment of all Bidders / Contractors / Subcontractors

(1) The Bidder(s)/ Contractor(s) undertakes(s) to demand from his subcontractors a commitment in conformity with this Integrity Pact.

(2) The principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.

(3) The principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidder(s) / Contractor(s) / Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the principal has substantive suspicion in this regard, the principal will inform the same to the Chief Vigilance Officer.

Section 8 – Independent External Monitor / Monitors

(1) The principal appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. It will be obligatory for him to treat the information and documents of the Bidders/Contractors as confidential. He reports to the Managing Director, CENTRAL BANK OF INDIA.

(3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor



is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Subcontractor(s) with confidentiality.

(4) The principal 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 Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

(5) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

(6) The Monitor will submit a written report to the Managing Director, CENTRAL BANK OF INDIA within 8 to 10 weeks from the date of reference or intimation to him by the *principal* and, should the occasion arise, submit proposals for correcting problematic situations.

(7) If the Monitor has reported to the Managing Director CENTRAL BANK OF INDIA, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Managing Director CENTRAL BANK OF INDIA has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(8) The word “**Monitor**” would include both singular and plural.

Bank has appointed Independent External Monitor (hereinafter referred to as IEM) for this pact, whose name and e-mail ID are as follows:

Mr. Anant Kumar, Email: anant_in@yahoo.com

Mr. Nirmal Anand Joseph Deva, Email: meghanadeva2022@gmail.com

Section 9 – Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Chairman & Managing Director of CENTRAL BANK OF INDIA.

Section 10 – Other provisions

(1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. Mumbai.



- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (5) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.”

(For & On behalf of the principal)

(For & On behalf of Bidder/Contractor)

(Office Seal)
Place -----
Date -----

(Office Seal)

Witness 1:
(Name & Address)

Witness 2:
(Name & Address)



Format 8.13 Land Border Sharing Certificate

The Chief Risk Officer,
Central Bank of India,
Risk Management Department,
1st floor, Bajaj Bhawan,
Nariman Point,
MUMBAI – 400021 Maharashtra

DATE:

Dear Sir,

Sub: GeM tender for Supply, Installation, Integration, Implementation and Maintenance of Asset & Liability Management (ALM), Fund Transfer Pricing (FTP) and Interest Rate Risk in Banking Book (IRRBB)

.

Ref: GeM bid no. GEM/2025/B/6772320

Bidder Name:

""I have read the provisions of the order ref: 6/18/2019-PPD Dated 23.07.2020 from Department of Expenditure, Ministry of Finance and the specific clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]"

Signature of Competent authority

Date:



Format 8.14 Format for Commercial Bid

(NOT TO BE UPLOADED ALONG WITH TECHNICAL BID. TO BE UPLOADED IN THE SPECIFIC

PLACE HOLDER PROVIDED FOR UPLOADING COMMERICAL BREAKUP)

1. Name of Bidder :
2. Address of Corporate Office:
3. Ref: GeM bid no. GEM/2025/B/6772320

(Amount in ₹)

A. Cost of ALM, FTP & IRRBB solutions licenses with one year warranty^^				
Sl. No.	Items f	Cost in Rupees (A)	GST Amount & % (B)	Total cost including GST C= A+B
1	Break up of Cost of solutions Licenses for UAT setup as under:			
1.(i)	ALM			
1.(ii)	BASEL III LR (LCR, NSFR)			
1.(iii)	FTP			
1.(iv)	IRRBB			
1.(v)	Behavioral Analysis (BA)			
1.(vi)	Reporting tool & MIS framework			
1.(vii)	Dynamic ALM			
2	Any other cost for UAT setup, please specify			
3	Break up of Cost of solutions Licenses for Primary site and DR site as under:			
3.(i)	ALM			
3.(ii)	BASEL III LR (LCR, NSFR)			
3.(iii)	FTP			
3.(iv)	IRRBB			
3.(v)	Behavioral Analysis (BA)			
3.(vi)	Reporting tool & MIS framework			
3.(vii)	Dynamic ALM			
4	Any other cost for primary setup, please specify			
5	Break up of Cost of solutions Licenses for Disaster Recovery site as under:			
5.(i)	ALM			
5.(ii)	BASEL III LR (LCR, NSFR)			
5.(iii)	FTP			
5.(iv)	IRRBB			
5.(v)	Behavioral Analysis (BA)			
5.(vi)	Reporting tool & MIS framework			



5.(vii)	Dynamic ALM			
6	Any other cost for Disaster Recovery setup, please specify			
	Total Cost			

Please provide the price breakup for the cost of licenses for various types of users as listed in the tender with detailed licensing policy) for DC and DR site setup.

B. Cost of Implementation—ALM, FTP & IRRBB Solutions				
Sl. No.	Item	Cost in Rupees (A)	GST Amount & % (B)	Total cost including GST C= A+B
1	Implementation Charges at DC & DR Site (installation, configuration, Customization, Training, Interface(s), Testing, Acceptance, Data Migration etc.)			
2	Any other cost, please specify			
	Total			

C. Cost of Manpower for onsite support for 5 years						
Sl. No.	Item		No of resources (A)	Cost per resource (B)	GST Amount & % (C)	Total Cost (in Rupees) * D= (AxB)+C
1	Cost of manpower for Onsite support for 1st year i.e., 1 year from the date of Go Live of the proposed solution.	L2	2			
		L3	1			
2	Cost of manpower for Onsite support for 2 nd year	L2	2			
		L3	1			
3	Cost of manpower for Onsite support for 3 rd year	L2	2			
		L3	1			
4	Cost of manpower for Onsite support for 4 th year	L2	2			
		L3	1			
5	Cost of manpower for Onsite support for 5 th year	L2	2			
		L3	1			
	Total					

*(To be paid on a quarterly basis from go live up to the end of the contract period)



D. Training & Knowledge Transfer —ALM, FTP & IRRBB Solutions				
Sl. No.	Item	Cost in Rupees (A)	GST Amount & % (B)	Total cost including GST C= A+B
1	Functional & Technical training of proposed solution along with necessary documentations, Manuals, SOP.			
2	Any other cost, please specify			
	Total			

E. Migration of existing Data, Data pipelines, ETL, Reports				
Sl. No.	Item	Cost in Rupees (A)	GST Amount & % (B)	Total cost including GST C= A+B
01	Migration of existing source systems data, ETL jobs, Data Validation & reconciliation,			
05	Any Other activity			

F. Man, days support				
Sl. No.	Item	Cost in Rupees (A)	GST Amount & % (B)	Total cost including GST C= A+B
01	Cost of 500 man-days support for entire project tenor			

G. ATS (Annual Technical Support)				
Sl. no	Items	Unit Price (A)	GST % & Amount (B)	Total Cost including GST C=A+B
1	2 nd Year ATS for Application Software (all items mentioned in A. Application)			



2	3 rd Year ATS for Application Software (all items mentioned in A. Application)			
3	4 th Year ATS for Application Software (all items mentioned in A. Application)			
4	5 th Year ATS for Application Software (all items mentioned in A. Application)			
	Total			

Table	Particulars	Unit Price	GST % & Amount	Total Cost including GST
A	License			
B	Implementation Cost			
C	Manpower Onsite Support			
D	Training & Knowledge Transfer			
E	Migration Activity			
F	500 Man Days			
G	Annual technical Support			
	Total Cost of Ownership [Total of A to G] (in figures)			
	Total Cost of Ownership [Total of A to G] (in words)			

1. This shall be inclusive of all the components and services mentioned in the tender document as per details mentioned in Part 6 and 7.
2. Manday cost as mentioned in Table F shall be utilised based on bank's requirements for the entire tenure of contract.
3. Residual ATS period to be taken up separately and shall be decided on mutually agreed terms and conditions.
4. During the tenure of contract, Bank reserve the right to drop any line items in the commercial bid and may advise the bidder not to deliver such line items.
5. Prices quoted shall be inclusive of all taxes, duties and GST.
6. Bidder has to show the bifurcation/details of applicable GST (CGST/SGST/IGST) in every invoice. Any upward revision in GST will be borne by Bank.
7. The prices quoted should also include charges towards freight, forwarding, delivery, installation, insurance charges, transportation, configuration/ reconfiguration, and integration. Bank will not pay any additional charges other than those mentioned above for deriving TCO.



L1 bidder will be determined based on the total cost of ownership (TCO) quoted by any of the technically shortlisted bidders under.

We certify that the items quoted above meet all the technical specifications, Functional requirements, technical requirements as per Annexures of this tender and prices quoted are all in compliance with the terms of this tender. We also confirm that we agree to all the terms and conditions mentioned in this tender document.

Authorised Signatory:

Name and Designation:

Office Seal with date

Format 8.15 Proforma for Performance Bank Guarantee

PERFORMANCE BANK GUARANTEE

To,

_____,
 _____,

In consideration of M/s Central Bank of India having Head Office at Chander Mukhi, Nariman Point, Mumbai 400 021 (hereinafter referred to as “Purchaser”) having agreed for SUPPLY, INSTALLATION, AND MAINTENANCE OF END-TO-END ASSET LIABILITY MANAGEMENT SOLUTION In CENTRAL BANK OF INDIA Users, from M/s _____ (hereinafter referred to as “Bidder”) on the terms and conditions contained in their purchase order No. _____ dt. _____ (hereinafter referred to as the “Contract”), we _____ (Bank) (hereinafter called “the Bank”) having its Head Office at _____ and a branch interalia at _____, at the request of the bidder, do hereby guarantee and undertake to pay without demur to the purchaser, forthwith on mere demand, at any time up to _____ any money or moneys not exceeding a total sum of Rs. _____ (Rupees _____ only) as may be claimed by the purchaser to be due from the bidder by way of loss or damage caused to or would be caused to or suffered by the purchaser by reason of failure of components as per the terms and conditions of the contract.

- 1) Notwithstanding anything to the contrary, the decision of the purchaser as to whether bidder has failed as per the said contract, and also as to whether the bidder has failed to maintain the deliverables and timelines as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the purchaser to establish its claim or claims under this Guarantee but shall pay the same to the purchaser forthwith on mere demand without any demur, reservation, recourse, contest or protest and/or without any reference to the bidder. Any such demand made by the purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the purchaser and the bidder or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.
- 2) The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of the purchaser in writing and this Guarantee shall continue to be enforceable till the aforesaid date of expiry or the last date of the extended period of expiry of Guarantee agreed upon by all the parties to this Guarantee, as the case may be, unless during the currency of this Guarantee all the dues of the purchaser under or by virtue of the said contract have been duly paid and its claims satisfied or discharged or the purchaser certifies that the terms and conditions of the said contract have been fully carried out by the bidder and accordingly discharges the Guarantee.
- 3) In order to give full effect to the Guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the bidder hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other provisions of this Guarantee.



- 4) The Bank agrees with the purchaser that the purchaser shall have the fullest liberty without affecting in any manner the Bank's obligations under this Guarantee to extend the time of performance by the bidder from time to time or to postpone for any time or from time to time any of the rights or powers exercisable by the purchaser against the bidder and either to enforce or forbear to enforce any of the terms and conditions of the said contract, and the Bank shall not be released from its liability for the reasons of any such extensions being granted to the bidder for any forbearance, act or omission on the part of the purchaser or any other indulgence shown by the purchaser or by any other matter or thing whatsoever which under the law relating to sureties would, but for this provision have the effect of so relieving the Bank.
- 5) The Guarantee shall not be affected by any change in the constitution of the bidder or the Bank nor shall it be affected by any change in the constitution of the purchaser by any amalgamation or absorption but will ensure for and be available to and enforceable by the absorbing or amalgamated company or concern.
- 6) This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation or in substitution of any other guarantee or guarantees heretofore issued by us (whether singly or jointly with other banks) on behalf of the bidder heretofore mentioned for the same contract referred to heretofore and also for the same purpose for which this guarantee is issued, and now existing uncanceled and we further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by us on behalf of the bidder heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.
- 7) Any notice by way of demand or otherwise under this guarantee may be sent by special courier, telex, fax or registered post to our local address as mentioned in this guarantee.
- 8) Notwithstanding anything contained herein:
 - i) Our liability under this Bank Guarantee shall not exceed. _____ (Rupees _____ only).
 - ii) This Bank Guarantee shall be valid up to _____; 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).
- 9) The Bank has power to issue this Guarantee under the statute/constitution and the undersigned has full power to sign this Guarantee on behalf of the Bank.

Date: this _____ day of _____ 2025 at _____

For and on behalf of _____ Bank

Sd/ _____



Format 8.16 Non-Disclosure Agreement

This Agreement made at _____, on this _____ day of _____ 2025.

BETWEEN

_____ a company incorporated under the Companies Act, 1956 or a Partnership Firm registered under the Indian Partnership Act, 1932 or the Limited Liability Partnership Act, 2008 represented by Shri. _____, Chief Executive Officer/ all the Partners including the Managing Partner having its registered office at _____ (hereinafter referred to as “” which expression unless repugnant to the context or meaning thereof be deemed to include its permitted successors and assigns) of the **ONE PART**.

AND

CENTRAL BANK OF INDIA, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 and having its head Office at Central Office, Chander Mukhi, Nariman Point, Mumbai – 400 021 (hereinafter referred to as “**CBOI**” which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the **OTHER PART** are hereinafter individually referred to as party and collectively referred to as “the Parties”. Either of the parties which discloses or receives the confidential information is respectively referred to herein as Disclosing Party and Receiving Party.

WHEREAS:

The Parties intend to engage in discussions and negotiations concerning the establishment of a business relationship between them. In the course of such discussions and negotiations, it is anticipated that both the parties may disclose or deliver to either of the Parties certain or some of its trade secrets or confidential or proprietary information, for the purpose of enabling the other party to evaluate the feasibility of such business relationship (hereinafter referred to as “**the Purpose**”).

NOW, THEREFORE, THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

- 1. Confidential Information:** “Confidential Information” means all information disclosed/ furnished by either of the parties to another Party in connection with the business transacted/to be transacted between the Parties and/or in the course of discussions and negotiations between them in connection with the Purpose. Confidential Information shall include customer data, any copy, abstract, extract, sample, note or module thereof.

Either of the Parties may use the Confidential Information solely for and in connection with the Purpose.

Notwithstanding the foregoing, “Confidential Information” shall not include any information which the Receiving Party can show: (a) is now or subsequently becomes legally and publicly available without breach of this Agreement by the Receiving Party, (b) was rightfully in the possession of the



Receiving Party without any obligation of confidentiality prior to receiving it from the Disclosing Party, (c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality, or (d) was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence.

2. **Non-disclosure:** The Receiving Party shall not commercially use or disclose any Confidential Information, or any materials derived there from to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Receiving Party may disclose Confidential Information to consultants only if the consultant has executed a Nondisclosure Agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these. The Receiving Party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing Party's Confidential Information in violation of the terms of this Agreement. Further, any breach of nondisclosure obligations by such employees or consultants shall be deemed to be a breach of this Agreement by the Receiving Party and the Receiving Party shall be accordingly liable, therefore. Provided that the Receiving Party may disclose Confidential information to a court or governmental agency pursuant to an order of such court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.
3. **Publications:** Neither Party shall make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents / provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of the other Party.
4. **Term:** This Agreement shall be effective from the date hereof and shall continue till establishment of business relationship between the Parties and execution of definitive agreements thereafter. Upon expiration or termination as contemplated herein the Receiving Party shall immediately cease any and all disclosures or uses of Confidential Information; and at the request of the Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof. Notwithstanding anything to the contrary contained herein the confidential information shall continue to remain confidential until it reaches the public domain in the normal course.
5. **Title and Proprietary Rights:** Notwithstanding the disclosure of any Confidential Information by the Disclosing Party to the Receiving Party, the Disclosing Party shall retain title and all intellectual



property and proprietary rights in the Confidential Information. No license under any trademark, patent or copyright, or application for same which are now or thereafter may be obtained by such Party is either granted or implied by the conveying of Confidential Information. The Receiving Party shall not conceal, alter, obliterate, mutilate, deface or otherwise interfere with any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Disclosing Party on any copy of the Confidential Information, and shall reproduce any such mark or notice on all copies of such Confidential Information. Likewise, the Receiving Party shall not add or emboss its own or any other any mark, symbol or logo on such Confidential Information.

6. **Return of Confidential Information:** Upon written demand of the Disclosing Party, the Receiving Party shall (i) cease using the Confidential Information, (ii) return the Confidential Information and all copies, abstract, extracts, samples, notes or modules thereof to the Disclosing Party within seven (7) days after receipt of notice, and (iii) upon request of the Disclosing Party, certify in writing that the Receiving Party has complied with the obligations set forth in this paragraph.
7. **Remedies:** The Receiving Party acknowledges that if the Receiving Party fails to comply with any of its obligations hereunder, the Disclosing Party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The Receiving Party agrees that, in addition to all other remedies provided at law or in equity, the Disclosing Party shall be entitled to injunctive relief hereunder.
8. **Entire Agreement, Amendment, Assignment:** This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties. This Agreement may be amended or modified only with the mutual written consent of the parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.
9. **Governing Law and Jurisdiction:** The provisions of this Agreement shall be governed by the laws of India. The disputes, if any, arising out of this Agreement shall be submitted to the jurisdiction of the courts/tribunals in Mumbai.
10. **General:** The Receiving Party shall not reverse engineer, decompile, disassemble or otherwise interfere with any software disclosed hereunder. All Confidential Information is provided “as is”. In no event shall the Disclosing Party be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by the parties constitutes any representation, warranty, assurance, guarantee or inducement by either party to the other with respect to the fitness of such Confidential Information for any particular purpose or infringement of trademarks, patents, copyrights or any right of third persons.
11. **Indemnity:** The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants.



IN WITNESS WHEREOF, the Parties hereto have executed these presents the day, month and year first hereinabove written.

For and on behalf of

CENTRAL BANK OF INDIA

Name of Authorized signatory:

Designation:

Witness

1. Signature

Full Name:

2. Signature

Full Name:

For and on behalf of

CENTRAL BANK OF INDIA

Name of Authorized signatory:

Designation:

Witness

1. Signature

Full Name:

2. Signature

Full Name:



Format 8.17 Letter of Authorisation-Original Equipment Manufacturer (OEM)

The Chief Risk Officer,
Central Bank of India,
Risk Management Department,
1st floor, Bajaj Bhawan,
Nariman Point,
MUMBAI – 400021 Maharashtra

DATE:

Sub: GeM tender for Supply, Installation, Integration, Implementation and Maintenance of Asset & Liability Management (ALM), Fund Transfer Pricing (FTP) and Interest Rate Risk in Banking Book (IRRBB)

Ref: GeM bid no. GEM/2025/B/6772320

Sir,

We (Name of the OSD / OEM) who are established and reputable manufacturers / developers of having factories at,and do hereby authorize M/s (who is the vendor submitting its bid pursuant to the GeM Bid issued by the Bank) to submit a Bid and negotiate and conclude a contract with you for supply and upgrade of which are manufactured / developed by us against the GeM Bid received from your Bank by the Bidder and we have duly authorized the Bidder for this purpose.

We undertake to perform the obligations as set out in the GEM BID in respect of such services and hereby extend our support and services through M/s..... during the contract period as per terms and conditions of the GEM BID.

We assure you that in the event of M/s not being able to fulfill its obligation as M/s vendor in respect of the terms defined in the GEM BID, (OEM / OSD Name) would continue to meet these either directly or through alternate arrangements without any additional cost to the Bank.

The quoted model of the Solution/Appliance shall not be under End of Service Life/End of support life for the period of the contract.

Authorized Signatory
Name and Designation Office Seal

Place:



Format 8.18 Make in India Purchase Preference

<Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal.>

Date:

To,

Dear Sir,

Ref: GeM bid no. GEM/2025/B/6772320

This is to certify that proposed _____ <product details> is having the local content of _____ % as defined in the above-mentioned RFP.

2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 dated 15-6-2017 as revised on 16-9-2020, referred to hereinabove.

Signature of Statutory Auditor

Cost Auditor

Name/Company

Registration Number

Seal

Counter-signed:

Bidder

OEM

Name & Signature of Authorised signatory

(In the capacity of)

Duly authorized to sign bid

Name & Signature of Authorised signatory

(In the capacity of)

Duly authorized to sign for and on behalf of OEM
(supported by Board Resolution/PO)



Format 8.19 Compliance Certificate

Compliance Certificate

To,

The Chief Risk Officer,
Central Bank of India,
Risk Management Department,
1st floor, Bajaj Bhawan,
Nariman Point, Mumbai

DATE:

Dear Sir,

Ref: Central Bank of India Tender No. GeM bid no. GEM/2025/B/6772320

1. Having examined the Tender Documents including all annexures, the receipt of which is hereby duly acknowledged, we, the undersigned offer to provide the **SUPPLY, INSTALLATION, AND MAINTENANCE OF END-TO-END ASSET LIABILITY MANAGEMENT SOLUTION** in conformity with the said Tender Documents and in accordance with our proposal and the schedule of Prices indicated in the Price Bid and made part of this Tender.

2. We confirm that this offer is valid for 120 days from the last date for submission of Tender Documents to the Bank.

3. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

4. We undertake that if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.

5. We agree that the Bank is not bound to accept the lowest or any Bid that the Bank may receive.

6. An assignment granted to us by any bank/institute/regularity/statutory authority has not been withdrawn for unsatisfactory performance.

1. We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

Compliance	Compliance (Yes / No)	Remarks / Deviations
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Terms and Conditions		
Functional Requirement for Software for Government Business		
Scope of Work		

(If left blank it will be construed that there is no deviation from the specifications given above)

Signed

Seal & Signature of the bidder

Phone No.:

Fax:

Email:



Format 8.20 -Certificate of Commissioning of Solution

1. This is to certify that the products / equipment as detailed below has/have been received in good condition along with all the standard and special accessories (subject to remarks in Para No. 2) in accordance with the Contract/Specifications.

The same has been installed and commissioned.

- a) Contract No. dated
- b) Description of the Solution
- c) Quantity
- d) Date of commissioning and proving test

2. Details of products not yet supplied and recoveries to be made on that account:

S.No.	Description	Amount to be recovered
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3. the proving test has been done to our entire satisfaction and Staff have been trained to operate the Product.

4. The Supplier has fulfilled his contractual obligations satisfactorily*

or

The Supplier has failed to fulfil his contractual obligations with regard to the following:

- (a)
- (b)
- (c)
- (d)

5. The amount of recovery on account of non-supply of Products is given under Para No. 2.

6. The amount of recovery on account of failure of the Supplier to meet his contractual obligations is as indicated in endorsement of the letter.

Signature :

Name:

Designation with stamp:

* Explanatory notes for filling up the certificates:

- (a) The supplier has adhered to the time schedule specified in the contract in dispatching the Products / Manuals pursuant to Technical Specifications.



- (b) The supplier has supervised the commissioning of the solution in time i.e., within the period specified in the contract from the date of intimation by the Purchaser in respect of the installation of the Product.
- (c) Training of personnel has been done by the Supplier as specified in the contract.
- (d) In the event of Manuals having not been supplied or installation and commissioning of the Solution having been delayed on account of the Supplier, the extent of delay should always be mentioned.



Part 9- Abbreviations Used in The Document

SR No	Abbreviation	Long form
1	AFS	Available for Sale
2	ALM	Asset & Liability Management
3	AMC	Annual Maintenance Cost
4	ATS	Annual Technical Support
5	BG	Bank Guarantee
6	BLR	Basel Liquidity Return
7	BPLR	Benchmark Prime Lending Rate
8	BRD	Business Requirement Document
9	CA	Cost Allocation
10	CBS	Core Banking Solution
11	CCR	Cross Currency Swaps
12	CD	Certificate of Deposits
13	CFP	Contingency Funding Plan
14	CIF	Customer Information File
15	CO	Corporate Office
16	CRAR	Capital to Risk Assets Ratio
17	CRR	Cash Reserve Ratio
18	DAM	Database Activity Monitoring
19	DD	Demand Draft
20	DR	Disaster Recovery
21	DTL	Demand & Time Liabilities
22	EAR	Earnings at Risk
23	EBLR	External Benchmark Lending Rate
24	ECR	Electronic Challan cum Return
25	EEFC	Exchange Earner's Foreign Currency
26	EMI	Equated Monthly Instalments
27	FBIL	Financial Benchmarks India Pvt. Ltd.
28	FCNR	Foreign Currency Non-Resident
29	FIMMDA	Fixed Income Money Market and Derivatives Association of India
30	FTP	Funds Transfer Pricing
31	GST	Goods & Services Tax
32	HFT	Held for Trading
33	HTM	Held Till Maturity
34	IEM	Independent External Monitor
35	IP	Integrity Pact



36	IPR	Intellectual Property Rights
37	IRS	Interest Rate Swaps
38	IRSD	Interest Rate Sensitivity - Duration Gap Analysis
39	IRST	Interest Rate Sensitivity - Traditional Gap Analysis
40	IS Audit	Information Security Audit
41	KYC	Know Your Customer
42	LC	Letter of Credit
43	LIBOR	London Inter Bank Offer Rate
44	MCLR	Marginal Cost of Funds Lending Rate
45	MIBOR	Mumbai Inter Bank Offer Rate
46	MIS	Management Information System
47	MVE	Market Value of Equity
48	NDA	Non-Disclosure Agreement
49	NEFT	National Electronic Fund Transfer
50	NII	Net Interest Income
51	NRE	Non-resident External
52	NRO	Non-resident Ordinary
53	OEM	Original Equipment Manufacturer
54	OS	Operating System
55	PAN	Permanent Account Number
56	PCFC	Packing Credit Foreign Currency
57	PDF	Printable Document Format
58	PIM	Privileged Identity Management
59	POA	Power of Attorney
60	PR	Primary Site
61	PSE	Public Sector Enterprises
62	PSU	Public Sector Undertakings
63	PTC	Pass Through Certificates
64	RBI	Reserve Bank of India
65	RFC	Resident Foreign Currency
66	RFP	Request for Proposal
67	RPO	Recovery Point Objective
68	RSA	Rate Sensitive Assets
69	RSL	Rate Sensitive Liabilities
70	RTGS	Real Time Gross Settlement
71	RTO	Recovery Time Objective
72	SB	Successful Bidder
73	SI	System Integrator



74	SLA	Service Level Agreement
75	SLR	Statutory Liquidity Ratio
76	SLS	Structural Liquidity Statement
77	SMA	Special Mention Accounts
78	SRS	System Requirement Specification
79	TCO	Total Cost Ownership
80	TRePS	Tri-party Repo Dealings & Settlement
81	UAT	User Acceptance Test
82	VAPT	Vulnerability Assessment and Penetration Testing
83	VAS	Vulnerability Assessment System
84	VCF	Venture Capital Funds
85	WCS	Weighted Commercial Score
86	WTS	Weighted Technical Score
87	ZCYC	Zero Coupon Yield Curve
88	ZO	Zonal Office

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