



(HEAD OFFICE: BANGALORE)

RFP FOR

"SUPPLY, INSTALLATION, IMPLEMENTATION & MAINTENANCE OF FINANCIAL  
SUPPLY CHAIN SOFTWARE SOLUTION FROM EMPANELLED VENDORS OF THE  
BANK"

TENDER REFERENCE NO : RFP -SCM 11/2011-12  
DATE OF TENDER DOCUMENT : 04-07-2011  
DATE OF PRE BID MEETING : 13-07-2011 (3.00 PM)  
LAST DATE FOR SUBMISSION OF TENDER : 25-07-2011 (UPTO 3.00PM)  
DATE OF OPENING OF TECHNICAL BID : 25-07-2011 (AT 3.30PM)  
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This document can be downloaded from Bank's website  
<http://www.canarabank.com/English/Scripts/Tenders.aspx>. In that event,  
the suppliers should pay the cost of the tender document by means of DD  
drawn on any scheduled Bank for ₹5000/- in favour of Canara Bank, payable  
at Bangalore and enclose the same to Technical Bid of this tender.

This RFP is meant for empanelled vendors with Canara Bank for supply,  
installation, implementation, integration and maintenance of Financial  
Supply Chain Management Solution "FSCM" Software Solution.

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#### CALENDER OF EVENTS

Sl. No	EVENT	DATE
1	Date of Issue	04.07.2011 Monday
2	Date of Pre Bid Meeting	13.07.2011 Wednesday 03.00 PM
3	Date of Submission	25.07.2011 Monday 03.00 PM
4	Date of Opening of Technical Bid	25.07.2011 Monday 03.30 PM
5	Date of opening of Commercial Bid	Will be intimated subsequently

**REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, IMPLEMENTATION & MAINTENANCE OF FULLY INTEGRATED FINANCIAL SUPPLY CHAIN SOFTWARE SOLUTION**

**INTRODUCTION**

Canara Bank, a body corporate, established in the year 1906 and nationalized under the Banking Companies (Acquisition and Transfer of Undertaking) Act, 1970, having its head office at No 112, J C Road, Bangalore - 560002, hereinafter called "the Bank" which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed to include its successors and permitted assigns, issues this Request for Proposal, hereinafter called "RFP", to participate in the competitive bidding for supply, installation, implementation, integration and maintenance of comprehensive financial supply chain management software solution hereinafter called "FSCM Software solution", as per specifications, terms and conditions and scope defined in this document.

We invite sealed offers (technical Bid and commercial Bid) for supply, installation, implementation, integration and maintenance of Financial supply Chain Management Solution ("FSCM" Software solution) as described elsewhere in this document.

This RFP is meant for empanelled vendors with Canara Bank for supply, installation, implementation, integration and maintenance of Financial supply Chain Management solution("FSCM" Software solution) and the names of the empanelled Vendors are listed below:

- 1) M/s AurionPro Solutions Ltd.
- 2) M/s 3i Infotech
- 3) M/s Polaris Software Lab Ltd.

The response from vendors other than the above will not be accepted.

Bidders will have to submit the following fee:

1	EMD/Bank Guarantee in lieu of EMD (As per format Annexure - B3)	EMD / Bank Guarantee (As per format Annexure B3) in lieu of EMD for ₹5,00,000/- issued by a Scheduled Commercial Bank other than Canara Bank must be enclosed.
2	Submission of Tender Document fees of ₹5,000/- Non Refundable	By way of DD favoring "Canara Bank" payable at Bangalore.

Before submission of the offer, the Bidders are requested to go through the following instructions and the terms and conditions detailed below.

## **1.1. Important Points for Bidders to Note before submission:**

### **1.1.1 Preparation of Bids**

1.1.1.1 The Bidder has to submit the response to the bid as under:

- Technical Bid shall contain Annexure-A1, A2, A3 and A4 & the response to the functional requirement specifications of Financial Supply Chain Software Solution as per Annexure-I and Annexure-II.
- Commercial Bid - furnishing all relevant information as required as per Annexure-C1 - Bill of material.

1.1.1.2 All the Bids shall be submitted in English Language in Font size 12 and above.

1.1.1.3 The Bidder should additionally submit soft copies of the Technical Bid documents & Specifications in the form of CD separately. However, Bidder should ensure that commercial bid is not furnished in the CD.

### **1.1.2 Submission of Bids**

#### **1.1.2.1. Technical Bid**

The Technical Bid for Financial Supply Chain Software Solution is to be sealed in a separate Envelope superscribed on the top of the cover as "Technical Bid for Financial Supply Chain Software Solution".

The Technical Bid must also contain EMD/ Bank Guarantee in lieu of EMD as per clause 1.5.12 of this document.

The Technical Bid should be complete in all respects and contain all information sought for. **It should not contain any price information.** It should be complete indicating all products and services sought for.

#### **1.1.2.2. Commercial Bid:**

The Commercial Bid for Financial Supply Chain Software Solution is to be sealed in a separate envelope superscribed on the top of the cover as "Commercial Bid for Financial Supply Chain Software Solution".

Commercial Bid shall be submitted as per Bill of Material (Annexure-C1) and other terms and conditions of the RFP. The Commercial Bid should give all relevant price information as per Annexure-C1.

Under no circumstances the Commercial Bid should be kept in Technical Bid Covers. *The placement of Commercial Bid in Technical Bid covers will make bid liable for rejection.*

- 1.1.2.3. All pages of Bid including Brochures should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be paginated with Name, Seal and Signature of the Authorized Signatory. Any correction in the Bid should be made by scoring out the entries and writing the same afresh duly authenticated by authorized signatory and Bids without such authentication are liable to be rejected.
- 1.1.2.4. The separately sealed envelopes containing Technical Bids and Commercial Bid for Financial Supply Chain Software Solution shall be placed and sealed in another big envelope superscribed on the top of the envelope as *“Offer for Supply of Financial Supply Chain Software Solution in response to RFP-SCM-11/2011-12 dated 04/07/2011”*. The Name of the Bidder and Due date of the RFP is to be specifically mentioned on the top of the envelope.
- 1.1.2.5. The bid/s should be deposited in the Tender Box kept at Canara Bank, DIT Wing, First floor, Naveen Complex, 14 M G Road, Bangalore - 560 001, on or before Monday, 25<sup>th</sup> July 2011, 3:00 PM. If last day of submission of bids is declared a holiday under NI Act by the Government subsequent to issuance of RFP the next working day will be deemed to be the last day for submission of the RFP. The Bid/s which is/are deposited after the said date and time shall not be considered. No offer will be accepted directly.

### 1.1.3 Opening of Bids

- 1.1.3.1 The Technical Bid shall be opened in the presence of the Bidder's representative on Monday, 25<sup>th</sup> July 2011, at 3:30 PM at Canara Bank, Conference Hall, II Floor, Naveen Complex, 14 M.G Road, Bangalore - 560 001. Bidder's representative may be present in the venue well in time along with an authorization letter, as per the format (Annexure-A4) enclosed and sign in Register of Attendance during opening of Technical Bid.
- 1.1.3.2 The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or holiday then the bid will be accepted upto 3.00 PM on the next working day and bids will be opened at 3:30 PM at the same venue on the same day.

1.1.3.3 If any of the Bidder or all the Bidders who have submitted the Bid are not present during the specified date and time of opening of Bids it will be deemed that such Bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the technical bids in their absence.

1.1.3.4 The Commercial Bid of only those Bidders who have qualified in Technical Bid will be opened with due communication by the Bank to the qualified Bidders.

## 1.2 EXECUTIVE SUMMARY OF BIDDER'S RESPONSE:

The Bidder in the executive summary must furnish synopsis of their response to RFP in not exceeding 10 pages. The Bidder must also furnish the functional description i.e. capabilities and performance of each module, user friendliness, resource utilization, security, etc. The Bidder must give a brief description of the proposed implementation as per the time schedule given in the document.

## 1.3. PROJECT OBJECTIVE, GOAL AND SCOPE:

### 1.3.1. OBJECTIVE:

1.3.1.1. To introduce Financial Supply Chain Software Solution for providing finance to the Bank's constituents forming part of the supply chain namely the primary customer and their suppliers, dealers and distributors.

### 1.3.2. GOAL:

1.3.2.1. To deploy a web based FSCM Software Solution installed at a centralized server and accessible through standard web browsers by:

- i) Branches / Offices
- ii) Primary customer (referred as corporate)
- iii) Constituents of our Primary Customers namely Suppliers, Dealers and Distributors.

1.3.2.2. The delivery, installation, implementation, integration and rollout of the entire solution have to be completed within a period of 7 months from the effective date (please refer clause 1.6.1).

### 1.3.3. SCOPE:

1.3.3.1. The scope of work is elaborated and provided in Annexure-F.

#### 1.4. PROJECT DETAILED REQUIREMENTS:

The Bidder will have to provide his response in the functional requirements document provided in Annexure I and Technical Requirements as per Annexure II of this RFP document.

##### 1.4.1. Functional Requirements:

The key operating features desired in the functional requirements specification document are listed below. The bank will evaluate the solution with reference to response to the requirements.

##### Supplier and Dealer Finance - Functionalities

- 1.4.1.1. Parameters
- 1.4.1.2. File Upload/Download
- 1.4.1.3. Alert Module
- 1.4.1.4. Reports Module

##### Additional Features

- 1.4.1.5. Hand-off to CBS
- 1.4.1.6. Interface
- 1.4.1.7. Security
- 1.4.1.8. Process Flow

The complete details of the functional requirements under the heads cited above are given in Annexure - I

#### 1.5. BIDDERS RESPONSE, OPENING AND EVALUATION OF BIDS:

##### 1.5.1. SUBMISSION OF TECHNICAL DETAILS

- 1.5.1.1. It is mandatory to provide the technical details in the exact format as has been mentioned in Annexure-II of this tender.
- 1.5.1.2. The Offer may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.
- 1.5.1.3. The Bank shall not allow / permit changes in the technical specifications once it is submitted.
- 1.5.1.4. The relevant product information, brand, and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the Offer.

### 1.5.2. FORMAT OF TECHNICAL BID

Please note that all the pages of the Bid document including Annexure submitted to the Bank should be made in the Bidder's letter head, paginated, neatly filed and duly signed by the Authorized Signatory with Company Seal.

- a. Index of all the documents submitted, with page numbers.
- b. Earnest Money Deposit (EMD)/ BG In lieu of EMD for ₹5,00,000/-
- c. Demand Draft favoring Canara Bank drawn on Bangalore for ₹5,000/- towards cost of application. The Technical Bid will be evaluated only for those Bidders who submit EMD and Cost of application.
- d. Duly signed covering letter in Company's letter head by authorized signatory with name, title and seal as per **Annexure A1**.
- e. The Bidders to furnish the details of their existing offices/branches/ service centers as per **Annexure-A2**.
- f. Write up on the Work Experience / Expertise in Supply, Installation, Implementation and Maintenance of Financial Supply Chain Software Solution.
- g. Technical Compliance Statement as per **Annexure A3**.

### 1.5.3. FORMAT FOR COMMERCIAL BID.

The suggested format for submission of commercial Offer is as follows:

- a. Index
- b. Covering Letter
- c. Commercial Version of Bill of Materials and Price Schedule (as per Annexure-C1).

### 1.5.4. PROPOSAL OWNERSHIP

The proposal and all supporting documentation submitted by the Bidder shall become the property of the Bank.

### 1.5.5. MODIFICATIONS AND WITHDRAWAL OF BID/S.

No offer can be modified or withdrawn by a Bidder after submission of Bid/s.

#### 1.5.6. PRE-BID MEETING

- 1.5.6.1. A pre-bid meeting of the intending Bidders will be held at 03.00 PM on Wednesday 13<sup>th</sup> July 2011 at Canara Bank, Conference Hall, II Floor, Naveen Complex, 14 M G Road, Bangalore - 560 001. No separate communication will be sent for this meeting. In case the bank does not function on the aforesaid date due to unforeseen circumstances or holiday then the pre-bid meeting will be held on the next working day at the same venue and time. All communications regarding points requiring clarifications and any doubts shall be given in writing to the Deputy General Manager, DIT Wing, HO Bangalore by the intending Bidders before 10.30 AM on Monday, 11<sup>th</sup> July 2011.
- 1.5.6.2. Authorized representatives of interested Bidders shall be present during the scheduled time. The Bank shall clarify the queries during the pre-bid meeting and the replies along with the queries shall be uploaded in the Bank's website and no individual correspondence shall be made. No individual consultation shall be entertained.

#### 1.5.7. PRELIMINARY SCRUTINY

The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly signed and whether items are offered as per the tender requirements.

#### 1.5.8. CLARIFICATION ON OFFERS

During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all the Bidders/any of the Bidders on the offer made by them. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time stipulated by the Bank.

#### 1.5.9. NO COMMITMENT TO ACCEPT T1L1 OR ANY OFFER

- 1.5.9.1. The Bank is not bound to accept the Bid which is a T1L1 (i.e. selected Bidder. Please refer clause 1.5.15.6 for overall assessment for calculation of Selected Bidder) or any tender or to assign any reason for non-acceptance. It also reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.

- 1.5.9.2. The Bank will not be obliged to meet and have discussions with any Bidder and/or to entertain any representations in this regard.
- 1.5.9.3. 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.

#### 1.5.10. ERASURES OR ALTERATIONS

The Offers containing erasures or alterations without the authentication of the authorized signatory will be rejected. There should be no handwritten material, corrections or alterations in the offer. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "Accepted", "Noted", "As given in Brochure/Manual" is generally not acceptable.

#### 1.5.11 PRICE

- 1.5.11.1. The price should be quoted as per Bill of Material (BOM) - Annexure - C1.

#### 1.5.11.2. The Price/s quoted must be made in Indian Rupees only

- 1.5.11.3. The Price quoted should include the following:

1.5.11.3.1 Cost of the Software and Services including all duties and importing cost, if any.

1.5.11.3.2 ATS for all software for five years from the date of expiry of warranty.

1.5.11.3.3 Packing, Transportation and Forwarding charges to the site. Installation and commissioning / Implementation charges, if any.

1.5.11.3.4 Local levies in the country of origin and shipment.

1.5.11.3.5 Insurance to cover all risks of damages from the date of shipment, delivery, installation and commissioning at site till acceptance by the Bank

- 1.5.11.4. The Sales Tax / Central Sales Tax/ Entry Tax/ Octroi if any as applicable will be paid/reimbursed by the Bank at actual. Octroi

/Entry Tax shall be reimbursed at actuals on submission of Original receipts.

The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.

- 1.5.11.5. If any of the deliverable solutions, mainly software, Service/Support etc. has both VAT and Service Tax, the Bidder has to indicate the Goods component with percentage of VAT and Service Component with service Tax involved. The Goods Component + Service Component should be limited to 100% of the Cost Price. For example, if Goods Component is 60% then, the Service Component cannot be more than 40%.
- 1.5.11.6. If the Bidder fails to include any other expenditure/item in the tender, no claim thereof will be considered by the bank afterwards.
- 1.5.11.7. The ATS prices shall be firm and binding without any escalation whatsoever for entire period of the ATS contract quoted by the Bidder at the time of bidding.
- 1.5.11.8. No escalation in price is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract including warranty period.
- 1.5.11.9. Bank shall place the Orders on the selected Bidder at cost price excluding tax.

#### 1.5.12 EARNEST MONEY DEPOSIT/BANK GUARANTEE IN LIEU OF EMD

- 1.5.12.1 The Bidder shall furnish Earnest Money Deposit(EMD) of **₹5,00,000/- (Rupees Five Lacs only)** by way of Demand Draft drawn on any scheduled bank in favour of Canara Bank, payable at Bangalore.
- 1.5.12.2 No interest is payable on EMD.
- 1.5.12.3 In Case the EMD is submitted in the form of Irrevocable Bank Guarantee the same should be issued by First Class Scheduled Bank in India (Other than CANARA BANK) for ₹5,00,000/- with validity for the minimum period of 7 months from the last date for submission of offer with a claim period of 3 months. The format for submission of EMD in the form of Bank Guarantee is as per Annexure-B3.

- 1.5.12.4 The DD for EMD / Guarantee in lieu of EMD should be placed in the Technical Bid only.
- 1.5.12.5 Submission of EMD / EMD Guarantee in other than Technical Bid, is entirely at the risk of the Bidder and in all such cases the bid is liable to be rejected on grounds of non submission of EMD.
- 1.5.12.6 The Technical Bid Envelope-I will be evaluated only for those Bidders who submit EMD in the same cover.
- 1.5.12.7 The EMD of the Bidders not qualified under Technical Bid will be returned within 15 days after opening the commercial bid of the technically qualified Bidders. The EMD of other Bidders will be returned upon the selected Bidder accepting the order and furnishing the performance guarantee.
- 1.5.12.8 EMD may be forfeited/ Bank Guarantee may be invoked:
- 1.5.12.8.1 If the Bidder withdraws or amends the bid during the period of bid validity specified in this document.
- 1.5.12.8.2 If selected Bidder fails to accept the purchase order within 7 days or fails to sign the contract or fails to furnish Performance Guarantee/ Security Deposit in accordance with the terms of the RFP.

#### 1.5.13 MAKE AND MODELS

It is mandatory to provide Software Solution details including all the items and their subcomponents as has been sought in the functional specification in Annexure I. The Offer may not be evaluated in case of non-submission or partial submission of make, model of the items offered. *Please note that substituting required information by just brand name is not enough.*

#### 1.5.14 EVALUATION OF BIDS:

- 1.5.14.1 The Technical Bids will be evaluated based on the Bidder's ability to match the functional requirements (as specified in Annexure I) followed by evaluation based on any or all of demos, presentation, and supporting documents. Detailed evaluation criterion is covered in the next section of this document.

1.5.14.2 The Commercial Bids will be evaluated based on the total cost of ownership of Financial Supply Chain Software Solution as per Bill of Material (Annexure-C1)

1.5.14.3 The Present Value for the ATS component per year will be calculated as per the following formula.

$$\frac{C}{(1+r)^n}$$

Where 'C' is the annual ATS amount of each year

'r' is Bank's prevailing Base Rate which is at present 10.25%

'n' is number of years i.e. n is 1 for First year 2 for Second year ....6 for sixth year

#### 1.5.15 EVALUATION PROCEDURE

1.5.15.1 This RFP is looking for responses that explain clearly the deliverables offered in terms of functionality, and time frame required for deployment, which is convincing in terms of practicality, feasibility, cost effectiveness and overall benefit to the Bank.

1.5.15.2 In response to this RFP, Bank is expecting sufficient information to allow a complete analysis and evaluation of Bidder's capability and experience to focus on challenges in the field of Financial Supply Chain and other functionalities mentioned in Functional Requirements of RFP.

1.5.15.3 All bids shall be evaluated by an Evaluation Committee set up for this purpose by the Bank. The evaluation shall be on the basis of technical competence and the price quoted. The Technical Evaluation and the Commercial Evaluation shall have the weightages of 60%(45% for Functional Requirement Evaluation & 15% for Technical Credential Evaluation) and 40% respectively, and this weightage shall be taken into consideration for arriving at the **selected Bidder**. The assessment methodology is covered in the next section:

#### 1.5.15.4 Technical Evaluation (TE)

Out of the 60 marks, Allocation would be as under:

- (a) Functional Requirement Evaluation (FRE) would carry 45 marks secured on the basis of the Bidder's response to the Functional Requirements (In Annexure I).

(b) Technical Credential Evaluation (TCE) would carry 15 marks secured on the basis of any or all of the Bidder's presentation, demo or supporting documents.

**1.5.15.4.1 Technical Evaluation (TE):**

**Functional Requirement Evaluation (FRE):**

Bank has classified each of the Functional Requirements as "MOST CRITICAL" OR "REQUIRED" and will be shown as values under the column BANK RATING.

Requirements with BANK RATING marked as "Most Critical" has to be part of the product feature the availability of which is considered essential for the business and must be satisfied in its entirety.

Requirements with BANK RATING marked as "Required" is necessary for efficient functioning.

Value for each of the classification under BANK RATING is as under:

BANK RATING	VALUE
MOST CRITICAL	2
REQUIRED	1

The Vendors are required to indicate "Feature Readily Available" or "Feature Customizable" under the column "VENDOR RESPONSE" for each of the functional requirement. Bank will assign the VENDOR SCORE as per the table below for each of the VENDOR RESPONSE indicated for the purpose of evaluation.

DESCRIPTION	VENDOR SCORE
FEATURE READILY AVAILABLE	3
FEATURE CUSTOMISABLE	2

Here, *Features Readily Available* would mean features are readily available and should be provided by the Bidder.

*Feature Customizable* would mean that the features can be provided after customization at no additional cost and before the ROLLOUT.

Bidder may note that the vendor score will be reduced by the Bank at the time of Technical Credential Evaluation, if found that what the Bidder has declared is in contravention to what is available in the solution. *This rating by the Bank based on the actual availability of the features will be final and binding on all Bidders.*

The score obtained for a requirement (R1) can be calculated by using the formula:

$$T1R1 = BR1 \times VS1$$

Where T1R1 is the total score for requirement R1,  
BR1 is the Value assigned to the Bank Rating for requirement R1, (Most Critical - 2 marks and Required - 1 mark) and  
VS1 is the vendor score for requirement R1 evaluated and finalized by the Bank (Feature Readily Available - 3 marks and Feature Customizable - 2 marks)

Similarly T2R2, T3R3.. TNRN will be computed.

Total marks for the functional requirement as a whole is calculated by summing up total marks obtained for each requirement as per Annexure I.

$$\begin{aligned} \text{Thus TOTAL MARKS (TMF)} &= T1R1 + T2R2 + T3R3 + \dots + TNRN \\ &= 1350 \text{ marks} \end{aligned}$$

Assuming that the Bidder is providing all the requirements which are most critical/required in nature wherever indicated as per Annexure I, he will be awarded full marks. That is 1350 marks are computed for each requirement as under:

- a. Most Critical & Feature Readily Available =  $2 * 3 = 6$  marks
- b. Required & Feature Readily Available =  $1 * 3 = 3$  marks

The evaluation as above forms 45% of the entire evaluation procedure. The Bidder should secure at least 810 marks for qualifying for Credential Evaluation i.e. 60% of 1350.

Full marks (45 marks) will be allotted to the Bidder who secures the highest marks.

While the highest Bidder will get 45 marks, other Bidders will be awarded in proportion to the marks scored in relation to the highest Bidder. Thus the other Bidders will get marks  $< 45$ .

$$\text{Technical Score} = \text{Bidder Technical score} / \text{Max (Bidder Technical score)} * 45$$

Example: If Bidder A scores 1250 marks and Bidder B scores 1000 marks, Bidder A will be allotted 45 marks on the grounds that he has scored highest marks in Functional Requirement Evaluation (FRE). Marks obtained by Bidder B will be in relation to the highest marks obtained by Bidder A (i.e. less than 45).

Bidder B obtains:

$$\begin{aligned}\text{Functional Evaluation Score} &= 1000/1250 \times 45 \\ &= 36 \text{ marks}\end{aligned}$$

#### **1.5.15.4.2 Technical Credential Evaluation (TCE):**

The credential of the Bidder would be rated by the evaluation committee based on a questionnaire and the demos, presentations and supporting documents and 15 Marks are allocated for this category.

Under this evaluation,

1.5.15.4.2.1 Demos and Presentation would be considered for evaluation of Bids. The Bank would request the Bidders to present and demonstrate the solution proposed.

1.5.15.4.2.2 Written reply, if any, submitted in response to the clarification sought by the Bank will be reviewed.

1.5.15.4.2.3 To assist in the examination, evaluation and comparison of bids Bank may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

Total Marks under credential evaluation (TMC) will be allotted based on the Bidder's performance under this category.

#### **1.5.15.4.3 Total for Technical Evaluation**

The marks obtained (TMF and TMC) by each Bidder under the above categories will be added to arrive at the total marks scored by each Bidder under Technical Assessment.

*The Bidder scoring more than 60% of the total technical score (i.e. at least 36 marks) will be technically qualified and eligible for commercial bid opening.*

#### 1.5.15.5 Commercial Assessment (CA)

In case of Commercial Evaluation of Proposal, Full marks (40 marks) will be allotted to the Bidder who quotes the lowest financial proposal (LP)

While the Bidder with lowest financial proposal (LP) will get a financial score (FS) of 40 marks, other Bidders will be awarded in proportion to the marks scored in relation to the Bidder with the lowest quote. Thus the other Bidders will get marks < 40.

The Financial scores (FS) of all other bids will be determined by the formula:

$FS = LP/F * 40$  (Where F is the Financial Proposal quoted by this Bidder)

For ex: If Bidder A quotes Rs.100 and Bidder B quote Rs.50, Bidder B will be allotted 40 Marks on the ground that he is the lowest Bidder. Bidder A will get (Inversely Proportional)

$FS = 50/100 * 40 = 20$  marks

#### 1.5.15.6 Overall Assessment for calculation of selected Bidder

Proposals will finally be ranked according to their combined Technical (TE) and Commercial Assessment (CA) scores using a weight of 60% for technical proposal and 40% for financial proposal. The overall score (S) will be computed as follows:

$S = TE (0.6) + CA (0.4)$

The Bidder scoring highest marks (S) will be declared as the selected Bidder i.e. T1L1

1.5.15.6.1 All those Bidders who have submitted their responses may be required to be in preparedness to make product demonstration at a very short notice.

1.5.15.6.2 The Bank shall communicate the venue, date and time of product demonstration to the Bidders separately. No request for change in date/time shall be entertained after communicating by us. Each Bidder shall be given a maximum of 1 day for demonstration. The bank reserves the right to change the venue, date, time with due intimation to the Bidders. Bank also reserves the right to give additional time for the demonstration and also to call for additional demonstration by any or all the Bidders.

1.5.15.7 If a Bidder does not come up with the Product Demonstration at the appointed date and time, it will be construed that Bidder is not interested in bidding for the project.

1.5.15.8 The Bidder has to show the capabilities of the solution to meet all the functional requirements specified in this document.

#### 1.6.PROJECT IMPLEMENTATION METHODOLOGY:

##### 1.6.1. EFFECTIVE DATE

The contract shall come into effect from the date of acceptance of Order by the selected Bidder. Such acceptance shall be made within 7 days from the date of Order. The Project is deemed to have commenced from the date of acceptance of the Order by the selected Bidder.

##### 1.6.2. TIME LINES:

Sl.No.	Activity	Period allotted
1.6.2.0	The Selected Bidder should suggest the hardware sizing	Within 7 days from the effective date
1.6.2.1	Supply and installation of related software for FSCM solution at Production site (DC and DRC)	15 days from date of installation of hardware at DC.
1.6.2.2	Technical training to Core Team	4 weeks from effective date.
1.6.2.3	Preliminary testing and Gap Analysis vis-à-vis RFP requirements	Within 4 weeks from the completion of training to core team
1.6.2.4	Customization	Within 8 weeks after completion of training core team
1.6.2.5	Interfaces	Parallel to customization
1.6.2.6	Testing in simulated environment and Gap Analysis vis-à-vis customization	4 weeks run in the Test environment with the fully customized product
1.6.2.7	Pilot implementation, User Training and Documentation	Pilot to start after successful completion of testing in simulated environment and to complete within 20 days
1.6.2.8	Acceptance Testing	20 days after

		successful conclusion of Pilot Implementation
1.6.2.9	Roll Out	3 days from date of acceptance

The outer time limit for implementation of the FSCM Solution up to acceptance of the Solution is 7 months from the Effective date. The selected Bidder has to submit the project plan accordingly in consultation with the Bank and get it approved.

### 1.6.3. PROJECT PLAN AND ROLLOUT SCHEDULE:

#### 1.6.3.1. GAPS ANALYSIS, CUSTOMISATION, TESTING, PILOT IMPLEMENTATION AND ROLLOUT

The above are covered extensively under 2.4 of Annexure - F - Scope of work. The Bidder may adhere to the same.

### 1.6.4. PROJECT COMPLETION:

The project will be deemed as completed only after the project scope and requirements are met in full and the deployment of FSCM Software Solution is completed in all respects as per RFP.

### 1.7. AWARDING OF CONTRACT:

The T1L1 Bidder shall not automatically qualify for becoming selected Bidder and for award of contract by the bank. In case the Total Cost of Ownership (TCO) of T1L1 is found to be high and not acceptable to the Bank, the Bank reserves the right to reject the T1L1 Bidder. The Bank shall not incur any liability to the affected Bidder on account of such rejection.

The Bidder whose price bid is accepted will be referred to as Selected Bidder and the Bank will notify the name of the selected Bidder by display in the Notice Board of the Bank.

*The contract shall be awarded and the order shall be placed on selected Bidder (T1L1).*

### 1.8. ORDER CANCELLATION / TERMINATION OF CONTRACT

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

- 1.8.1 Delay in delivery, installation of Software and Implementation of the Project beyond the specified periods.
- 1.8.2 Non satisfactory performance of the Project during Pilot implementation.
- 1.8.3 Failure to integrate/implement the project as per the requirements of the Bank.
- 1.8.4 Serious discrepancies noted in the implementation of the project
- 1.8.5 Breaches in the terms & conditions of the Order.
- 1.8.6 Non satisfactory performance of the Project in terms of affecting the Core Systems of the Bank or the Core Business of the Bank and the functioning of the Branches/Offices of the Bank.

In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Performance Bank Guarantee given by the Bidder towards non performance/non compliance of the terms and conditions of the contract, to appropriate the damages.

In the event of termination of contract, bank shall have the right to avail the services of any other person for the purpose without any let or hindrance from the selected Bidder besides claiming the liquidated damages as per para 2.3

### 1.9.PAYMENT TERMS

The following terms of payment shall be applicable to this contract.

1.9.1.No Advance: Bank will not pay any advance.

#### 1.9.2.Payment Schedule:

Deliverables	% OF PAYMENT	STAGES (On completion of the activities)
Application Software	30%	Delivery of Base version of all application software and on submission of Invoice and proof of delivery.
	20%	Delivery and Installation of Customised software
	20%	Completion of Pilot Implementation
	20%	On acceptance of the Application Software by the Bank

	10%	On completion of Warranty or on production of Bank guarantee for equivalent amount, whichever is earlier.
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### 1.9.3. Implementation Charges

1.9.3.1. The Payment towards implementation charges shall be paid in full after acceptance by the Bank

### 1.9.4. Support Charges after Signing off the Project

Support Charges including Resident Engineer Charges, if any, shall be paid quarterly in arrears.

## 2. TERMS AND CONDITIONS

### 2.1. Acceptance of Order:

Bank will raise a Purchase Order on the selected T1L1 Bidder. The contract shall come into effect from the date of acceptance of Order by the selected Bidder. Such acceptance shall be made within 7 days from the date of Order. The Project is deemed to have commenced from the date of acceptance of the Order by the selected Bidder. The date of acceptance of the order will be the effective date.

### 2.2. Execution of Agreement

2.2.1. Within 21 days from the date of acceptance of the Order by the selected Bidder, the selected Bidder shall sign a stamped "Contract Agreement" with the Bank at the time, place and in the format prescribed by the Bank. Failure to execute the Contract Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.

2.2.2. The Contract 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. The Contract shall be executed in English language in one original, the Bank receiving the duly signed Original and the selected Bidder receiving the photocopy. The contract shall be valid till all contractual obligations are fulfilled.

### 2.3. LIQUIDATED DAMAGES (LD)

#### 2.3.1. Liquidated damages for delay in Delivery and Installation of Software in Primary Site.

If the supplier fails to meet the specified completion schedule (ie. the delivery and installation of the software within a period of 15 days from installation of hardware/RDBMS at DC), the Bidder shall be liable to pay Liquidated damages at the rate of 0.50% for each completed calendar week of delay or part thereof on the total Invoice price of the software. The total LD shall not exceed 5% of the total Invoice price of the software.

#### 2.3.2. Liquidated damages for delay in implementation

2.3.2.1. If the Bidder fails to meet the specified completion schedule (ie., installation of Financial Supply Chain Management Software Solution in Bank within a period of 15 days from date of installation of hardware at DC.), the Bidder shall be liable to pay as Liquidated damages at the rates specified below, for each completed calendar week of delay or part thereof, on the TOTAL SOFTWARE COST (TSC).

Liquidate Damages rate per week or part thereof	Delay Period
0.5% (Half Percent) of TSC	For the first Four weeks of Delay.
1.00 % (One Percent) of TSC	Beyond Four weeks of Delay.

2.3.2.2. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the Bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from Bidder.

2.3.2.3. LD is not applicable for the reasons attributable to the Bank and Force Majeure.

#### 2.3.3. Liquidity damages for downtime:

2.3.3.1. The Bidder shall guarantee an uptime of 99% for the Software Solution from the date of commencement of pilot implementation by the Bank, during warranty and during ATS, if contracted. For example if 25 working days are there in a month and taking in to account 8 hrs per day (between 10 am to 6 pm) the total cumulative downtime in a month should

not exceed 2 hours. Nevertheless the bidder should ensure that the ported software is running without any downtime always and further ensure that the system is not continuously down beyond 30 minutes.

2.3.3.2. If the cumulative downtime is beyond 2 hours during any month the bank shall charge LD on Application Software License (ASL) cost as follows:

Cumulative Downtime greater than 2 hrs in a month	LD Applicable
Above 30 minutes up to 2 hours	1.0% of ASL
Above 2 hours	2.0% of ASL

2.3.3.3. Notwithstanding the above, if the downtime per day is less than or equal to 30 minutes and the cumulative of such downtime during a month is more than 2 hours, the Bank shall charge LD at 2% of Application Software License Cost.

2.3.3.4. For the purpose of the above calculation, the "Downtime" is defined as the time between the time of report by The Bank and time of restoration of service within the contracted hours.

2.3.3.5. If the total downtime is above 24 hours in a month the Bank shall have full right to terminate the contract under this RFP or ATS, if contracted. The right of termination shall be in addition to the penalty as mentioned above.

2.3.3.6. LD for Downtime will be charged on monthly basis.

#### 2.4. RESIDENT ENGINEER:

2.4.1.1. One or more qualified engineers to be stationed onsite for application support and smooth implementation of the Project. The Bidder should specify the number of support engineers required / to be stationed at the location during the period of implementation, Warranty and ATS Period, if contracted.

2.4.1.2. The Services of the Resident engineer ONSITE should be available as below:

2.4.1.2.1. During Implementation period from morning 9 am to 7 pm on all Bank working days and till signing off the project. (Except national holidays & Sundays)

- 2.4.1.2.2. Up to 6 months after implementation period from morning 9 am to 7 pm on all Bank working days.
- 2.4.1.2.3. After the above said period, the Bidder should continue similar ONSITE support, if the same is contracted by the Bank. However, the Bank is under no obligation to renew the services for a further period. The Bidder should submit quote for 5 years support charges. The same will be included for the purpose of arriving L1. These quoted charges in the Bill of Material shall be the maximum charges payable by the Bank. However, the Bank is at liberty to discontinue the contract during the contract period by giving one month notice.
- 2.4.1.2.4. However, in case of emergency, the Engineer/s presence should be immediately available and the concerned may be advised to stay and complete the work beyond the timings mentioned above.
- 2.4.1.3. In case the engineer goes on leave / absent, suitable replacements to be arranged by the Bidder to ensure that regular functioning is not hampered. In case replacements are not arranged, bank shall pay only the proportionate amount of monthly supporting charges during the particular month. The bank shall also impose a penalty of 0.5% of the monthly supporting charges payable to the Bidder.

## 2.5. SOFTWARE, DRIVERS AND MANUALS

- 2.5.1. The Bidder shall supply along with Financial Supply Management Solution ordered, all the related documents, Software Licenses and necessary media of the software loaded in the hardware without any additional cost. The media and documents shall be in English. These will include but not restricted to User Manual, Operation Manual and other ongoing release documents, Other Software and Drivers etc.
- 2.5.2. All related documents, manuals, catalogues and information furnished by the Bidder shall become the property of the Bank.

## 2.6. WARRANTY

- 2.6.1. The application software and any software shall be under Comprehensive Onsite Warranty covering all updates including version upgrades of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 12 months from the Date of acceptance of the Software.
- 2.6.2. If the Bidder on account of the defects and/or repairs replaces certain items by changing the design or materials, such change shall not reduce the performance of the equipment as per the technical specification.

- 2.6.3. The issue of acceptance certificate/inspection certificate/approval by the Bank shall in no way relieve the Bidder from the provisions of this clause.
- 2.6.4. The Bidder is completely responsible for the proposed solution to meet the scope and objectives of the RFP and all addendums issued thereafter. The bank assumes no responsibility for the assumptions made by the Bidder. In the event the proposed solution fails to meet the SLA service levels and the scope and objectives of the RFP (and addendums), the Bidder will have to upgrade or modify the solution at no additional cost to the bank.

## 2.7. ANNUAL TECHNICAL SUPPORT (ATS)

- 2.7.1. At the time of submission of bids, the Bidder has to submit his quote for ATS for application software & any other related software for five years, after completion of respective warranty periods in the Commercial Bid separately for Comprehensive maintenance contract.
- 2.7.2. The Bank, at its discretion may enter into ATS with the Bidder after completion of respective warranty periods.
- 2.7.3. The support for maintenance of entire Financial Supply Chain Management Software Solution supplied should be available for a minimum period of 5 years after expiry period of warranty.
- 2.7.4. The Bidder shall quote their rates per year for all inclusive (comprehensive) maintenance service exclusive of taxes.
- 2.7.5. ATS Payment will be made quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.
- 2.7.6. The Bank shall have the option to terminate the service contract any time during the contract period by giving a written notice of 3 months, without assigning any reason thereof. However, the contractor shall commit himself to the service contract for a minimum period of 5 years for software. Unless the service contract is terminated by the Bank the Bidder will have no right to terminate the contract within this period.
- 2.7.7. During the Warranty and ATS period, the Bidder should extend Support. The scope of Warranty and ATS shall include:
- 2.7.7.1 Up gradation, supply, installation, implementation and customization of upgraded versions of software (updates /upgrades)
- 2.7.7.2 Rectification of Bugs/defects, if any
- 2.7.7.3 Application of patches to solve day to day issues

2.7.7.4 Providing permanent fixes for the oft repeated issues

2.7.7.5 Fine tuning of application and database

2.7.7.6 Maintenance of application and database

2.7.7.7 Reinstallation of software /database whenever required.

## 2.8. LOCAL SUPPORT

The Bidder should be capable of meeting the service & support standards as specified in this tender. Service support should be available on all Bank working days/ hours both at DC and DRC.

## 2.9. INDEMNITY

The selected bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:

- (i) The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;
- (ii) Any contravention or Non compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;

Further, the bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of **SUPPLY, INSTALLATION, IMPLEMENTATION & MAINTENANCE OF FINANCIAL SUPPLY CHAIN SOFTWARE SOLUTION.**

- All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.
- Bidder aggregate liability shall be subject to an overall limit of the total Cost of the project.
- The limits specified in the above said clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss of or damage to real property and tangible personal property and for bodily injury or death.

## 2.10. PUBLICITY

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

## 2.11. GUARANTEES

The Bidder should guarantee latest version of software and the same are licensed and legally obtained.

## 2.12. SOURCE CODE & ESCROW

- 2.12.1. 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, 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. Signing of the Escrow agreement is one of the prerequisites for treating the project as complete. Such deposition with Escrow agent shall be done within 90 days from the date of formal acceptance thereof or as agreed by the Bank.
- 2.12.2. 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.
- 2.12.3. The escrow will be released to and become the property of the Bank in the event that the Contract is terminated for Insolvency. The agent will effect the release within 15 days of receipt of written demand from the Bank therefore.
- 2.12.4. The contents of the escrow shall be kept current with the most recent version release of the Software as long as the Bank contracts with the selected Bidder for Software maintenance, within 30 days of the installation of said release into production at the Bank's site. The escrow shall be established so as to maintain the last three versions deposited.
- 2.12.5. The selection of the escrow agent will be made jointly by the Bank and the selected Bidder. The escrow agent shall be in India only. All costs incurred in connection with the escrow arrangement shall be borne by both the selected Bidder and the Bank in the ratio 50:50.

### 2.13. OTHER CONDITIONS

The selected Bidder also has to comply with the IT Security Policy of the Bank at the time of implementation of the Solution and also during Warranty/ATS period. The selected Bidder should also execute the Non-Disclosure agreement.

### 2.14. NEGLIGENCE

In connection with the work or contravenes the provisions of General Terms, If the Contractor neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the Contractor calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the Contractor liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the Contractor.

### 2.15. RESPONSIBILITY FOR COMPLETENESS

Any supplies and services which might not have been specifically mentioned in this tender but are necessary for the design, engineering, manufacture, supply, installation, testing, commissioning, performance or completeness of the order, shall be provided / made available as per the time schedule for smooth and efficient operation and maintenance of the system under Indian condition.

The Bidder shall be responsible for any discrepancies, errors and omissions in the drawings or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the bank or not. The Bidder shall take all corrective measures arising out of discrepancies, error and omission in drawings and other information as mentioned above within the time schedule and without extra cost to the bank.

### 2.16. FORCE MAJEURE

The Bidder 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 Bidder, i.e. Force Majeure.

For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the Bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the Bidder, resulting in such a situation.

In the event of any such intervening Force Majeure, the Bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five days. Unless otherwise directed by the Bank, the Bidder 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 Bank and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the Bidder.

## **2.17. RESOLUTION OF DISPUTES**

All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days notice in writing to the other party clearly setting out their in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration.

The venue of arbitration shall be Bangalore, INDIA.

## **2.18. JURISDICTION**

The Purchase Contract / Annual Technical Support shall be governed by the Laws and Regulations of India for the time being in force and will be subject to the exclusive jurisdiction of the Courts in Bangalore, India.

## **2.19.0 LIST OF DOCUMENTS**

The following is the broad list of documents which the Bidder is expected to submit:

Sr. No.	List of Documents	Enclosed Yes/ No
1.	Index of all documents submitted with page numbers	
2.	DD towards cost of application of ₹5000/-	
3.	Earnest Money Deposit or Bank Guarantee of ₹5,00,000/-	
4.	Softcopies of Technical Bid Documents & specifications in CD	
5.	Annexure I (Functional Requirements)	
6.	Annexure II (Technical Requirements)	
7.	Annexure A1 (Covering Letter)	
8.	Annexure A2 (Details of Bidder's existing offices)	
9.	Annexure A3 (Technical Compliance)	
10.	Annexure A4 (Authorization Letter Format)	
11.	Annexure B1 (Executive Summary of Bidder's Response)	
12.	Annexure B2 (Undertaking Letter Format)	
13.	Annexure B3 (Bank Guarantee Format for Earnest Money Deposit)	
14.	Annexure C1 (Bill of Material)	
15.	Annexure D (Severity of bugs)	
16.	Annexure E (List of software for interface with FSCM software)	
17.	Annexure F (Broad scope of work)	

Yours faithfully,

R RAJENDRAN  
DEPUTY GENERAL MANAGER

**Annexure I**  
**Functional Specification**

**Supplier and Dealer Finance-Functionalities**

Sl. No.	Requirements	Required/Most Critical	Feature Readily Available /Customizable	Vendor's Response	Bank's Response
1.01	Solution should be Web enabled which should enable all constituents of the supply chain to login to a single web portal and seamlessly operate.	Most Critical			
1.02	Solution provides various stages of work flow with an option to configure required work flows. Should support Initiation, Verification, Authorisation and Release.	Most Critical			
1.03	System should be capable of handling vendor financing as well as Distributor-Dealer financing by way of Purchase Orders (PO), Invoice and Bill discounting.	Most Critical			
1.04	Provision "Electronic Invoice Presentment and Payment" without financing option. In case of only EIPP, no discounting possible. Still payment information can be routed through the portal	Most Critical			
1.05	Provision to set direct as well as indirect limits on corporate/vendor/dealer/distributor	Most Critical			
1.06	Provision to fix limits on corporate with/without recourse.	Most Critical			
1.07	Provision to link same vendor / dealer/distributor to multiple corporate and vice versa. Multiple seller and buyer relationships should be possible.	Most Critical			
1.08	Provision to handle supplier who can also be a distributor/dealer for the corporate	Most Critical			
1.09	Provision to create supplier/vendor masters through file upload as well as manual keying in.	Most Critical			
1.1	Provision to link vendor / dealer to a corporate by way of file upload instead of manual linking	Most Critical			
1.11	Provision to link vendor / Distributor-Dealer to a particular corporate with specific vendor / dealer/distributor code (relationship code) used by that corporate in its system	Most Critical			
1.12	Master maintenance for Corporate, Vendor and Distributor-Dealer should be possible	Most Critical			
1.13	Provision for role based Add, modify, logically delete functionalities of the master details pertaining to Corporate, Vendor and Distributor-Dealer.	Most Critical			
1.14	Provision to configure file upload functionality for upload of Purchase order data, Manual creation of Purchase order data and optionally receive Purchase Order data automatically from Corporate's ERP	Most Critical			

	system				
1.15	Provision to configure file upload functionality for upload of Invoice data,Manual creation of Invoices and optionally receive Invoices automatically from Corporate's ERP system	Most Critical			
1.16	Provision for Bulk acceptance of invoice by the buyer pertaining to invoices uploaded by the seller. Similarly provision for bulk acceptance of Purchase order by the seller should be available.	Most Critical			
1.17	Provision for configuring auto acceptance of invoice by the corporate. This should be available supplier wise or for all suppliers.	Required			
1.18	System should auto accept the invoice only after validating with the invoice number, date, amount and filename. Similar validation for Purchase order should also be present.	Most Critical			
1.19	Provision to enable functionality for sellers to create invoices automatically from the purchase order advice.	Most Critical			
1.2	Enable seller to accept or reject the Purchase order	Most Critical			
1.21	Part finance of invoice should be possible	Most Critical			
1.22	Once the client opts for financing either thru STP or manual, the discounting process can also be either STP or manual intervention at bank side	Most Critical			
1.23	Enable the seller to submit invoice and buyer able to accept invoice and confirm payment with payment instructions for the bank.	Most Critical			
1.24	In case of STP in discounting process, system will check the limits and as per margin requirements will calculate the financing amount, deduct the interest and hand over the transaction to payment system for disbursement.	Most Critical			
1.25	In case of manual intervention, bank user will decide if the financing has to be processed. On approval from bank user, rest of the process will remain the same as stated above	Most Critical			
1.26	Each seller and buyer can only view and process Invoices or Purchase Orders related to them	Most Critical			
1.27	Supplier/Distributor-Dealer/Corporate wise Limit maintenance with provision to Add, modify, cancel, delete and also to upload the limits from File/ERP with Bank's authorisation.	Most Critical			
1.28	Realtime updation of Limit and online realtime limit check with backend automatically while processing transactions.	Most Critical			
1.29	At all time, client can see the available limit especially at the time of applying finance.	Most Critical			
1.3	Provision to credit supplier accounts through various payment modes. Direct credit to accounts within our Bank by interfacing with CBS, Interfacing with Payment systems and credit through RTGS/NEFT	Most Critical			

	and Interface with CBS for creation of DDs.				
1.31	Seller can request bank to provide further drawdown in case supplier wishes to avail further finance with regard to the part finance availed earlier.	Most Critical			
1.32	Provision to set limit for Product as a whole	Required			
1.33	Automated reconciliation of Invoices with Payments, Invoices with Collections, Invoices with Debit / Credit Notes, Invoices with POs	Most Critical			
1.34	System to provide for PO and invoice matching feature and handling of unmatched items	Most Critical			
1.35	Provision to re-initiate the transaction without re-keying the all data if rejected due to limit burst. Such re-initiation can be either revalidated with limit again as the same will be now available / set	Most Critical			
1.36	Real time message validation during input at all levels	Most Critical			
1.37	Liquidation for part invoice value or complete contract	Most Critical			
1.38	Liquidation option with selection of Invoices based on any of the following: 1) LIFO 2) FIFO 3) Manual Selection	Most Critical			
1.39	Margin refund post liquidation	Most Critical			
1.4	Provision to release margin in full or in part based on full or part liquidation of the invoice.	Most Critical			
1.41	Pre payment of Invoices to be allowed (in case a client wants to do the same)	Most Critical			
1.42	Provision to Refund of Float interest to the vendor incases where a bill/invoice is part liquidated initially and subsequently full liquidation happens before the due date	Most Critical			
1.43	Penal interest recovery in case of delay in payment	Most Critical			
1.44	Direct credit of Invoice Amount if not discounted with Bank.	Most Critical			
1.45	Auto realization on due date	Most Critical			
1.46	Should support PDC linked financing and show alerts on PDC date for banking the same	Most Critical			
1.47	Robust fool proof accounting system for invoice discounting, charges, liquidation, cheque/payment bounce, etc	Most Critical			
1.48	Printing of invoice / PO / hundi / bill with facsimile signatures at vendor /dealer or corporate level.	Most Critical			
1.49	Should support transmission of scanned images and Electronic data interchange.	Most Critical			

**PARAMETERS**

Sl. No.	Requirements	Most Critical/Required	Feature Readily Available / Customizable	Vendor's Response	Bank's Response
2.01	<b>Interest Parameters:</b>				
	Provision for Fixed and Floating	Most Critical			
	Parameter to specify interest to be charged to seller/buyer/both	Most Critical			
	Multiple slabs of interest Ex. 0-20 days = x%, 20+days = y%	Most Critical			
	Slab based Interest rates to be supported.	Most Critical			
	Interest should be referred to some benchmark interest at system level - provision to set interest at vendor / dealer or corporate level as benchmark + or - x%	Most Critical			
	Change in benchmark interest should be maintained with effective date (Value dated interest calculation should be possible)	Most Critical			
	Pricing of product based on: a) Benchmark rate b) Customer Grade Rate c) Min and Max Rate per product	Most Critical			
	Minimum period for which Interest refund is not permissible should be available.	Required			
	Global Change in Interest Rates for product level should be possible	Most Critical			
2.02	<b>Tenor Parameters</b>				
	Bill or Invoice tenor to be defined at corporate and vendor / dealer level.	Most Critical			
	Provision to capture Min and Max Tenor	Most Critical			
2.03	<b>Margin Parameters</b>				
	Parameter to maintain margin as per sanction terms to be provided	Most Critical			
	Provision to maintain Margin in relation to Invoice Amount and Tenor	Most Critical			
2.04	<b>Charges:</b>				
	Global level charges maintenance should be possible. Following charges to be supported and should not be limited to: a) Upfront Fee b) Discounting Charge c) Processing Charge d) Handling Charge	Most Critical			
	Overriding of Global level charges at customer level should be possible by the Bank	Most Critical			

	Parameter to capture mode of charge collection. Ex: Upfront or In-arrears.	Most Critical			
	Provision for Discount or Penalty to be levied to client should be based on Invoice due date and Payment date	Most Critical			
	Provision for Interest to be calculated for no of days finance availed	Most Critical			
	Max and Min Penalty and discount should be parameterized.	Most Critical			
	Parameter to collect Commission in case of EIPP (Without discounting)	Most Critical			
	Parameter for penalty/charges in case of pre-payment.	Most Critical			
	<b>Followup:</b>	Most Critical			
2.05	Provision to select mode of followup, Email, SMS,Both or No followup.	Most Critical			
	Capability of System to arrive at followup date based on tenor.	Most Critical			
	Parameter for configuring the number of days before which followup should commence	Most Critical			
	Provision to select the mode of followup (Email or SMS) in case of confirmations for payments received OR intimations for dishonour of payments.	Most Critical			
	Ability to create event based message templates for Email and SMS.	Most Critical			
	Robust escalation mechanism should be put in place based on Amount of Invoice outstanding, No of followups made and the days overdue.	Most Critical			
	Corporate Customer level templates for followup with their constituents to be provided.	Most Critical			
2.06	<b>Other Parameters:</b>				
	Parameter to define unpaid/overdue invoice.	Most Critical			
	Parameter at vendor / dealer level for auto finance (STP) or apply finance.	Most Critical			
	Parameter to accept standing instruction by vendor for discounting all bills/ invoices given by corporate.	Most Critical			
	Templates for frequently used phrases. Customisable formats for use in creation of Invoices and Purchase Orders	Most Critical			
	NPA management parameters not limited to the below: a) Overdue beyond days b) Demand/Recovery/Overdue c) Asset classification d) Provision to classify as deemed NPA	Most Critical			
	Provision to capture Relationship Managers on Corporate Side	Most Critical			
	Parameters for Write-off	Most Critical			
	Restriction parameter for no of times a part finance can be available	Most Critical			
	Option to collect charges in case of part finance	Most Critical			

	availed				
	<b>Calculations:</b>				
2.07	The application should be able to calculate the following: Interest, Penal Interest, Charges, Commission, Disbursement Amount, Discounted Amount, Net Credit, NPA classification and re-classification, etc	Most Critical			

**FILE UPLOAD / DOWNLOAD**

Sl. No.	Requirements	Most Critical/Required	Feature Readily Available /Customizable	Vendor's Response	Bank's Response
3.01	Flexibility to define client specific file format for various upload in the system such as PO/invoice upload, PO/invoice acceptance etc.	Most Critical			
3.02	File Formats can be either delimited or fixed width	Most Critical			
3.03	Flexibility to define delimited character in a particular delimited file format	Most Critical			
3.04	Flexibility to define padding character in a particular fixed width file format	Most Critical			
3.05	Provision to call external procedure before and after processing the file	Most Critical			
3.06	Provision to map client values with bank values. System to provide a file format mapper for easy creation of file formats by the bank and customer.	Most Critical			
3.07	File upload activity to have encryption / decryption logic	Most Critical			
3.08	Real time validation of file at the time of upload	Most Critical			
3.09	All errors in the file should be shown upfront	Most Critical			
3.1	Provision to process partial file or reject the file if any record has errors	Most Critical			
3.11	Files names should not be fixed in specific format. Provision for specifying a file format to be given.	Most Critical			
3.12	Provision to send customized reverse file to corporate post discounting process	Most Critical			
3.13	File transfers should be only through secured mode	Most Critical			
3.14	Support for Data file exchange using digital signature	Most Critical			

**ALERTS MODULE**

Sl. No.	Requirements	Most Critical/Required	Feature Readily Available / Customizable	Vendor's Response	Bank's Response
4.01	All alerts in the system will be subscription based. Alerts should be by way of Email and SMS	Most Critical			
4.02	Provision to invoke alert manually or trigger alert automatically to be possible	Most Critical			
4.03	Intimation to clients on limit availability on daily basis (in the morning)	Required			
4.04	Liquidation advices to be sent to the drawer immediately upon liquidation	Most Critical			
4.05	Status of overdue invoices on a daily basis	Most Critical			
4.06	Reminders/follow up for overdue invoices by SMS/Email	Most Critical			
4.07	Automatic escalation after specified no of followups or Outstanding Amount or Outstanding days beyond due date.	Most Critical			
4.08	Following alert are needed but not only limited to the below list: a) change in client master b) change in limit c) limit expiry date d) expiry of collateral e) PO issuance and upload f) Invoice issuance and upload g) PO / Invoice due date reminders h) Financing option i) Limit burst j) To authorizers on invoice / po upload k) Change in due dates l) Change in Interest Rates m) Withdrawal of Limits	Most Critical			
4.09	All the alerts need to follow a predefined workflow in case corrective action has to be taken such as in case of limit burst, Relationship Manager will intimate if the same has to be processed or rejected.	Most Critical			
4.1	System to provide alert for all transactions and workflow e.g. transaction failure, pending authorisation, availability of report, successful transaction etc	Most Critical			
4.11	Possible alerts are to be configured by bank at product and workflow level e.g. only for payments for transaction statuses of pending authorisation, payment completion etc	Most Critical			
4.12	System to be able to send alerts via emails/sms for selected reminder	Most Critical			
4.13	Users/customers can create their own alerts	Most Critical			

**REPORTS MODULE**

Sl. No.	Requirements	Most Critical/Required	Feature Readily Available /Customizable	Vendor's Response	Bank's Response
5.02	Group level exposure monitoring and limit maintenance	Most Critical			
5.03	Following Search Option and not limited to the below	Most Critical			
	a) Invoice number wise	Most Critical			
	b) Supplier / Dealer Code wise	Most Critical			
	c) Tenor wise	Most Critical			
	d) Bills/Invoices due for the day	Most Critical			
	e) Amount wise	Most Critical			
5.04	Generation of various reports that can be customized as per requirement viz. (not limited to below list)				
	- Agewise Overdues				
	-Risk Rating Wise				
	- Corporate Categorisation Wise				
	- Sector Specific Exposure				
	- Geographical Distribution	Most Critical			
	- Customer limit utilization	Most Critical			
	- Total Income generated	Most Critical			
	- Total Overdues	Most Critical			
	- Total Margin held for any constituent	Most Critical			
	- Penal Charges collected	Required			
	- Bills due for liquidation for the day or any day	Most Critical			
	- Escrow flows	Most Critical			
- Business between any two dates.	Required				
Template for DD Covering letter	Required				
5.05	Provision to generate reports based on regular limits and adhoc limits	Required			
5.06	Support for online/batch/adhoc report generation	Most Critical			
5.07	Parameters for Generation frequency , sequence & no of copies	Most Critical			
5.08	Ability to export reports to Excel, Text, PDF format	Most Critical			
5.09	Provide end user query/reporting tools.	Most Critical			
5.1	Ability to Integrate with other reporting tools, eg Crystal report	Most Critical			
5.11	Corporate can also export their results into a variety of other software and office productivity tools, and also design new custom reports by precisely selecting the data they want to display.	Required			
5.12	Online enquiry on status tracking for all products	Most Critical			
5.13	System to provide ageing reports for buyers and sellers respectively.	Most Critical			
5.14	Ability to provide and print ad hoc reports, statements of accounts, eg overdue analysis report, client statement of accounts, debtors' statements of	Most Critical			

	accounts				
5.15	Enable Seller to view his account for updated position in terms of availability of funds for further drawdown, the debtors' status (for collections, past dues invoices, etc), inquire on specific invoice, ineligible debts, account outstandings, payment related details	Most Critical			
5.16	Similar view facility for Buyer should be available.	Most Critical			
5.17	System allows Seller/Buyer/Corporate to review their own transactions history on this platform	Most Critical			
5.18	Exception reports	Most Critical			
5.19	Reports pertaining to Payment Record, Business Turnover, Size of Bills,etc for taking business decisions	Most Critical			

**ADDITIONAL FEATURES**

Sl. No.	Requirements	Most Critical/Required	Feature Readily Available /Custom izable	Vendor's Response	Bank's Response
6.01	Support customer's multiple entities, branches and subsidiaries etc	Required			
6.02	Support bilingual capability for screen display and reports.	Required			
6.03	Able to display general announcements and messages from the bank	Required			
6.04	Announcement and messages should be parameterisable	Required			
6.05	To allow for a quick save without all the controls to be performed. When deciding to submit the form to the next level of signature or directly to the bank (depending on the level of authorisation in the user's profile), the mandatory fields are checked.	Most Critical			
6.06	System should provide a Copy function: to re-use existing data and hence avoid re-keying information.	Most Critical			
6.07	Support for Application Templates such as PO Template, Copy from function such as create new PO by copying existing PO	Most Critical			
6.08	Calendar function for customer and suppliers to remind them of follow up action needed	Most Critical			
6.09	Support Multi Step processing flow and message routing - Every transaction goes through several stages when instructions are captured (incomplete, uncontrolled, submitted). Various users can interact with this workflow and the transaction will evolve to the next level depending on the permissions of each user.	Most Critical			
6.1	System must provide a rich set of roles to let a company precisely adjust the roles it requires to map its internal organisation	Most Critical			

6.11	Provide facility to interface with proposed Cash Management System (CMS)	Required			
6.12	Transactions are triggered to CBS and will happen at CBS level. However transaction details and logs are to be maintained even at the FSCM package level to enable generation of related reports at FSCM level itself.	Most Critical			

#### HAND-OFF TO CBS

Sl. No.	Requirements	Most Critical/Required	Feature Readily Available /Custom izable	Vendor's Response	Bank's Response
7.01	System should be capable of providing required data to CBS at End of Day. Ex: Day-end-Balances, NPA updates, Special Watch Details and any other details which is required for synchronisation with CBS.	Most Critical			
7.02	Fool proof EOD reconciliation methodology to ensure number of transactions and total amount triggered during the day match between the application and the Core Banking System.	Most Critical			
7.03	Real Time Synchronisation between application and Core Banking System with regard to master data including LIMITS and Liability	Most Critical			
7.04	Total Liability in the dedicated GL in CBS should at any point of time TALLY with the total outstandings in the Application. A report of all outstandings at any point of time should be generated the total of which should tally with the dedicated GL in CBS.	Most Critical			
7.05	A detailed report for all transactions triggered into CBS should be available for review at any point of time transactionwise.	Most Critical			
7.06	Special Watch and NPA details should be handed to CBS at EOD	Most Critical			

#### INTERFACE

Sl. No.	Requirements	Most Critical/Required	Feature Readily Available /Custom izable	Vendor's Response	Bank's Response
8.01	Integration with Limits module for online limit validation in CBS	Most Critical			
8.02	Integration with system for Payment processing	Most Critical			
8.03	Integration with GL of Core Banking System	Most Critical			
8.04	Integration with ERP system of Corporates	Most Critical			
8.05	Integration for Email and SMS alerts	Most Critical			

**SECURITY**

Sl. No.	Requirements	Most Critical/Required	Feature Readily Available /Customizable	Vendor's Response	Bank's Response
9.01	Support secured channel Communications such as compatible with firewall etc	Most Critical			
9.02	Supports End-to-end encryption	Most Critical			
9.03	Supports Digital Certificate and OTP for 2 <sup>nd</sup> Factor Authentication	Most Critical			
9.04	Supports Session Time-out Control	Most Critical			
9.05	Supports multi-level authorisation matrix for both Master and Transaction work-flow.	Most Critical			
9.06	All activities on the customer portal will follow auth. matrix defined for each event in the master setup	Most Critical			
9.07	The application must not permit a user to bypass the authentication mechanism and access the application directly.	Most Critical			
9.08	Customer administration module should be separated from the customer functionality module. That is, customer users shall not have access to the administration module.	Most Critical			
9.09	Standard security features for login to be available ( not limited to the below)	Most Critical			
	a) Minimum six length alphanumeric	Most Critical			
	b) Password history prevent reuse of password for the particular user.	Most Critical			
	c) Bank defined password expiry period	Most Critical			
	d) Password encryption	Most Critical			
	e) Automatic user disabling after three successive erroneous tries	Most Critical			
	f) Automatic user time-out on inactivity for a predefined time duration	Most Critical			
9.1	Provide many level of authorization, such as authorization by amount, product type etc	Most Critical			
9.11	The application must provide audit trails/reports that are able to trail the following events:	Most Critical			
	(a) reconstruct events that have happened	Most Critical			
	(b) facilitate the identification of problems	Most Critical			
	(c) security violations	Most Critical			
9.12	Access to pages must be restricted to authenticated user only.	Most Critical			
9.13	Audit Trail of every change in master and transactions. Modifications to master should be available in these logs. User-wise activity reports should be available for review.	Most Critical			

**PROCESS FLOW**

Sl. No.	Requirements	Most Critical/Required	Feature Readily Available /Customizable	Vendor's Response	Bank's Response
10.01	Request for Finance / Discounting should crystallise only with Bank Intervention. Manual Intervention at Branch required for all finance requests.	Most Critical			
10.02	Corporate should initiate all loan related requests to the Bank.	Most Critical			
10.03	Bank should have the option to Accept or Reject the finance request	Most Critical			
10.04	If rejected, the Invoice should be pushed back to the corporate with suitable reason for rejection which is keyed in or selected by pre-set return template.	Most Critical			
10.05	Provision to map GL codes of minor subsidiaries like Interest Collected, Commission service charges, etc with CBS GL codes for transaction processing.	Most Critical			
10.06	Accounting Events to be parameterisable. For Ex: What are the heads affected when bill is discounted and what should be the accounting entries passed	Most Critical			
10.07	Event based authorisation should be parameterisable. For Ex: Debit and Credit to Inter Bank Accounts should be directly authorised whereas customer related transaction should follow authorisation matrix,	Most Critical			
10.08	Restrictions on Branches and Currencies should be parameterisable. Only Branches and their customers who are allowed to transact on the package can be allowed to do so. Transaction can happen only through allowed currency.	Most Critical			
10.09	Provision to capture Basic MIS related details for Suppliers/Dealers whether customers or not. Not limited to the below: a) Sector Code b) Basel Customer Type c) BSR Code d) Sub Sector Code e) Priority/Non-priority f) Risk Rating.	Most Critical			
10.1	Validation of Invoice should be based on sanction parameters being keyed in for that corporate/supplier/dealer	Most Critical			
10.11	In case an Invoice is ineligible for finance, option to override to be provided with the next level authoriser authorising the transaction.	Most Critical			
10.12	Auto NPA classification should be possible based on NPA parameters set.	Most Critical			
10.13	Provision to map customer id of CBS system with customer id of the solution should be available. Further mass mapping should also be possible	Most Critical			

**Annexure II**

**Technical Requirements**

The proposed software should have the capability to run in any of the prevalent RDBMS/OS platforms which should be in a position to interface with our existing CBS platform. (The selected Bidder during the hardware sizing should not recommend any obsolete platforms/ RDBMS version)

**1. Software specification:**

The Bidder should provide complete specifications as under:

- 1.1 Identity of the software component proposed
- 1.2 Latest Version details and release date
- 1.3 License details (Type, No. of licenses, etc)
- 1.4 Warranty Extended
- 1.5 Scalability
- 1.6 Salient features

For the following software:

- 1.7 Database Software (RDBMS)
- 1.8 Application Software
- 1.9 Operating System Software
- 1.10 Any other software required other than the one enumerated above

**2. Architecture:**

The FSCM solution should be a web based application enabling different constituents of the supply chain (Bank, Corporate, Suppliers, Dealers and Distributors) to login using a single web page but with different roles.

The Bidder is required to provide the proposed architecture of the system. While doing so, the Bidder has to necessarily provide details in respect of the following:

**2.1 Process flow and work flow of the solution.**

- 2.1.1 The flexibility of the architecture in terms of ease in addition, modification and deletion of modules / functionality in the future should be highlighted.

Extensive documentation with regard to:

- 2.1.2 Application Architecture
- 2.1.3 Database Layout and Architecture

#### 2.1.4 10Data Dictionary

2.2 Any additional Application software, and third-party tools that are required for using the system, in addition to the base Application System provided by the Bidder.

2.3 List of known bugs in the system.

#### 3. Bandwidth:

Bidder to furnish Bandwidth requirements for their solution to function effectively at Branch level and Customer level.

#### 4. Interface:

The Bidder should explain in brief how the proposed solution addresses the following requirements:

4.1 Interface with our Core Banking System running on Flex-cube.

4.2 Interface with Payment Systems (RTGS/NEFT)

4.3 Interface with Corporate ERP systems of customers

4.4 Any other Interface required.

#### 5. Backup:

The Bidder should state how the proposed solution addresses the Backup of data as the data is very crucial for the Bank.

The write-up should necessarily cover the Backup and Archiving Methodology for the entire FSCM solution (Database, Operating system, Application Software and other software)

The Bidder should provide detailed documentation of the backup, recovery and replication procedures covering all possible scenarios of failure

#### 6. Operation and Maintenance:

The Bidder should provide recommended procedures for all aspects of the operation. This shall include routine maintenance, analysis of statistical output, alarm handling and emergency procedures.

The Bidder should explain how the proposed solution handles the following:

6.1 Change and implementation procedures for upgrades.

- 6.2 Test and diagnostic functions and resource management.
- 6.3 Remote support capabilities.
- 6.4 Number of Persons and skill sets required from Bank for Maintenance and Administration of the solution.
- 6.5 System should have an audit log file management capability
- 6.6 Error log in case of missing and/or erroneous data
- 6.7 Back-ups of Audit log files should be possible

**7 Problem Resolution:**

7.1 There will be times when problem resolution requires the provision of patches or other form of updating the application software. It is expected that there will also be system upgrades at regular or irregular intervals. These issues are regarded as "Preventive Maintenance".

7.2 Preventive maintenance shall be clear in procedures and documented. It is preferred that any preventive maintenance can be carried out without disruption or degradation to the on-line service. Any procedures requiring service downtime should be minimal and should be planned downtime to enable proper scheduling.

7.3 The Bidder should describe the procedures provided to enable preventive maintenance to meet these objectives.

**8 Client-side requirements:**

8.1 The Bidder should provide details of Minimum Software requirements on client side including tools, patches, plug-ins, etc

8.2 If any activity cannot be performed from the client side, please specify the same.

8.3 Minimum version of the web browser and list the setting changes to be done at the web browser, if any.

**ANNEXURE - A1**  
**Covering letter format**

Offer Reference No:  
To

Date:

The Deputy General Manager,  
Canara Bank,  
Supply Chain Management Group,  
Department of Information and Technology,  
Naveen Complex, 14 M G Road,  
Bangalore - 560 001  
Karnataka

Dear Sir,

**Tender Ref: RFP-SCM-11/2011-12 DT: 04-07-2011**

Having examined the tender document including all Annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, install, implement, integrate and maintain Financial Supply Chain Software Solution in conformity with the said tender in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.

If our offer is accepted, we undertake to complete supply, installation, implementation, integration and handing over the Financial Supply Chain Software Solution to the Bank within 6 months as specified in the offer document.

We enclose a Demand Draft /Bank Guarantee in lieu of EMD for ₹ 5,00,000/- in favour of Canara Bank as EMD.

We agree to abide by this offer till 12 months from the date of finalizing the vendor and for such further period as may be requested for by the bank, and agreed to in writing by the Bidder. We also agree to keep the Earnest Money Deposit/Bank Guarantee in lieu of EMD during the entire validity period of the tender. However if we withdraw our offer within the said validity period, you shall have the right to forfeit the EMD/invoke the Bank Guarantee in lieu of EMD, without reference to us. We agree to abide by and fulfill all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in tender together with the return acceptance of the purchase contract for supply, installation, implementation, integration & maintenance of Financial Supply Chain Software Solution.

We hereby agree to abide by all the terms & conditions stipulated in the tender document.

We certify that the solution / services offered by us for tender conform to the specifications stipulated in the tender form.

We also confirm that we have not been disqualified by any PSU bank for supply of Financial Supply Chain Software Solution.

Our PAN number for Income Tax is \_\_\_\_\_.

We are registered with the Sales Tax/Service Tax authorities and our registration numbers are as follows.

Sales Tax/VAT Registration Number is \_\_\_\_\_.

Service Tax Registration Number is \_\_\_\_\_.

We accept all the Instructions and Terms and Conditions of the subject RFP.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive without assigning any reason whatsoever.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2011

Signature. \_\_\_\_\_

**Signature of the Authorized Signatory with date & seal**

**ANNEXURE - A2**

**Details of Offices/ Branches /Service Centers**

Sr No	Place	Postal Address	Contact Details (including Name of In charge and his contact no.email etc)	Service Facilities Available (Describe)	No of Engineers	Jurisdiction
1						
2						
3						
4						
5						

Signature of the Authorised Signatory with date & seal

**ANNEXURE - A3**

[Note: This details should be on the letter head of Bidder and should be signed by a an  
Authorised Signatory with Name and Seal of the Company]

**Technical Compliance Statement**

**Declaration**

We hereby undertake to agree to abide by all the Instructions, Terms & Conditions including the Scope of Work stipulated in the RFP/tender document for smooth Implementation of Financial Supply Chain Management Solution in Bank.

We certify that the services offered by us for tender conform to the specifications stipulated in the tender form.

Signature of the Authorised Signatory with date & seal

**ANNEXURE - A4**  
**Authorization letter format**

To

The Deputy General Manager,  
Canara Bank,  
Supply Chain Management Group,  
DIT-Wing,  
Naveen Complex, 14 M G Road,  
Bangalore-560 001,  
Karnataka

Date:

Dear Sir,

SUB: Authorization Letter for attending the Bid Opening

REF: YOUR RFP NO: 11/2011-12 dated 04.07.2011

This has reference to your above RFP for supply and Installation of Financial Supply Chain Software Solution. Mr. Miss/Mrs.

\_\_\_\_\_ hereby authorized to attend the bid opening of the above RFP 11/2011-12 dated 04.07.2011 on \_\_\_\_\_ on behalf of our organization.

The specimen signature is attested below:

\_\_\_\_\_  
Specimen Signature Of Representative

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

\_\_\_\_\_  
Name of Attesting Authority

**ANNEXURE – B1**

**Executive Summary of Bidder's response**

The Bidder must furnish brief summary of their response to RFP in the following format not exceeding 10 pages.

Sl. No.	Description
1.	Name of the Bidder Front ending the project Name of the Partners / associates / Consortium members Name of the Products/services offered by each member of the consortium and their compatibility (the prime Bidder must confirm the above by letter).
2.	Name and address of the Authorised Signatory
3.	Name and addresses of the Consortium Members
4.	Prime Bidder's Contact Person's details - Name, Phone Nos. etc.,
5.	Details of capability and experience of Prime Bidder and Consortium members in implementing Financial Supply Chain Software Solution in other Banks:
	a) Name of the Bank
	b) Contact persons of the Bank & Phone No.
	c) Extent of Customization done before pilot implementation
	d) Customization done after pilot implementation
6.	Products offered by Prime Bidder & Consortium Members towards proposed Financial Supply Chain Software Solution and how mapped to our functional & technical requirements
7.	1.Name of the application software solution offered in RFP 2.The functional richness of the Financial Supply Chain software solution vis-à-vis our functional and technical requirements as follows:
	a) Functional Description of each module b) Compliance with the industry norms/specifications c) Performance to compare with our set criterion of response time d) Capabilities in terms of STP, Batch Processing, work-flow etc., e) User friendliness of the modules f) Resource utilization at - user level, bandwidth at DC Bench Marking results - Proof to be enclosed wherever necessary

8.	Unique qualitative advantages of the Software Solution as differentiator
9.	Security features of the Solution at: <ul style="list-style-type: none"> <li>• Presentation layer</li> <li>• Application layer</li> <li>• Database level</li> <li>• OS level</li> <li>• Network level</li> </ul>
10.	Audit Tools for <ol style="list-style-type: none"> <li>a) OS</li> <li>b) Database</li> <li>c) General Inspectors (Application Audit)</li> </ol>
11	Solution architecture of the proposed solution
12.	Back-up methodology
13.	Training schedule, Training Facilities and trainers credentials
14	Implementation methodology vis-à-vis our Project Plan
15.	Warranty, Details of support staff / Resident Engineers / Helpdesk personnel for maintenance of Software, and their experience, location of support Centres, ATS etc.,
16.	Any other features / Functionalities / Reports in the solution which are not explicitly mentioned in the RFP

Date :

Place :

Authorised Signatory of the Prime Bidder

**ANNEXURE - B2**

**Undertaking letter format**

Offer Reference No:

Date:

To

The Deputy General Manager,  
Supply Chain Management Group,  
Department Of Information and Technology,  
Canara Bank,  
Naveen Complex, 14, M G Road,  
Bangalore-560 001.  
Karnataka

Dear Sir,

**Sub : Supply, Installation, Integration, Implementation and Maintenance of Fully Integrated Financial Supply Chain Software Solution.**

Tender Ref: \_\_\_\_ / \_\_\_\_ DT: \_\_\_\_\_.

We, the undersigned, as prime Bidder, having examined the complete RFP document (along with its annexures), do hereby offer to Supply, Install, Implement, Integrate and Maintain Financial Supply Chain Solution for the Bank in full conformity of your requirements as elaborated in above said RFP for the amounts mentioned by us in the Price Bid or such other sums as may be agreed to between us.

We hereby agree to all the terms and conditions stipulated in the RFP except for the variations and deviations of requirements as mentioned by us in the Compliance Statement, submitted along with our Technical Proposal.

We agree to abide by our Offer for a period of 6 months from the date of last day of Bid submission and it shall remain binding upon us and may be accepted by the Bank at any time before the expiration of this period.

Until a formal contract is prepared and executed, this offer together with the Bank's notification of award by means of order shall constitute a binding contract between us.

We undertake, if our Bid is accepted,

1. To support Complete Maintenance of the solution for a period of not less than 6 years from the date of acceptance of the solution by the Bank,
2. To provide all Technical consultancy and guidance for successful implementation and operation of Financial Supply Chain Solution and its expansion in future by the Bank during the warranty and ATS period (if contracted),
3. To provide Contract Performance Guarantee, ATS Performance Guarantee in the form and in the amounts and within the times stipulated in the RFP.

We also undertake that in case the Financial Supply Chain Software solution to the Bank offered / provided under this RFP is acquired, modified, changed, merged or replaced with another software, we shall provide such new software solution at no cost to the Bank and that the new software solution so provided shall contain all the features that are available in the Financial Supply Chain Solution provided and customized as per the intent of the RFP.

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

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

Yours faithfully,

(NAME AND DESIGNATION)

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

Place :

Date :

ANNEXURE - B3

BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT

To

WHEREAS \_\_\_\_\_(Name of Tenderer) (hereinafter called "the Tenderer" has submitted its tender dated \_\_\_\_\_ (Date) for the execution of (Name of Contract)\_\_\_\_\_ (hereinafter called "the Tender") in favour of \_\_\_\_\_ hereinafter called the "Employer";

KNOW ALL MEN by these presents that we, Canara Bank, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 having its Head Office at No.112, J C Road, Bangalore amongst others a branch at \_\_\_\_\_ (hereinafter called "the Bank" are bound unto the employer for the sum of Rs \_\_\_\_\_ (Rupees \_\_\_\_\_ only) for which payment well and truly to be made to the said Employer, the Bank binds itself, its successors and assigns by these presents;

THE CONDITIONS of this obligation are:

- (a) If the Tenderer withdraws its Tender during the period of tender validity specified in the Tender; **or**  
(b) If the Tenderer having been notified of the acceptance of his Tender by the Employer during the period of Tender validity;  
(i) Fails or refuses to execute the Agreement, if required; or  
(ii) Fails or refuses to furnish the performance security, in accordance with clause \_\_\_\_\_ of conditions of Contract.

We undertake to pay to the Employer up to the above amount upon receipt of his first written demand without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

Notwithstanding anything herein contained, our liability under this guarantee is limited \_\_\_\_\_ to Rs \_\_\_\_\_ (Rupees \_\_\_\_\_ only) remain in force up to \_\_\_\_\_ including the date of expiry of the period of tender validity, and any demand in respect thereof must reach the Bank not later than the date of expiry of this guarantee i.e., on or before \_\_\_\_\_ failing which all the rights of the employer under the guarantee shall be forfeited and the Bank shall be deemed to be relieved or discharged from all liabilities hereunder.

Dated \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

**ANNEXURE - C1**

[Note: This details should be on the letter head of Bidder and each & every page should be signed by a an Authorized Signatory with Name and Seal of the Company]

**Bill of Material and Price Schedule**

Note:

1. This Bill of Material must be attached in Technical Offer as well as Commercial Offer. The format will be identical for both Technical and Commercial Offers, **except that the Technical Offer should not contain any price information.** Technical offers without the Masked Bill of Material will be liable for rejection.
2. The Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly. Wherever there is a discrepancy between the tax rate and tax amount derived from the multiplication of the tax rate Bank will recalculate the tax amount based on the higher of the two values for the purpose of arriving at L1 bidder. However, the taxes will be paid based on the actual taxes paid upon production of the bills/vouchers.
3. The full details of Software suggested for the solution to be specified separately by the Bidder with the Architecture and Working of the Solution in detail along with the Masked Bill of Material in Technical Offer.
4. The Commercial Bid will be evaluated based on the Total Cost of Ownership (TCO) of the Financial Supply Chain Management Solution ie., Cost of Software with 1 year ATS + ATS for Application Software for 5 years at present values + Implementation Charges + Support Charges for 5 years at present values + Taxes.
5. The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.
6. If any of the deliverable product, mainly, software, Service/Support etc. has both VAT and Service Tax, the Bidder has to indicate the Goods component with percentage of VAT and Service Component with service Tax involved. The Goods Component + Service Component should be limited to 100% of the Cost Price, For example, if Goods Component is 60% then, the Service Component cannot be more than 40%.

**Signature of the Authorised Signatory with date & seal**

**1) SOFTWARE (OTHER THAN RDBMS)**

Sl. No	Item Details (Specify the details of Application Software and any other related software with full details)	Cost Price with one year ATS (Exclusive of Tax)	Tax on Cost Price with one year ATS (Tax for Column 3.)		5 years ATS charges after completion of first year ATS [Exclusive of Tax ] as furnished in table 6 below	Taxes for Col No. 5 (Split up details to be furnished in table 6 below)		Cost Price with 6 year ATS plus Taxes
			Tax %	Tax amt		Tax %	Tax amt	
	2	3	4		5	6		7=3+4+5+6
1	Enterprise Version Application Software (including interface and all related licenses)							
2	Any other related Software including licenses, if any							
	<b>SOFTWARE- (A)</b>							

**2) IMPLEMENTATION CHARGES**

Sl. No.	Item Details (Split up details to be furnished)	Total Charges [Excl. Tax]	Taxes for Col No. 3 (Split up details to be furnished in table 5 below)		Total Charges [Inclusive of Taxes] in Rupees
			Tax %	Tax amt	
1	2	3	4		5=3+4
1	Charges for carrying out all the implementation activities specified in the Scope of Work as per RFP. (Including porting of software at Primary site and DR Site and also providing resident engineer support ONSITE up to 6 months after signing off the Project as mentioned in clause 2.4)				
	<b>IMPLEMENTATION CHARGES (B)</b>				

Signature of the Authorised Signatory with date & seal

**3) SUPPORT CHARGES AFTER SIGNING OF THE PROJECT**

SI No	Item Details (Split up details to be furnished)	Total Charges [Excl. Tax]	Total Taxes (Split up details for taxes pertaining to amount furnished in Col. 3 to be furnished in table 6 )		Total Charges [Inclusive of all Taxes] [3+4]
			Tax %	Tax amt	
1	2	3	4		5
1	Onsite Support Charges, if any, towards Residential engineer situated ONSITE for five years (after 6 months from the date of Signing off the Project. Specify the number of engineers engaged) Year Wise Breakup be given. Also refer clause 2.4.1.2.3.				
	<b>TOTAL (C)</b>				

**4) CONSOLIDATION**

SI. No	Details	Cost Price	AMC	ATS	Charges	Taxes	TOTAL
1	SOFTWARE		*****		*****		
2	IMPLEMENTATION CHARGES	*****	*****	*****			
3	SUPPORT CHARGES AFTER SIGNING OF THE PROJECT	*****	*****	*****			
	<b>TOTAL</b>						

5) SPLIT UP OF TAXES

Sl. No	Details		VAT	Service Tax	Any other Tax (Specify)	Any other Tax (Specify)	TOTAL TAX
	i. SOFTWARE	Goods Component					
		Service Component					
	ii. IMPLEMENTATION CHARGES	Goods Component					
		Service Component					
	iii. SUPPORT CHARGES AFTER SIGNING OF THE PROJECT	Goods Component					
		Service Component					

Signature of the Authorised Signatory with date & seal

6) COMMERCIAL VERSION - POST WARRANTY ATS /IMPLEMENTATION / SUPPORT CHARGES CALCULATION TABLE [INCLUSIVE OF TAXES]

Sl. No	Details	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	TOTAL
1	ATS on Software	*****	*****	*****	*****	*****	*****	*****
	a) ATS amount	*****						
	b) Tax on ATS	*****						
2	Implementation	*****	*****	*****	*****	*****	*****	*****
	a) Implementation Charges		*****	*****	*****	*****	*****	
	b) Tax on Implementation Charges		*****	*****	*****	*****	*****	
3	Support Charges	*****	*****	*****	*****	*****	*****	*****
	a) Support Charges amount	*****						
	b) Tax on Support Charges	*****						
	TOTAL							

\* The Present Value (PV) of the ATS price offered/Support Charges for all the years quoted by the Bidders shall be added to the price of the offered, for the purpose of evaluation of the price bid and arriving at L1. The Present Value (PV) for the ATS component will be calculated as per the following formula:

$$\frac{C}{(1+r)^n}$$

Where 'C' is the annual ATS amount of each year

'r' is Bank's prevailing Base Rate which is presently 10.25%.

'n' is 1 for 1<sup>st</sup> year, 2 for 2<sup>nd</sup> year, 3 for 3<sup>rd</sup> year etc.

We understand that the above-mentioned figure is for price-comparison purpose only.

We understand that Bank shall be placing Order to the Selected Bidder exclusive of taxes only and that all applicable Taxes will be paid as per PRICE schedule under 1.5.11 of RFP document.

**Confirmation to be submitted with masked bill of materials - ATS Charges**

We confirm that we have quoted for post warranty ATS rates (as per terms and conditions of the tender), giving the rates/price in our Commercial Offer.

Date:

Signature of the Authorised Signatory with date  
& seal

**ANNEXURE - D**

**Definition for severity of bugs**

- Severity 1 - Critical and high severity problems are those problems which cause total disruption of the work of Bank.
- Severity 2 - Medium severity problems are those problems such as certain functions not working as per the documented functionality, but which cause partial disruption of the operations at Bank.
- Severity 3 - Low severity problems are those problems which could be circumvented at operational levels and/or not disrupting the normal operations.
- Severity 4 - Cosmetic problems and others that have no impact on the functionality of the system.

**ANNEXURE - E**

List of software for interface with Financial Supply Chain Software

Sl. No	Name of Software	Back End	OS	Business Purpose of the System	Batch/ Online
1	Core Banking System	Oracle	AIX	CBS	Online/ Batch
2	ERP of the Customer	Variable		Enable Customers to login to our website and operate seamlessly.	Online
3	Settlement Message formats RTGS/NEFT	Oracle	Windows	To enable payments to constituents	Online

**ANNEXURE - F**

**BROAD SCOPE OF WORK:**

**1.1.General:**

- 1.1.1.The Selected Bidder will have to provide required software, necessary licenses and successfully implement the project within the stipulated time.
- 1.1.2.The Selected Bidder will ensure and incorporate all necessary security and control features within the application, operating system, data base, etc. so as to maintain integrity, availability and confidentiality of data at all times.
- 1.1.3. The Selected Bidder needs to size, design and recommend the platforms (hardware, RDBMS & any other related infrastructure) for successfully running the FSCM software offered after studying the requirements and discussing with Bank and submit a document. Based on the recommendations contained in the document, Bank will proceed further in this regard.
- 1.1.4.The Selected Bidder also needs to document and recommend for LAN free backup mechanism with backup window of not more than 2 hours.

**2.1.Application Software Functionalities**

The solution should have a flexible modular design. It should permit bank to add new functionalities if required. Product should have built-in workflow process with high degree of parameterization which will enable the bank to define the workflow rules with various controls as per its requirement. The work flow process should be built in and be customizable.

The Integrated solution must meet the following FSCM requirements

- 1.Supplier/ Dealer financing
- 2.Integration/Interface with CBS
- 3.Integration/Interface with other channels.
- 4.Role based web logins
- 5.MIS
- 6.Other processing capabilities

**2.1.1.Supplier(Vendor)/Dealer Financing:**

- 2.1.1.1.Should support the following:

- 2.1.1.1.1. Bill/Invoice Discounting (With Recourse)
- 2.1.1.1.2. Factoring (Without Recourse)
- 2.1.1.1.3. Direct Limits on Corporate
- 2.1.1.1.4. Indirect Limits on Corporate

2.1.1.2. The solution should facilitate the following functionalities:

- 2.1.1.2.1. Drawing Purchase Orders
- 2.1.1.2.2. Raising Invoices
- 2.1.1.2.3. Payment of Invoices through discounting
- 2.1.1.2.4. Electronic Invoice Presentment and Payment
- 2.1.1.2.5. Real-time updating of Limits and Liability
- 2.1.1.2.6. Straight through Processing in CBS system
- 2.1.1.2.7. Robust Payment and Settlement System
- 2.1.1.2.8. Handoff to CBS at EOD
- 2.1.1.2.9. Robust MIS Capability within the Solution
- 2.1.1.2.10. Effective Alert facility

2.1.1.3. Solution should provide a robust mechanism for the following: (detailed in functional requirements)

- 2.1.1.3.1. Payment Processing
- 2.1.1.3.2. Invoice Matching
- 2.1.1.3.3. Liquidation
- 2.1.1.3.4. Reconciliation
- 2.1.1.3.5. Track and rectify double payments
- 2.1.1.3.6. Short Payments

2.1.1.4. Solution should provide trigger mechanisms to intimate the concerned parties of important events (detailed in functional requirements)

## 2.1.2. Integration/Interface with CBS

2.1.2.1. The solution would need to be interfaced with the CBS application for the following (detailed in functional requirements)

- 2.1.2.1.1. Transaction processing
- 2.1.2.1.2. MIS Integration
- 2.1.2.1.3. NPA Management
- 2.1.2.1.4. Special Watch

## 2.1.3. Integration/Interface with other channels.

- 2.1.3.1. Design and develop a seamless, straight through process for credit/debit of individual customer accounts through RTGS/NEFT.
- 2.1.3.2. The solution should seamlessly interface with 3<sup>rd</sup> party ERP applications running in the backend of the Bank's customer.
- 2.1.3.3. The solution should interface seamlessly with mobile solutions for generation of alerts on mobile.
- 2.1.3.4. The Selected Bidder should ensure that the solution is integrated with the mail messaging system to facilitate generation of alerts on email.
- 2.1.3.5. The Selected Bidder must ensure that all interfaces are automated

#### 2.1.4. Role Based Web Login:

- 2.1.4.1. The solution should enable different role based web logins for Bank, Corporate, Supplier and Dealers
- 2.1.4.2. The solution should facilitate various hierarchical roles based on Bank's requirements (As detailed in Functional requirements->Security)
- 2.1.4.3. The solution should provide extensive user administration services at Bank and Corporate level.
- 2.1.4.4. The solution should have a well defined module for user administration including user creation, modification of user attributes and access control definitions
- 2.1.4.5. The solution should support end-to-end encryption enabling Digital Certificate based transactions with 128 Bit SSL certification.
- 2.1.4.6. The solution should provide for password management in line with the Bank's IT policy (Will be shared at the time of implementation)

#### 2.1.5. MIS

- 2.1.5.1. The solution should provide for integration of information across Bank, the Corporate and its constituents the sellers and the dealers.

- 2.1.5.2. The solution should also provide extensive MIS to all the users.
- 2.1.5.3. The solution should enable the bank to maintain limits and liability of each corporate, buyer and supplier, with complete transactional references for enquiry and view, print statements for reference and record.
- 2.1.5.4. The solution should have extensive reporting facilities and also provide for online enquiry and querying.
- 2.1.5.5. The solution should have a built-in Report builder which can be used by end users to design and generate new reports quickly in PDF or Excel formats.
- 2.1.5.6. The solution should also support standard templates and schedulers, which can be directly integrated with the report builder for generating reports easily.
- 2.1.5.7. The solution should be capable of generating individual branch level, Bank level, corporate level, supplier level, distributor level and dealer level MIS reports (detailed under Functional requirements -> Reports)

#### 2.1.6. Other Processing Capabilities:

- 2.1.6.1. All Transactions initiated from the Financial Supply Chain Solution should be entirely electronic in nature and should culminate as related transactions in the Bank's Core Banking System.
- 2.1.6.2. The solution should have an in built document processing module which can support/handle all document types including text files, image files, PDF files, XML etc
- 2.1.6.3. The solution should provide for complete audit trails of all transactions and events in the system such as "User Account Management, User Privilege changes, user log-in/ log-out time, changes in application configuration, Authentication failures".
- 2.1.6.4. The solution should be able to do automatic settlement based on mandates.

#### 2.2. Training:

- 2.2.1. The Selected Bidder will be responsible for training the Bank's employees in the areas of implementation,

operations, management, error handling, system administration etc.

2.2.2. Training should be imparted at the Selected Bidder's site or any other site acceptable to the Bank. Infrastructure for the Training should be provided by the Selected Bidder.

2.2.3. Training provided by the Selected Bidder should cover the following:

- 2.2.3.1. Functionality available in the application
- 2.2.3.2. Customization development
- 2.2.3.3. Parameterization
- 2.2.3.4. Auditing techniques
- 2.2.3.5. Advanced user training
- 2.2.3.6. Advanced trouble shooting techniques
- 2.2.3.7. Interfaces
- 2.2.3.8. Techniques for generating MIS reports from the system
- 2.2.3.9. Training for report writer facility
- 2.2.3.10. Helpdesk operation.

2.2.4. Separate database with sample data for all modules and case studies should be made available for hands on practice

2.2.5. All the latest modules/ packages should be loaded and made available for training

2.2.6. Trainers should be well qualified, well conversant with course content, have good communication skills with ample experience in financial supply chain domain.

2.2.7. Training should be imparted as under and can be undertaken separately or simultaneously as desired by the Bank:

Category	No of Persons	No of Batches (3 days each)
End User Training	30	5
Core (Implementation) Team	15	2
Executive Awareness	10	2

2.2.8. The Selected Bidder will be responsible for providing the users with the requisite training material in both hard and soft copies for the core (implementation) training, executive awareness training and end user training. The onus of preparing the training material will be on the Selected Bidder.

2.2.9. The Selected Bidder will be responsible for preparing, circulating and collecting training feedback forms from the participants of all the above trainings. Any suggestions, if accepted by the Bank, should be incorporated and implemented by the Selected Bidder.

### 2.3. Project Implementation and Rollout:

The implementation and rollout of the solution includes the following:

- 2.3.1. Gap Analysis and Customizations
- 2.3.2. Testing
- 2.3.3. Pilot Implementation
- 2.3.4. Rollout

#### 2.4.1. Gap Analysis and Customization:

- 2.4.1.1. The Selected Bidder is expected to customize all gaps observed during Product Demo, Training, UAT, Pilot Implementation phase and subsequent roll out of the proposed solution at no additional cost.
- 2.4.1.2. The Selected Bidder should Provide and implement customizations, modifications and enhancements as per changes in any government/regulatory (RBI, NABARD, Government of India etc.) directions, rules and regulations and changes in reporting requirements at no extra cost to the Bank throughout the life of the solutions.
- 2.4.1.3. In the event, the deployed solution does not meet the Bank's requirements, the Selected Bidder would need to deploy the necessary additional resources within two weeks of the assessment, at no extra cost to the Bank so as to ensure the Bank's requirements are met.
- 2.4.1.4. The Selected Bidder is expected to perform version migrations and updates during the period of the contract, at no extra cost.

#### 2.4.2. Testing:

2.4.2.1. The Selected Bidder is required to setup a test environment which shall support and install the applications including the customizations as per Bank's requirement and upload live data of a sample branch in the test server. The Bank expects the test environment to be available to the Bank at all times, for the purpose of testing.

2.4.2.2. The Selected Bidder is expected to provide for the requisite test and development infrastructure including software, operating system and database for all applications including any third party solutions being offered by the Selected Bidder.

2.4.2.3. The Selected Bidder will assist the Bank in conducting all the tests and analyzing / comparing the results.

2.4.2.4. Any deviations / discrepancies / errors observed during the testing phase will be formally reported to the Selected Bidder and the Selected Bidder will have to resolve them immediately or within 2 working days.

2.4.2.5. The Selected Bidder will be responsible for maintaining appropriate program change control and version control for all the modifications / enhancements carried out during the implementation / testing phase.

2.4.2.6. The Selected Bidder will be responsible for providing and updating system & user documentation as per the modifications.

### 2.4.3. Pilot Implementation:

2.4.3.1. After completing the Test in simulated environment, the Selected Bidder will port the fully customized software solution in the live server at Production Site to take the project forward for pilot implementation.

2.4.3.2. Two customers will be identified for Pilot Implementation.

2.4.3.3. The Selected Bidder shall set all the parameters which are accepted in the application.

2.4.3.4. The Selected Bidder shall fix the Bugs detected during pilot implementation and carry out the necessary rectifications wherever necessary and deliver patches/version towards changes effected. The Bank shall test patches / version to ascertain the changes made, bugs fixed and to ensure that there is no regression in the software solution.

2.4.3.5. The Selected Bidder should maintain proper documentation for the above changes.

2.4.3.6. The Selected Bidder needs to provide hand holding during the entire pilot branch implementation. The Selected Bidder should provide resources onsite as part of their implementation team for the pilot branch implementation.

#### 2.4.4. Rollout

2.4.4.1. After successful completion of pilot implementation, the selected Bidder shall commence rollout of solution and complete within 3 days from the date of acceptance.

2.4.4.2. The selected Bidder must provide help-desk support during such roll out.

2.4.4.3. The Selected Bidder is responsible during roll out also for enabling the functionalities in all the offices / branches.

#### 2.5. Backup, Recovery and Replication:

2.5.1. The Selected Bidder will be responsible for porting the software in DC and DRC. DC would be in Bangalore and DRC would be in Mumbai.

2.5.2. The Selected Bidder should provide solution for replication of the data between DC and DRC and vice-versa at database level in an asynchronous mode at any interval not exceeding 5 minutes.

2.5.3. The Selected Bidder is expected to provide the DC - DRC strategy for recovery in case of a disaster with necessary procedures for the same in the solution

2.5.4. The DRC should not only serve as a mere Disaster Recovery Center, but also facilitate for planned switch over from DC to extend all the services.

2.5.5. The DRC should be operational in case of a disaster at the DC with following objectives:

2.5.5.1. Recovery Time Objective (RTO) : 120 minutes after declaration of a disaster

2.5.5.2. Recovery Point Objective (RPO) : 15 minutes

2.5.6. The Selected Bidder should furnish the procedure for backup and recovery.

## 2.6. Facilities Management:

2.6.1. The Selected Bidder will be the single point of contact and responsible for ATS, guarantees & warranties for all components of FSCM software.

2.6.2. The Selected Bidder should list out the warranty period provided for each proposed product / solution in his RFP response.

2.6.3. The Services should include but not limited to:

2.6.3.1. System Administration

2.6.3.2. Operations Management

2.6.3.3. Help desk Management

### 2.6.3.1. System Administration:

The Selected Bidder is expected to provide system administrator services as below but not limited to:

2.6.3.1.1. User account maintenance

2.6.3.1.2. File / system / application access management - Maintaining file and directory permissions on OS and application access management like creating user accounts at application level, assigning application access, setting application passwords, etc.

2.6.3.1.3. Performance optimization and reporting - Process and Memory Management, Monitoring CPU performance, Monitoring Memory performance, Monitoring Input / Output performance, Monitoring Ethernet Traffic, etc.

2.6.3.1.4. Error detection and correction

2.6.3.1.5. Troubleshooting and client support

**2.6.3.2. Operations Management:**

The Selected Bidder shall implement the Information Security Policy that address the security policy of the Bank as they exist at the time of Agreement initiation and adopt any updated, revised or expanded policies that the Bank implements during the life of the Agreement.

**2.6.3.3. Helpdesk Management**

2.6.3.3.1. The Selected Bidder must provide onsite technical support and help desk services for all the software and will have overall responsibility to ensure performance, functionality and operation of the system.

2.6.3.3.2. On receiving a complaint the help desk will analyze the problem and attend to the same immediately and ensure solving of the problem completely to the satisfaction of the Bank.

2.6.3.3.3. The help desk support must be available at the Bank's site on all Bank working days as per Bank's working time till completion of Pilot implementation. Thereafter the Help Desk support should be available at the Selected Bidder's site.

2.6.3.3.4. Help desk shall support, online diagnosis and corrective action within 2 hours, 1 day, 3 days and 1 week for Severity 1, Severity 2, Severity 3 and Severity 4 Level bugs (as defined in ANNEXURE-D) respectively of bank's notification and completion of corrective action before commencement of next day.

2.6.3.3.5. Emergency on site service shall be provided within 2 hrs from the time of Bank's request so that uptime of the systems is maintained at 99%.

2.6.3.3.6. The Selected Bidder must also provide facility to escalate the matter to the next level in case the problem/issue remains unsolved within reasonable time.

2.6.3.3.7. The Selected Bidder should be capable of meeting the service & support standards as specified in this tender. Service support should be available for all Bank working days/ hours.

#### 2.6.4. Documentation and Manuals:

2.6.4.1. The Selected Bidder shall supply along with Financial Supply Chain Management solution ordered, all the related documents and necessary media. The media and documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc.

2.6.4.2. One copy (Both Hard and soft) of the user manual on base version of the Financial Supply Chain Management Solution shall be supplied during supply of software solution to test site.

2.6.4.3. Two copies of all documentations (Technical manual / System Manual etc) shall be supplied by the Selected Bidder in CD and also in hard copy at no extra cost. However, if the documentation is not printed in hardcopy as per the policy of the product manufacturer, the Selected Bidder shall submit a proof from the product manufacturer confirming the same.

2.6.4.4. Five (5) copies User Manuals in original comprehensive CDs and in hard copy shall be supplied to Canara Bank, Head Office, Prime Corporate Credit Wing, No. 112, J C Road, Bangalore - 560 002 along with the supply and installation of Financial Supply Chain Software Solution.

2.6.4.5. Documentation detailing procedures of all testing, installation, migration activities and acceptance testing carried out including the final results after all installation shall be supplied to Canara Bank, Head Office, Prime Corporate Credit Wing, No. 112, J C Road, Bangalore - 560 002 before acceptance by the Bank. A copy of the above documentation shall also be submitted to Canara Bank, Supply Chain Management Group, DIT Wing, Head Office, Naveen Complex, No. 14, M G Road, Bangalore - 560 001.

- 2.6.4.6. Documentation of the backup, recovery and replication procedures covering all possible scenarios of failure should be provided.
- 2.6.4.7. Any certificate required to be submitted by the Bank in case of acquiring encryption software shall be explicitly specified in the Technical bid by the Selected Bidder.