

**Request for Proposal
For the
Implementation of Supply Management Solution covering
e-Vendor Financing Solution (e-VFS) &
e- Dealer Financing Solution (e-DFS)**



**The South Indian Bank Ltd.,
Department of Information & Communication Technology
3rd Floor, SIB building, Info park Highway, Rajagiri Valley,
Kakkanad, Kochi 682 035**

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Clarifications to be sent for response	tenniya@sib.co.in

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1 ABOUT OUR BANK

- 1.1 The South Indian Bank Limited (www.southindianbank.com) is one of the leading scheduled commercial banks having more than 830 business outlets spread across 27 States / Union Territories in India. The Head (Registered) Office of the Bank is situated at Thrissur, Kerala State. There are nineteen Regional Offices (ROs), geographically spread across the country, coming under the administrative control of the Head Office.
- 1.2 SIB offers various customer services such as Anywhere-Any Time Banking supported with online ATM's, Internet Banking, International ATM-Cum-Debit Cards, Mobile Banking, etc. The Bank has already adopted significant technological advancements and using them to leverage business operations such as NDS-PDO, RTGS, SWIFT, Treasury, Forex, etc. The bank is using 'Finacle' as the Core Banking Solution (CBS) from M/s. Infosys Technologies Ltd., Bangalore.

2 TERMS & ABBREVIATIONS USED IN THIS DOCUMENT

- 2.1 '**Bid**' shall mean the set of Bid/Request For Proposal Quote (RFPQ) documents submitted by a Vendor for submitting a competitive quotation for the execution of 'Works' in accordance with the terms specified in this document.
- 2.2 '**Project/Works**' means the supply, configuration, implementation, testing and documentation of the hardware, application software, database and the network components and its integration with various systems running in the bank (at the time of implementation) required for the Supply Chain Management Solution (e-VFS and e-DFS) in the bank designated location.
- 2.3 '**Vendor**' means the entity who has submitted the Bid documents for the said 'Works' with the intension of submitting a competitive quotation for the execution of Works in accordance with terms specified in this document.
- 2.4 '**Service Level Agreement**' shall mean the Contract entered into between Client and the successful Vendor on award of Contract for Works with the objective of smooth functioning of the product in the bank.
- 2.5 '**Successful Vendor**' means the Vendor whose Bid is accepted by the Client and been awarded the Contract of Works.
- 2.6 '**Data Center**' means the bank's data center at Kakkanad Kochi, Kerala.
- 2.7 '**Completion of Delivery**' means delivery of all items, at the banks premises, as mentioned in the purchase order in full.
- 2.8 '**Completion of Implementation/ fully implemented**' means the application software, all other software products, associated hardware have been installed and Operationalized as per the functional specification and all the features as per the functional specifications are demonstrated and implemented as required on the system to the satisfaction of the bank. In addition all associated documentation and

training as specified in the purchase order is to be completed to the satisfaction of the bank.

- 2.9 **'Fully Accepted'** means the solution has been 'fully implemented' and has passed the User Acceptance Test of the bank as per the acceptance test plan.
- 2.10 **'Fully Operational'** means the solution has been 'fully accepted' and is running live as per the specification/stipulations given by the Bank.
- 2.11 **Supply Chain Management Solution(SCM)** – Software to be provided by the Vendor.
- 2.12 **Core Banking System (CBS) Solution** – Finacle Software provided by the M/s Infosys.
- 2.13 e-VFS – Electronic Vendor Finance Solution, e-DFS – Electronic Dealer Finance Solution.

3 PROJECT DETAILS

- 3.1 The Bank plans to implement SCM solution catering the requirement of its corporate customers through the electronic mode of vendor and dealer financing by way of seamlessly capturing the relevant data/information and applicable documents on line duly authenticated, processed and finance is done as per the assessment carried out as part of on boarding the corporate along with their vendors/dealers within the overall limits sanctioned.
- 3.2 Bank wants to implement the SCM solution covering e-VFS and e DFS solution. The solution has to be hosted and installed at our designated location.
- 3.3 SIB plans to implement similar setup at its Disaster Recovery alternate site compliance with the Banks business continuity plan.
- 3.4 Keeping the above in view, SIB is inviting Sealed Technical & Commercial Quotations though this Request for Proposal (RFP) for the Supply, Installation and Operationalization of Software for Supply Chain Management Solution (SCM. While submitting the RFP vendor should clearly mention the default licensed items included in the offered product. Additional modules that need to be procured separately should be clearly mentioned separately with the licensees and commercials.

4 BROAD FUNCTIONALITIES REQUIRED

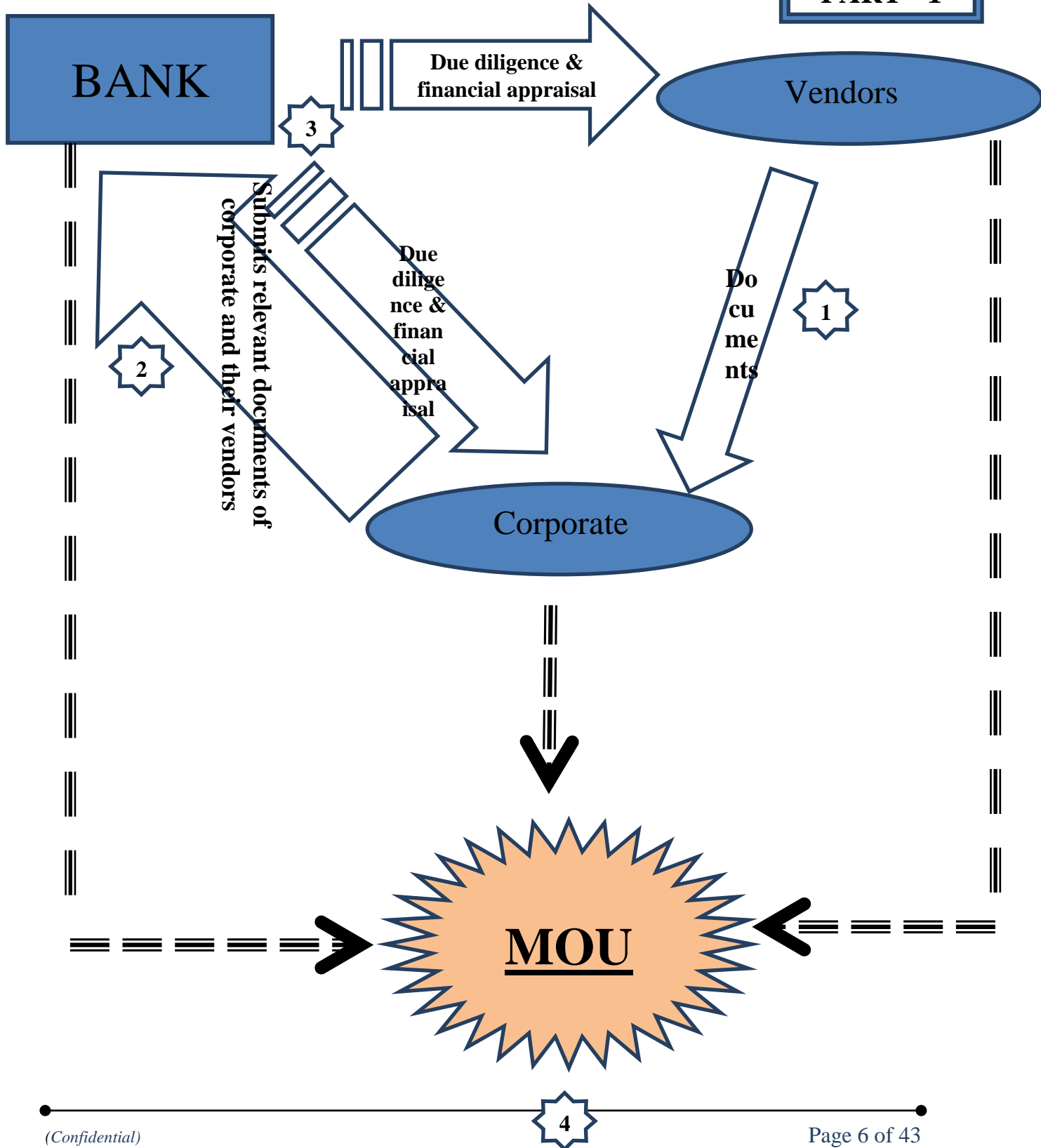
- ∇ Should have an admin module to create, manage users with distinct privileges.
- ∇ Should provide UI (User Interface) input screen with required fields as per the details given under e-VFS and e-DFS process flow to capture data for different users – Vendor, Dealer, Corporate, Bank (Checker 1), Bank (Checker 2) and Audit/Inspection user.
- ∇ Customer is created for Vendors, Dealers and Corporate in CBS through proper on boarding. Bank would provide the required fields to be maintained in the Solution software as per the details given under e-VFS and e-DFS data fields and data from

the Customer ID created will be pushed to the Solution software upon creation of vendors/dealers/corporate customer IDs.

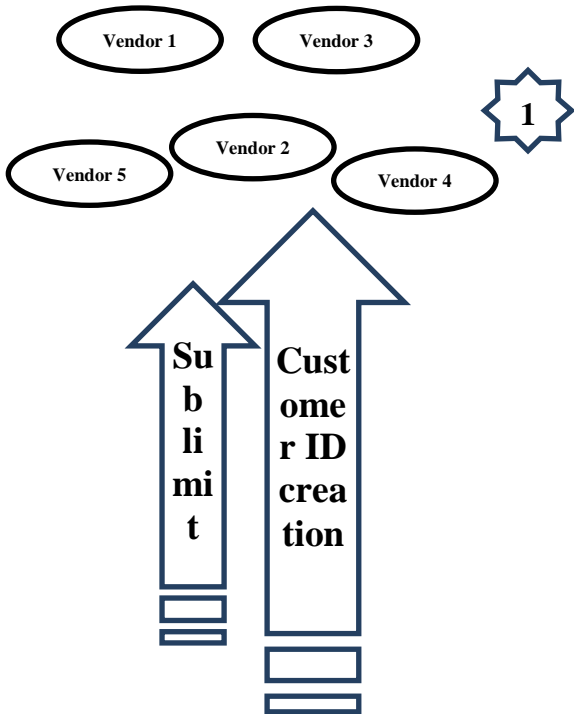
- ▽ There will be umbrella limit for corporate and sub limits for vendors/dealers assessed and allotted by bank while opening the bill finance for them. These limits are to be maintained and regulated through transactions being done in the system.
- ▽ All transactions would happen in the Solution software and only Credit, Debit and Income amounts are passed on to the CBS.
- ▽ Vendor (VFS)/Corporate (DFS) would have the option to choose any future date for discounting in congruent with their respective corporate who has to accept it. Solution software should be capable of providing such options.
- ▽ Corporate should have the facility to deduct applicable TDS from the invoice submitted by the vendor while accepting and forwarding it to the bank.
- ▽ Both Vendor/Dealer/Corporate must have the provision to authenticate the submission of requests from their respective UI either by digitally signing it or through single login user ID and password.
- ▽ Vendor/Dealer should have provision to cancel the transaction before Corporate accepts it. Similarly Corporate should have provision to return the request submitted back to Vendor/Dealer for rectification/cancellation.
- ▽ Each Corporate-Vendor, Corporate-Dealer would be a unique combination.
- ▽ The liability is booked in respect of vendors (under VFS) and Corporate (under DFS) under bill finance/discounting.
- ▽ Vendors may not have current account with the bank in which case the credit to be effected through RTGS/NEFT as the case may be (VFS) and Corporate may not have current account with the bank (DFS) in similar way.
- ▽ Solution software should have provision to upload documents such as Invoice/Bill/Delivery Challan/Dealer receipt or any such documents as deemed necessary to evidence the genuine transaction.
- ▽ SMS/E Mail to vendors (VFS)/Corporate (DFS) should be sent 3 days prior to the actual date in order to make funds available on due date.
- ▽ In the work flow: Vendor → Corporate → Bank (VFS) and Dealer → Corporate → Dealer → Bank (DFS), there should be provision to capture additional field information at each forwarded stage.
- ▽ On the due date of bill, corporate account under VFS and Dealers' account under DFS are to be debited through bank's authorization module and to wipe out the BP liability of Vendors/ Corporate as the case may be.
- ▽ Variants and Exceptions in each case –VFS and DFS are given in the **Annexure**.
- ▽ Dynamic requirements arising during the first 6 Months from UAT as part of the Solution should be undertaken without any commercial obligation to the bank other than procurement of additional software licenses/hardware units.
- ▽ Required regulatory/internal reporting requirements as specified in the **Annexure**, need to be generated from the Software solution.

e-VFS

PART - 1



PART - 2



1	Login with Login ID and Password	Solution Provider
2	Has the option to enter details and description of goods	
3	Can view limit and calculate accordingly	
4	Field for attaching invoice, which can be viewed by clicking the same	
5	Bill can't be uploaded if vendor limit or corporate umbrella limit get exceeded	

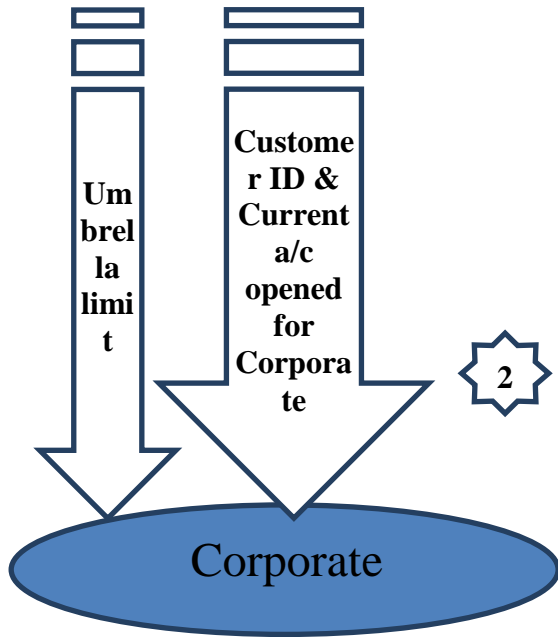
BANK

3

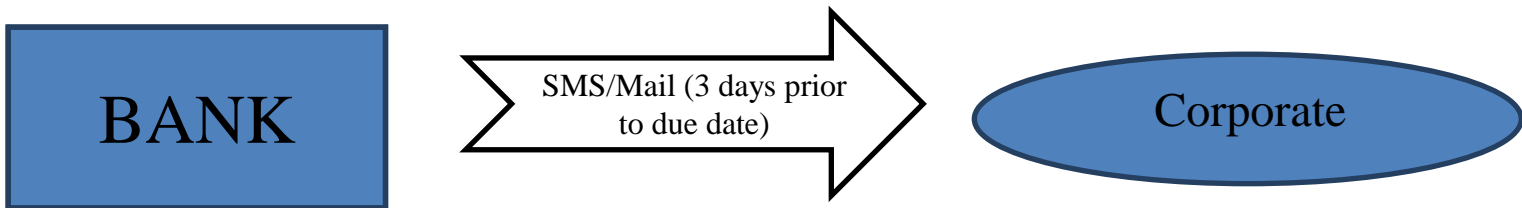
Checker 1		SOLUTION PROVIDER	Checker 2	
1	Verify all the fields forwarded from corporate		1	Verify all the fields forwarded from checker 1
2	Return Option		2	Return option
3	Forward to checker 2		3	Authorize purchase/discount
			4	Authorize transfer of amount by RTGS/NEFT (within 3 hrs)
		5	Mail/SMS will be automatically send to corporate and vendor	

1	Login ID and password entered	SOLUTION PROVIDER
2	Fields entered by the vendor will be automatically populated	
3	Details of delivery challan should be entered	
4	Due date of bill	
5	Acceptance of invoice	

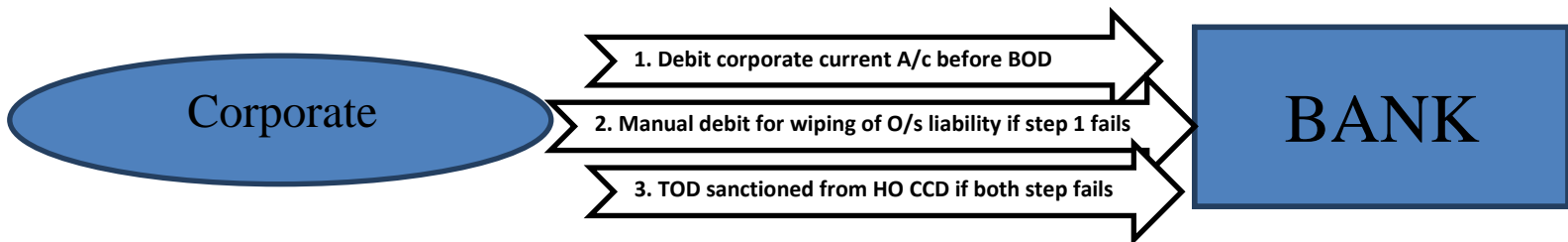
6	Return option/acceptance option	
7	Forward to bank for processing	



PART - 3



PART -4



e-VFS Data fields

VENDOR

Screen 1	Login ID (Customer ID)
	Password

Screen 2

Profile

Vendor's name	XXXXX
Vendor's Address	XXXXX
Email ID	XXXXX
Tel No.#	XXXXX
PAN #	XXXXX
TIN #	XXXXX

Shipment Details

Invoice #	XXXXX
Invoice Date	XXXXX
Invoice Amt	XXXXX
Shipment Date	XXXXX
Delivery Date	XXXXX
Expiry Date	XXXXX
Purchase Order	XXXXX

Details of materials supplied

Sl #	Description	Quantity	Unit Price	Total Price
1				
2				
3				

Total Due
TDS
Amount after TDS
Net Amount

Vendor Bank Details

Bank Name	XXXXXX
Branch Name	XXXXXX
Account #	XXXXXX
IFSC Code	XXXXXX

Limit Details

Sanction Limit	XXXXX	
Limit Aailed	XXXXX	
Available Limit	XXXXX	
Due Date	XXXXX	(calendar popup)

Forward

Reject

Corporate

Screen 1	Login ID (Customer ID)	
	Password	

Screen 2

Vendor Profile

Vendor's name	XXXXX
Vendor's Address	XXXXX
Email ID	XXXXX
Tel No.#	XXXXX
PAN #	XXXXX
TIN #	XXXXX

Corporate Profile

Corporate name	XXXXX
Corporate's Address	XXXXX
Email ID	XXXXX
Tel No.#	XXXXX
PAN #	XXXXX
TIN #	XXXXX

Shipment Details

Invoice #	XXXXX
Invoice Date	XXXXX
Invoice Amt	XXXXX
Shipment Date	XXXXX
Delivery Date	XXXXX
Expiry Date	XXXXX
Purchase Order	XXXXX

Details of materials supplied

Sl #	Description	Quantity	Unit Price	Total Price
1				
2				
			Total Due	
			TDS	
			Amount after TDS	
			Net Amount	

Vendor Bank Details

Bank Name	XXXXXX
Branch Name	XXXXXX

Corporate Bank Details

Bank Name	XXXXXX
Branch Name	XXXXXX

Account #	XXXXXX
IFSC Code	XXXXXX

Account #	XXXXXX
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Limit Details

Sanction Limit	XXXXX
Limit Aailed	XXXXX
Available Limit	XXXXX
Due Date	XXXXX

Limit Details

Sanction Limit	XXXXX
Limit Aailed	XXXXX
Available Limit	XXXXX
Due Date	XXXXX

(calendar popup)

Delivery Challan	XXXXX
Acceptance of Invoice	XXXXX

Forward

Reject

Bank (Checker1)

Screen 1	Login ID (Customer ID)
	Password

Screen 2

Vendor Profile

Vendor's name	XXXXX
Vendor's Address	XXXXX
Email ID	XXXXX
Tel No.#	XXXXX
PAN #	XXXXX
TIN #	XXXXX

Corporate Profile

Corporate name	XXXXX
Corporate's Address	XXXXX
Email ID	XXXXX
Tel No.#	XXXXX
PAN #	XXXXX
TIN #	XXXXX

Shipment Details

Invoice #	XXXXX
Invoice Date	XXXXX
Invoice Amt	XXXXX
Shipment Date	XXXXX
Delivery Date	XXXXX
Expiry Date	XXXXX
Purchase Order	XXXXX

Details of materials supplied

Sl #	Description	Quantity	Unit Price	Total Price
1				
2				
			Total Due	
			TDS	
			Amount after TDS	
			Net Amount	

Vendor Bank Details

Bank Name	XXXXXX
-----------	--------

Corporate Bank Details

Bank Name	XXXXXX
-----------	--------

Branch Name	XXXXXX
Account #	XXXXXX
IFSC Code	XXXXXX

Branch Name	XXXXXX
Account #	XXXXXX

Limit Details

Sanction Limit	XXXXX
Limit Availed	XXXXX
Available Limit	XXXXX
Due Date	XXXXX

Limit Details

Sanction Limit	XXXXX
Limit Availed	XXXXX
Available Limit	XXXXX
Due Date	XXXXX

(calendar popup)

Delivery Challan	XXXXX
Acceptance of Invoice	XXXXX

Forward

Reject

Bank (Checker2)

Screen 1	Login ID (Customer ID)
	Password

Screen 2

Vendor Profile

Vendor's name	XXXXX
Vendor's Address	XXXXX
Email ID	XXXXX
Tel No.#	XXXXX
PAN #	XXXXX
TIN #	XXXXX

Corporate Profile

Corporate name	XXXXX
Corporate's Address	XXXXX
Email ID	XXXXX
Tel No.#	XXXXX
PAN #	XXXXX
TIN #	XXXXX

Shipment Details

Invoice #	XXXXX
Invoice Date	XXXXX
Invoice Amt	XXXXX
Shipment Date	XXXXX
Delivery Date	XXXXX
Expiry Date	XXXXX
Purchase Order	XXXXX

Details of materials supplied

Sl #	Description	Quantity	Unit Price	Total Price
1				
2				
			Total Due	
			TDS	
			Amount after TDS	
			Net Amount	

Vendor Bank Details

Bank Name	XXXXXX
-----------	--------

Corporate Bank Details

Bank Name	XXXXXX
-----------	--------

Branch Name	XXXXXX
Account #	XXXXXX
IFSC Code	XXXXXX

Branch Name	XXXXXX
Account #	XXXXXX

Limit Details	
Sanction Limit	XXXXX
Limit Aailed	XXXXX
Available Limit	XXXXX
Due Date	XXXXX (calendar popup)

Limit Details	
Sanction Limit	XXXXXX
Limit Aailed	XXXXXX
Available Limit	XXXXXX
Due Date	XXXXXX

Delivery Challan	XXXXX
Acceptance of Invoice	XXXXX

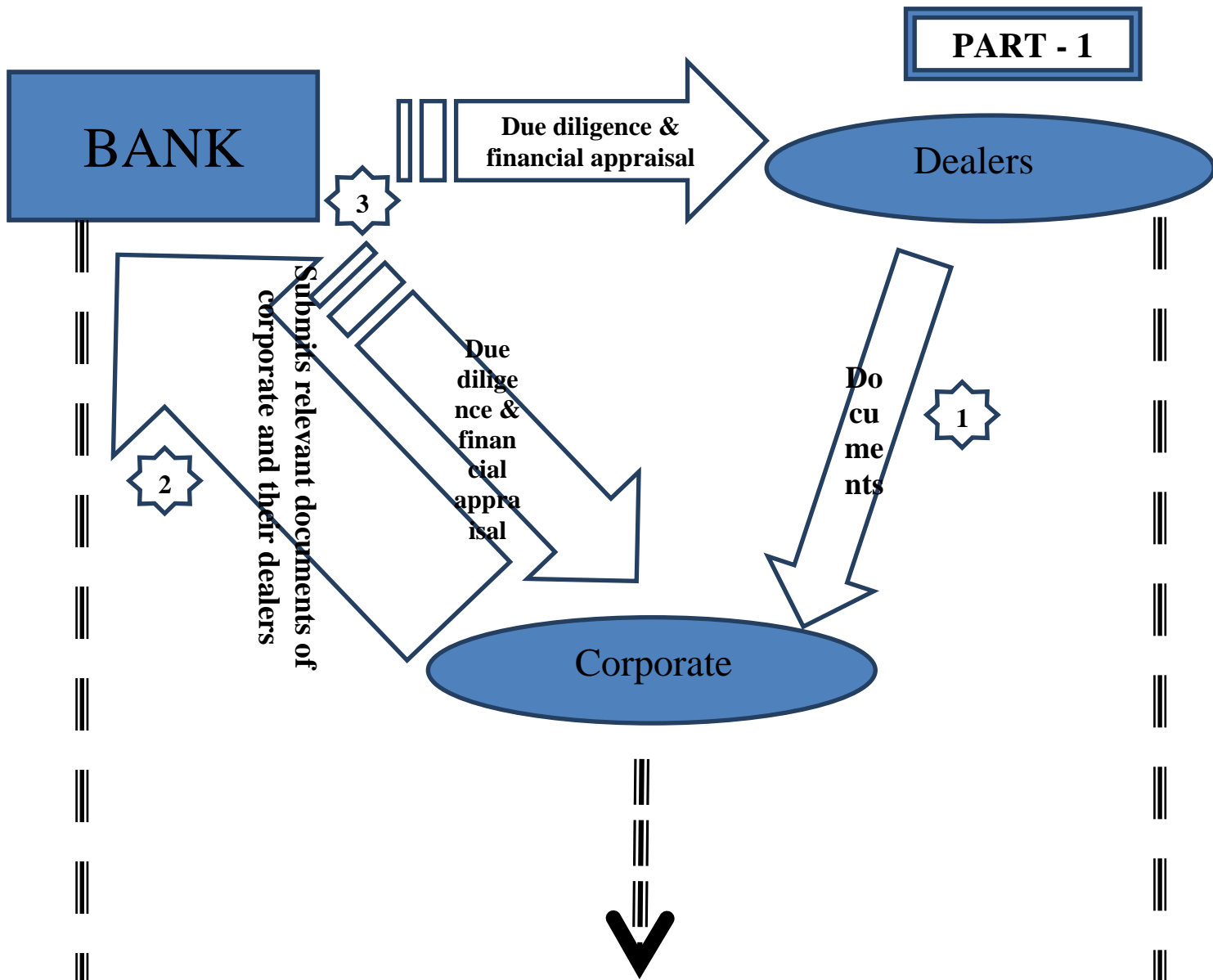
Accept

Reject

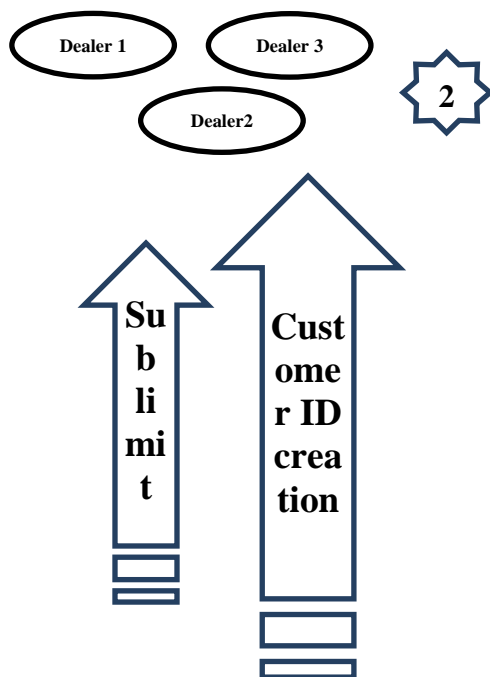
RTGS/NEFT

e-DFS

PART - 1



PART - 2

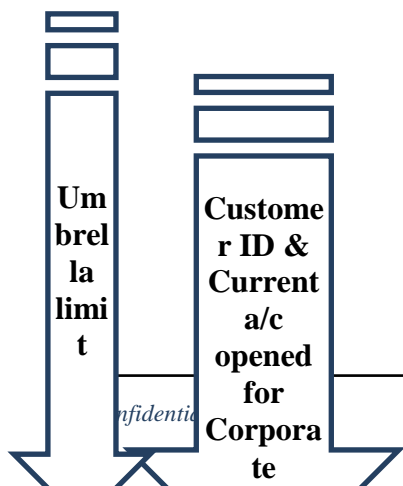


1	Login with Login ID and Password	SOLUTION PROVIDER
2	Dealer can view all the fields entered by the corporate	
3	Acceptance and return option	
4	Forward acceptance of bill to the corporate	



4

Checker 1		SOLUTION PROVIDER	Checker 2	
1	Verify all the fields forwarded from corporate		1	Verify all the fields forwarded from checker 1
2	Return Option		2	Return option
3	Forward to checker 2		3	Authorize purchase/discount
			4	Authorize transfer of amount by RTGS/NEFT (within 3 hrs)
		5	Mail/SMS will be automatically send to corporate and vendor	



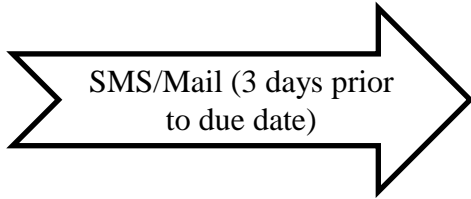
1

To the dealer		To the bank	
1	Login ID password entered	1	Login ID password entered
2	Enter bill details	2	Can view bill details and dealer fields
3	Attach Bill	3	Forward to bank
4	Forward to dealer		

3

PART - 3

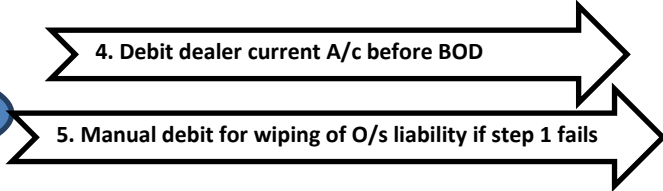
BANK



Dealer

PART - 4

Dealer



BANK

e-DFS Data fields

Screen 1	Login ID (Customer ID)
	Password

Screen 2 **Profile**

Dealers' name	XXXXX
Dealer's Address	XXXXX
Email ID	XXXXX
Tel No.#	XXXXX
PAN #	XXXXX
TIN #	XXXXX

Shipment Details

Invoice #	XXXXX
Invoice Date	XXXXX
Invoice Amt	XXXXX
Shipment Date	XXXXX
Delivery Date	XXXXX
Expiry Date	XXXXX
Purchase Order	XXXXX

Details of materials supplied

Sl #	Description	Quantity	Unit Price	Total Price
1				
2				
				Total Due
				TDS
				Amount after TDS
				Net Amount

Dealer Bank Details

Bank Name	XXXXXX
Branch Name	XXXXXX
Account #	XXXXXX

Limit Details

Sanction Limit	XXXXX
Limit Availed	XXXXX
Available Limit	XXXXX
Due Date	XXXXX

Delivery Challan	xxxxxx
Acceptance of Invoice	xxxxxx

Accept

Reject

Corporate

Screen 1	Login ID (Customer ID)
	Password

Screen 2

Dealer Profile

Dealer's name	XXXXX
Dealer's Address	XXXXX
Email ID	XXXXX
Tel No.#	XXXXX
PAN #	XXXXX
TIN #	XXXXX

Corporate Profile

Corporate name	XXXXX
Corporate's Address	XXXXX
Email ID	XXXXX
Tel No.#	XXXXX
PAN #	XXXXX
TIN #	XXXXX

Shipment Details

Invoice #	XXXXX
Invoice Date	XXXXX
Invoice Amt	XXXXX
Shipment Date	XXXXX
Delivery Date	XXXXX
Expiry Date	XXXXX
Purchase Order	XXXXX

Details of materials supplied

Sl #	Description	Quantity	Unit Price	Total Price
1				
2				
			Total Due	
			TDS	
			Amount after TDS	
			Net Amount	

Dealer Bank Details

Bank Name	XXXXXX
Branch Name	XXXXXX
Account #	XXXXXX

Corporate Bank Details

Bank Name	XXXXXX
Branch Name	XXXXXX
Account #	XXXXXX

Limit Details

Sanction Limit	XXXXX
Limit Availed	XXXXX
Available Limit	XXXXX
Due Date	XXXXX
Delivery Challan	XXXXX
Acceptance of Invoice	XXXXX

Limit Details

Sanction Limit	XXXXX
Limit Availed	XXXXX
Available Limit	XXXXX
Due Date	XXXXX

(calendar popup)

Forward

Reject

Bank (Checker1)

Screen 1	Login ID (Customer ID)
	Password

Dealer Profile

Dealer's name	XXXXX
Dealer's Address	XXXXX
Email ID	XXXXX
Tel No.#	XXXXX
PAN #	XXXXX
TIN #	XXXXX

Corporate Profile

Corporate name	XXXXX
Corporate's Address	XXXXX
Email ID	XXXXX
Tel No.#	XXXXX
PAN #	XXXXX
TIN #	XXXXX

Shipment Details

Bill

Bill #	XXXXX
Bill Date	XXXXX
Bill Amt	XXXXX
Shipment Date	XXXXX
Delivery Date	XXXXX
Expiry Date	XXXXX
Purchase Order	XXXXX

Details of products supplied

Sl #	Description	Quantity	Unit Price	Total Price
1				
2				
			Total Due	
			TDS	
			Amount after TDS	
			Net Amount	

Dealer Bank Details

Bank Name	XXXXXX
Branch Name	XXXXXX
Account #	XXXXXX

Corporate Bank Details

Bank Name	XXXXXX
Branch Name	XXXXXX
Account #	XXXXXX
IFSC Code	XXXXXX

Limit Details

Sanction Limit	XXXXX
Limit Availed	XXXXX
Available Limit	XXXXX
Due Date	XXXXX

Limit Details

Sanction Limit	XXXXX
Limit Availed	XXXXX
Available Limit	XXXXX
Due Date	XXXXX

Delivery Challan	XXXXX
Acceptance of Invoice	XXXXX

(calendar popup)

Forward

Reject

Bank (Checker2)

Screen 1	Login ID (Customer ID)
	Password

Dealer Profile

Dealer's name	XXXXX
Dealer's Address	XXXXX
Email ID	XXXXX
Tel No.#	XXXXX
PAN #	XXXXX
TIN #	XXXXX

Corporate Profile

Corporate name	XXXXX
Corporate's Address	XXXXX
Email ID	XXXXX
Tel No.#	XXXXX
PAN #	XXXXX
TIN #	XXXXX

Shipment Details

Invoice #	XXXXX
Invoice Date	XXXXX
Invoice Amt	XXXXX
Shipment Date	XXXXX
Delivery Date	XXXXX
Expiry Date	XXXXX
Purchase Order	XXXXX

Details of materials supplied

SI #	Description	Quantity	Unit Price	Total Price
1				
2				
			Total Due	
			TDS	
			Amount after TDS	
			Net Amount	

Dealer Bank Details

Bank Name	XXXXXX
Branch Name	XXXXXX
Account #	XXXXXX

Corporate Bank Details

Bank Name	XXXXXX
Branch Name	XXXXXX
Account #	XXXXXX

Limit Details

Sanction Limit	XXXXX
Limit Availed	XXXXX
Available Limit	XXXXX
Due Date	XXXXX

Limit Details

Sanction Limit	XXXXX
Limit Availed	XXXXX
Available Limit	XXXXX
Due Date	XXXXX

Delivery Challan	XXXXX
Acceptance of Invoice	XXXXX

Accept**Reject**Other Functional Requirements

1. Accounting entries are to be maintained by the service provider solution as required by the bank, which will also be replicated in CBS (Finacle).
2. Generation of outstanding book report and sending regular book reports to all stakeholders (Bank, Client and its vendors/dealers).
3. Analytics on the transaction and weekly report on flow as required by bank.
4. Integration with CBS (Finacle) to allow seamless flow of limit and O/s information as per requirement.
5. Options for front loading / monthly / end loading interest structures.
6. Availability of all fields that the solution provider currently offer to other corporates as part of their solution apart from the additional fields suggested by the bank from the user interface perspective.

5 TRAINING/DOCUMENTATION REQUIRED

- 5.1 A detailed technical and operational training shall be given free of cost to one batch of trainees selected by the Bank.
- 5.2 The details of the training are to be provided by the vendor and shall be subject to evaluation by the SIB to ensure that all the various components of the system are covered in the training by the vendor.
- 5.3 Vendor has to provide all the required documentation (hard copies & soft copies) related to the SCMSolution. Documentation should include User Manuals, System management manuals, technical manual, training manuals with indexes, glossaries etc. targeted at specific audience of users, systems manager/administrator etc.
- 5.4 Clearly articulated training plan with the brief functional & technical bio-data of the trainers have to be included in the proposal.

6 USER ACCEPTANCE TEST

- 6.1 The User Acceptance Test shall be carried out on the system jointly by the representatives of the SIB and the Vendor, after the system has been installed and customized to the banks requirement at Bank's sites and after receipt of written information to this effect from the Vendor, i.e. his readiness for conducting the User Acceptance Test/s. This does not imply that the pre-acceptance tests may not be carried out.
- 6.2 The Acceptance Test shall be as per the comprehensive "User Acceptance Test Plan" document to be prepared jointly by the Vendor and SIB that shall contain various tests to be performed for acceptance of the system offered by the Vendor. The User Acceptance Test shall be deemed to be complete only on successful completion of the acceptance tests as per the acceptance test plans and issuance of the 'User Acceptance Certificate' by the SIB to the Vendor.
- 6.3 The 'User Acceptance Test Plan' document shall be deemed to form a part of the Agreement, to be signed between the Vendor and the SIB. The bank shall accept

the Supply Chain Management Solution (SCM) only after successful completion of User Acceptance test.

- 6.4 On the evaluation of the User Acceptance Test results and if required in view of the performance of the Total system, as observed during the User Acceptance Test, the Vendor shall take remedial measures including up-gradation of the system or of any component there under, including replacement thereof, at no additional cost to SIB, to ensure that the system meets the requirements of the Bank as envisaged in the RFP.
- 6.5 An observation period of 6 months from UAT shall be applicable during which time, the required changes/customization as per user department need to be carried out without leading to a fresh change request. The user shall ensure that no major customization of the product for which UAT is completed is request for.

7 VENDOR RESPONSIBILITY

- 7.1 SIB wants to implement the solution within 4 weeks from the date of issue of the Purchase Order and a clearly drafted project plan in terms of calendar days to specify the deliverables schedules, customizations plans, implementation process, training schedules, go live methods, post implementation schedules;etc. should be provided by the vendor. Vendors shall strictly comply with the key dates and time stipulated in this document. However, all efforts shall be made to explore the possibilities of quicker ways of delivering the products, complete the initial buildand achieve substantial completion and final acceptance.
- 7.2 If Vendor is aware of or believes that the solution either provided by them or by a third party contains error, it is the responsibility of the Vendor to notify SIB about such error and ensure that the corrective action is taken.
- 7.3 Vendor is requested to report the **compliance to Technical requirement** given in **Annexure** while submitting the RFP.
- 7.4 The cost of implementation of the solution should be shown separately.
- 7.5 The solution should be supplied with all functional requirements completely ready. Part shipment (of modules) is not acceptable unless otherwise mentioned in the letter of intent / purchase order.
- 7.6 The vendor shall propose best, economical & foolproof methodology for the backup, archiving and retrieval of data and documents.

- 7.7 Vendor should ensure that the Application software is User-friendly with high level of parameterization.
- 7.8 Reports should be in readable format with necessary complete and accurate data. Provision should be made available to prepare reports as standard formats including CSV/Excel/PDF. Date and number format are to be in Indian standards
- 7.9 Solution provided is futuristic enough and be able to accommodate future scalability and requirements with ease.
- 7.10 Solution ensures overall data accuracy, integrity, security and consistency within the different functions.
- 7.11 The vendor should attach all the related & detailed product literature, data sheets, handouts, white paper, evaluation reports etc., pertaining to the systems, for which the Vendor has quoted.
- 7.12 Vendor should ensure that the application is properly tuned with the installed hardware, software, operating system, and third party product if any deployed with Supply Chain Management Solution (SCM) so that the system operates seamlessly to deliver 100 % uptime with best performance. The solution must be capable to operate with anti-virus software if required.
- 7.13 Vendor should compulsorily respond to any clarification (technical, functional, commercial) letter sent by the bank within the time line specified.
- 7.14 While it is basic requirement for Vendors to meet the Quality Standards and Design / Acceptance criteria stipulated in this document, Vendors shall strive for the enhancement of quality in Supply Chain Management Solution and Services provided by them to the highest possible order, as per internationally accepted quality standards.
- 7.15 **Client References:** The vendor should provide latest list of customers (especially banks) with whom the vendor has implemented SCMSolution. Details should include Name of the Product, Name of the bank, Number of branches, years of live operations, Name of Implementation Partner, list of the modules/components of the system being used, application deployment architecture, interfaces done, server hardware deployed.
- 7.16 Vendor to ensure that the implementation partner chosen has the required expertise in implementing the solution, preferably in banking sector. Also the implementation partner should be able to provide value additions to the software being implemented and also provide post live support in consultation with the vendor.
- 7.17 The solution provided should comply with the security/compliance as specified by the regulators, industry standard and international best practices. Maker-Checker should be enabled for all database changes. Further proper audit trails to be maintained in the system and should be available as reports.

- 7.18 In the event the vendor is not able to directly contract with the bank for implementation then the vendor shall assume complete responsibility for all action undertaken by the implementation partner.
- 7.19 The implementation partner chosen by the vendor shall have sufficient expertise in implementing similar solutions at Banks, preferably in India

8 WARRANTY/SUPPORT

- 8.1 The vendor shall offer warranty to the application software for three-years from the date of fully acceptance by the Bank. All support required during the warranty for maintaining the accepted performance level and other services, as defined by the bank, shall be provided at no extra cost to the Bank. The vendor shall specify separately the scope, deliverable, time schedules and responsibilities during warranty.
- 8.2 Vendor has to offer the bank support for the application software by Annual Maintenance Contract (AMC) after the expiry of the warranty period. The scope, deliverables, time schedules and the support provided during the AMC period have to be specified clearly.
- 8.3 Support provided to the bank during the implementation, warranty, AMC periods have to be clearly specified along with the problem escalation chart, method of support, etc.
- 8.4 If the vendor is providing any other infrastructure apart from the application software, the details of warranty, maintenance contract, support along with the commercials for the same have to be clearly specified. Bank recommends three-year warranty for all hardware items proposed.

9 COMMERCIALS

- 9.1 The price quoted for the application software by the vendor should be with three-year warranty. The prices should be exclusive of all local/central taxes, octroi and entry taxes. The price should be inclusive of other charges, as applicable, like excise, custom duties, packing/ forwarding/ freight/ transit insurance, etc., with the software to be delivered installed and commissioned at our specified site(s). A clear price break-up should be indicated. **Details should be as per the Commercial Document in the Annexure.**
- 9.2 The commercial proposal should indicate the Annual Maintenance Contract Fees for the application software for a minimum period of two years, after the expiry of the warranty period. However, the Bank reserves right to enter into AMC for one or two years at the finalized price and terms after Warranty. The vendor shall quote the price both in percentage and its equivalent value.
- 9.3 The prices quoted by the vendor shall be in Indian Rupees, firm and not subject to any price escalation however any reduction in the price on account of external factors should be passed to the bank. All payments made will also be in Indian Rupees only.

- 9.4 Vendor is requested to clearly mention the licensing options available for the application software. The pricing for 320 minimum user licenses (Vendors/Dealers) and an additional user license for multiples of 50 has to be mentioned.
- 9.5 The cost of implementation and customization (if any) of the solution should be shown separately.
- 9.6 Along with specifying the price of the application software vendor is also requested to give the pricing for the associated hardware/software/third party tools/RDBMS/etc. required for implementing the solution. **Details may be furnished as per the Commercial Document in the Annexure.**
- 9.7 Vendor is requested to clearly mention the licensing options available for the application software. The pricing for each option has to be clearly mentioned.
- 9.8 Further, subsequent to the orders being placed/agreement executed, the Vendor shall pass on to SIB all fiscal benefits arising out of reductions in Government levies viz. sales tax, excise duty, custom duty, etc.
- 9.9 Vendor should specify the licensing schemes offered to the Bank including DR-Site license. If the solution has separate license for administrators, front-end users, reporting/audit users it has to be clearly mentioned with commercials.

10 TERMS OF PAYMENT

- 10.1 Following will be the terms of Payment for the Supply Chain Management application software.
- 10% of the total cost shall be paid on delivery of the application software.
 - 15 % may be released on completion of the installation
 - 25% on completion of UAT and SLA & NDA is signed
 - 25% of the total cost on going Live
 - 25% on 3 months after successful completion of the project
- 10.2 Payments will be made only on submission of invoice and other documents necessary as per the terms agreed upon.

11 GENERAL TERMS AND CONDITIONS

- 11.1 SIB reserves the right to either not to implement the solution or to partially implement the solution.
- 11.2 SIB reserves the right to open the quotations soon after their receipt from all the vendors without waiting till the last date specified.
- 11.3 Bid should strictly conform to the specifications. Bids not conforming to the specifications will be rejected summarily.

- 11.4 Any incomplete or ambiguous terms/ conditions/ quotes will disqualify the offer.
- 11.5 Any set of terms and conditions from the Vendors are not acceptable to the Bank.
- 11.6 The Bank reserves the right to cancel the contract and claim reimbursement of the amount already paid, if the
- Vendor commits a breach of any of the terms and conditions of the bid
 - Vendor goes into liquidation voluntarily or otherwise
 - Progress made by the selected vendor is found to be unsatisfactory.
- 11.7 SIB reserves the right to accept or reject any bids without assigning any reason thereof and SIB's decision in this regard is final.
- 11.8 The Bank reserves the right to stop the RFP process at any stage and go in for fresh RFP without assigning any reasons OR to modify the requirements in RFP during the process of evaluation at any time.
- 11.9 SIB is not responsible for non-receipt of quotations within the specified date and time due to any reason including postal holidays, delays or approaching SIB.
- 11.10 Any response to the RFP that do not meet the set timelines or incomplete in any aspect, will be summarily rejected at the whole discretion of the BANK.
- 11.11 SIB is not bound to place on the order on the lowest price Vendor or the best technical Vendor and the selection of the vendor will be purely at the discretion of the bank.
- 11.12 The Bank reserves the right to order individual items at the prices quoted by the vendor(s).
- 11.13 SIB reserves the right to re-negotiate the prices in the event of change in the market prices of both the hardware and software.

- 11.14 SIB reserves right to call for a post bid meeting for clarifying its query/holding negotiations at the banks premises in Ernakulam/Thrissur, Kerala.
- 11.15 The application software should be delivered within a maximum of FOUR WEEKS of issuing the Letter of Intent/ Purchase order. If delivery is delayed, bank is entitled to charge a penalty of 18% (per annum) of the order value for every day of delay, subject to a maximum of 5% of the order value or will lead to cancellation of the purchase order itself. However the VENDOR shall make all endeavors to deliver all items before the date.
- 11.16 In case the selected vendor fails to deliver the items of software as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected vendor.
- 11.17 SIB reserves the right to cancel the Purchase Order if the supplied items are not commissioned within the agreed period from the date of purchase order unless extended in writing by SIB.
- 11.18 SIB can disqualify any Vendor who fails to sign and honor the Service Level Agreement.
- 11.19 The vendor shall keep valid the offer for six calendar months from the last date of submission of RFP.
- 11.20 Bank will not be responsible for any delay in implementation or fully operationalization due to lack of information/readiness from all other third parties concerned.
- 11.21 The implementation will be deemed to be complete, when application software and other software products for the Supply Chain Management Solution (SCM) have been supplied, installed and operationalized as per the functional specifications and all the features as per the functional specifications are demonstrated and implemented as required, on the systems, to the satisfaction of SIB. In addition, supply of all associated documentation and training as specified in this document has to be completed to the satisfaction of the bank.
- 11.22 The System is considered accepted only after the Acceptance Test is completed as per an agreed Acceptance Test Plan and duly certified jointly by the representative from the Bank and the vendor. The component level checking for individual item may be included during the acceptance test or as part of the pre-acceptance test.
- 11.23 The Bank reserves the right to cancel the maintenance contract and recover the expenditure already made/additional expenditure incurred by the Bank if the selected vendor does not perform to the satisfaction of the bank or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice. In this event, the selected vendor is bound to make good the additional expenditure, which the Bank may have to incur in executing the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.
- 11.24 Vendors shall share its technology strategies, direction and research & development efforts with SIB.

- 11.25 Vendors shall adhere to the procedure and processes laid down in this document.
- 11.26 SIB is very much interested in long-term association with the potential Vendor and hence Vendor shall adapt to changes in SIB requirements and provide superior Products of Supply Chain Management Solution (SCM) and Services and not by mere fulfillment of contractual commitments set here forth.
- 11.27 Vendors shall alert SIB and its own personnel about the risks either anticipated or faced either prior and/ or during and / or after the execution of the project and provide all the possible solutions either to totally eliminate or to minimize such risks.
- 11.28 Vendors shall extend all the services and ensure that SIB benefit on the basis of Most Favored Customer pricing Mechanism.
- 11.29 Vendors shall ensure all possible efforts in continuous improvement in processes, tools and procedures and practice the world-class methodologies in delivering the Product of Supply Chain Management Solution (SCM).
- 11.30 All inquiries, communications and requests for clarification shall be submitted in hard copies/e-mail to SIB and response for the same shall be obtained in writing. Only such documents shall be considered as authoritative.
- 11.31 Successful Vendor shall protect and fully indemnify the SIB from any claims for infringement of patents, copyright, trademark or the like.
- 11.32 Successful Vendor shall be responsible for compliance with all requirements under the laws and shall protect and indemnify completely SIB from any claims / penalties arising out of any infringements and indemnify completely SIB from any claims / penalties arising out of any infringements.
- 11.33 All intellectual property related to the project shall be the property of SIB and SIB reserves the right from its sole discretion to implement the same at other centers in future without involving successful Vendor.
- 11.34 The vendor shall explicitly absolve the Bank of any responsibility/ liability for the use of system software, with regard to copyright/ license violations, if any.
- 11.35 Selected vendor has to sign the NDA (Non-Disclosure Agreement) & SLA (Service Level Agreement) with the bank.
- 11.36 Vendor should ensure that all points in the Main Document and Annexure(s) are taken into account before submitting the Bid Documents. If a particular point is mentioned in the Main Document and not in Annexure(s), or vice versa, it should not be construed as an error and the vendor should submit all relevant information irrespective of whether it has been requested or not.

12 LITIGATION

- 12.1 The bidder shall indemnify the Bank and be liable for any loss due to malfunctioning of the Supply Chain Management Solution (SCM) under the project as it is supplied and installed by them.
- 12.2 If it comes to the notice of the Bank that the Vendor has suppressed any information either intentionally or otherwise, or furnished misleading or inaccurate information, the Bank reserves the right to nullify the Qualification and to disqualify the Vendor. If such information becomes available to the Bank prior to issue of Letter of Intent, SIB reserves the right to disqualify the Vendor. If such information comes to the knowledge of the Bank after the award of work, SIB reserves the right to terminate the Contract unilaterally at the total cost and risk of the Vendor and such action would include but not limited to forfeiture of all deposits, guarantees etc. furnished in any form. The Bank also reserves the right to recover any dues payable by the selected vendor from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any. The Bank will also reserve the right to recover any Advance paid.
- 12.3 All disputes or differences whatsoever arising between the selected vendor and the bank out of or in relation to the construction, meaning and operation or effect of the contract, with the selected bidder, or breach thereof shall be settled amicably. If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, the same shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award.
- 12.4 1) Work under the contract shall be continued by the selected vendor during the arbitration proceedings unless:
a) Otherwise directed by the Bank; or
b) The matter is such that works cannot possibly be continued until the decision of the arbitrator or of the umpire, as the case may be, is obtained.
2) Save as those which are otherwise explicitly provided in the contract, no payment due or payable by the Bank to the vendor shall be withheld on account of pendency of arbitration proceedings unless the payment so due or payable by the Bank is the subject matter or one of the subject matters thereof.
3) The venue of the arbitration shall be at Thrissur, Kerala State, India

13 SELECTION CRITERIA

- 13.1 The Vendor is expected to submit the proposal with favorable and competitive price and service capabilities. SIB will select the Vendor, which it believes offers the proposal, which is in SIB's best overall interest. SIB will select proposals with which to negotiate and reserves the right to enter into a contract with a Vendor that may not be lowest in fees charged. In determining the successful Vendor, SIB will consider, but not be limited to, the following selection criteria:
- 13.1.1 *Ability to Execute* — Implementation Methodology, Client Feedback, History of product upgrades delivery
- 13.1.2 *Costs* — All-Inclusive Costs and Annual Operational Costs

- 13.1.3 *Functionality* — Delivered Functionality, Interface Capabilities and Training capabilities
- 13.1.4 *Service and Support* — Implementation Planning, Implementation, and Post Implementation
- 13.1.5 *Technology* — Architecture, Process for Modifications or Customization, Operational Impact, and Toolset
- 13.1.6 *Vendor’s Vision* — Short- and long-term goals, Development Philosophy, and Track Record for Implementing Past Vision, Financial Stability
- 13.1.7 *Financial/Performance Guarantee* - The Vendor’s accepting to undertake Financial/Performance Bank guarantees
- 13.1.8 *Deployment of proposed version* - Whether the vendor has deployed the proposed version of the software in any Bank in India under extant rules and regulations pertaining to banking in Indian context.
- 13.1.9 *The quality and experience of the implementation partner (if any) chosen by the vendor.*

14 RESPONSE TO RFP & CONTACT DETAILS

14.1 The time is the essence of the project. It is mandatory for vendors who respond to this RFP to meet these expectations as they are tightly linked to SIB’s plans of offering quality services to its customers at the earliest. Following are the timeframe defined for the activities.

Activity	Date
Address any clarifications on RFP (Clarifications may be addressed by e-Mail and can be obtained by sending a mail to: - tenniya@sib.co.in with subject line "Kind Attn: Supply Chain Management Solution (SCM)	Till 20 th Dec2016, 5:00 PM
Bid submission-Last Date	23rd Dec 2016, 5:00 PM

- 14.1.1 However the Bank reserves the right to extend the last date of submission, at its sole discretion.
- 14.2 Response to the RFP should be submitted by **Single bid containing** 1) Functional plus Technical compliance and 2) Commercial offer. All other information (including the Response Sheet and all documents/materials mentioned in the same) should be included in the Functional plus Technical compliance document.
- 14.3 Bids once submitted shall be final and no amendment shall be permitted. A Vendor shall submit only one set of proposals.
- 14.4 Vendor should ensure that the bid document reaches the following address on or before **23rd Dec 2016**, addressed to

Senior General Manager (DICT)

Department of Information and Communication Technology
The South Indian Bank Limited
SIB Building (3rd Floor), Info park Road
RajagiriValley, Kakkanad, Ernakulam – 682 039, KeralaState

----- [*End of Main Document*] -----

MANDATORY RESPONSE SHEET –
Annexure

This is a MANDATORY response expected from the Vendor, bidding for the RFP for the South Indian Bank Ltd. Kindly provide appropriate response to the particulars asked for:

No.	Particulars	Your Response
Contact Details (Solution Provider/OEM)		
1	Name Of Solution Provider/OEM	
1(a)	Postal Address	
1(b)	e-mail	
1(C)	Phone	
1(d)	Fax	
1(e)	Contact Person	
1(f)	Contact Person Designation	
1(g)	Date of Incorporation	
1(h)	Total Number of employees	
1(i)	Number of offices in India with details & address	
Contact Details if engaging an (IMPLEMENTATION PARTNER)		
2	Name Of Implementation Partner	
2(a)	Postal Address	
2(b)	e-mail	
2(C)	Phone	
2(d)	Fax	
2(e)	Contact Person	
2(f)	Contact Person Designation	
2(g)	Date of Incorporation	

2(h)	Total Number of employees	
2(i)	Number of offices in India with details & address	
Write YES or NO or NOT APPLICABLE to the Questions below		
3	Company Profile Provided along with the Response?	
4	Functional Requirement Compliance has been provided	
5	Technical Requirement compliance has been provided	
6	Commercial Response has been provided	
7	Documentation related to the supplied application software has been provided	
8	Clearly articulated training plan with the brief functional & technical bio-data of the trainers have to be included in the proposal.	
9	Clearly drafted project plan in terms of calendar days	
10	Documents/product literature on related products	
11	Latest list of customers (especially banks) with whom the Solution Provider/OEM has executed Supply Chain Management Solution	
12	Warranty details like scope, deliverable, time schedules & responsibilities	
13	AMC details like scope, deliverable, time schedules & responsibilities	
14	Details of warranty, maintenance contract, support along with the commercials for other infrastructure provided.	

15	Any other important points the vendor would like to mention:
----	--

Place:

Date of Submission: / /

Name of Vendor Representative: _____

Signature: _____

Given here is the Seal of the Company:

----- [End of Mandatory Response Sheet] -----

15 TECHNICAL RESPONSE DOCUMENT-

1. **Broad Technical Management Plan** (e-VFS and e-DFS)

Complete project plan need to be prepared by the Bidder for implementation of solution with following broad milestones with a target implementation schedule of 1 months from the date of kick-off meeting.

- ∇ Prepare of Final Scope Statement based on the functional requirement specified and get it signed by both the teams
- ∇ Implementation Schedule sign-off
- ∇ Environment setup (UAT/Live) etc. to be handled by the vendor along with complete documentation covering customization as well
- ∇ Integration with Core Banking Solution, Treasury Solution and other systems like SMS & Email Alert, ADF Solution, AML, ALM, and Reporting systems. However during requirement analysis with the core team, if any other interfaces requirement felt, the same need to be included in the scope.
- ∇ Identification of report requirement with the core team and inclusion of the same in the solution.
- ∇ Functionality of Report Designer enabling the Bank to create custom reports without any help from the vendors.
- ∇ Real-time watch list may be provided to have a complete picture at a glance with drill down facility till branch level.
- ∇ Test cases submission which is mutually agreed and sign-off
- ∇ Training to the core team for the project in the area of system maintenance, applicationsupportetc. to be provided
- ∇ UAT Activity along with the core team and business users and sign-off
- ∇ Quality Testing and Stress Testing
- ∇ Go-Live Plan
- ∇ Documentations, formal Project Handover and Project Closure

2. **Supply of e-VFS and e- DFS Application and License:**

Bank requires Corporate License of the module. Bidders are required to quote their price for Corporate License only.

3. **Maker Checker Functionality**

Maker Checker Concept to be followed across the application. In other words, without the knowledge of a second person, no activities to be carried out in the application

4. **Documentation**

This includes Technical & Functional manuals for proposed e-VFS and e- DFS Solution.

- Solution Architecture Overview, Logical & Physical Data Base Design, System Interfaces design, Development Tools, APIs,
- System configuration / set up parameters documentation,
- System Administration Manual,
- Module-wise user and administrator's manual,
- Documentation for Master data set up,
- Details of methodology for validation, parameters, data processing, formulas, algorithms, statistical models,

- Test cases for User Acceptance Testing (UAT) including Negative Test Cases,
- Customization details along with full process flow,
- Any changes due to Non Compliance of Regulatory Requirement observed during UAT must be incorporated in base scope documents.
- Reference material shall be provided before Training and User Acceptance Testing.
- Provide APIs for integrations with various External Systems
- Integration details with Bank's CBS system. Document
- Perform Current System Study and Gap Analysis Document

5. Requirement for Hardware and 3rdParty Software

- ❖ System Architecture, Hardware sizing and Operating System Details to be specified
- ❖ Third Party Software which are to be used in conjunction with the proposed e-VFS and e- DFS Solution need to be specified along with the license requirement.
- ❖ Bandwidth requirement for the application to be specified.
- ❖ The above specifications to be mentioned considering an expected requirement of 320 licensed users to the application with concurrency of 100 users at a time

6. Software Escrow Arrangement

The Bidder must agree and execute the software escrow arrangements with Escrow Agent of the Bank.

7. Training

The training shall include Functional and Technical training to Bank's designated personnel and training material should be in English,

- ❖ Functional
 - Business scenarios with architecture
 - Parameterization
 - Products setup
 - Detailed functionalities & features
 - Report generation
 - Uploads
 - Begin of Day / End of Day process
 - User Management and Auditing Techniques
 - All other aspects required for smooth implementation of e-VFS and e- DFS software
- ❖ Technical
 - Installation and configuration
 - Management and Administration
 - Backup & Recovery Operations
 - Report writing,
 - Troubleshooting,
 - Management of Database
 - Data Dictionaries

- Configuration and customization for adding new products, Business outlets, changes affecting scoring, deviation, eligibility, account opening and other processing parameters
- All other aspects required for smooth implementation of the solution

8. Support

- ❖ Provide support in setting up Production, Disaster Recovery, Development and Test Environments,
- ❖ Post-implementation on-site support for 6 months from Go Live date and further support as mentioned in Service Scope. However during the post-implementation on-site support period if any major issue arises the same need to be addressed by extending the support period without any additional cost to the Bank.
- ❖ The Vendor shall provide technical and functional support for the proposed e-VFS and e- DFS and shall have overall responsibility of the performance, functionality and operation of the e-VFS and e- DFS system.

9. Warranty (3 year from the date of final go-live)

Post implementation warranty should cover the following:

- ∞ Defect fixes, Removal of bugs identified during implementation and in warranty period free of cost.
- ∞ Application support (User support on functionality and technical aspect).
- ∞ On site post-implementation support to solution admin and IT team at no extra cost. Warranty Period of Contract shall be one year and will start from the date the solution has gone live and been accepted by South Indian Bank by issuing the certificate of acceptance.
- ∞ Changes / enhancements in e-VFS and e- DFS application due to reporting requirements to be implemented from time to time to meet the changes in the regulatory / statutory requirements.

10. Annual Technical / Maintenance Support

- ∇ The Contract shall include the terms for Technical or Maintenance Support along with SLA as per Bank's conditions. The mutually agreed SLA need to be signed by the Bidder and the Bank. The AMC will start after the warranty period. AMC will be paid annually.
- ∇ It shall also include the following:
- ∇ Defects fixes: Bidder shall maintain the source code and provide bug fixes for the defects/ bugs noticed in the application without any additional cost.
- ∇ Application support/Helpdesk support (User support on functional and technical aspect)
- ∇ Generation of Regulatory and other MIS reports
- ∇ Changes/enhancements in Software application/Reporting requirements to be implemented from time to time to meet the changes in the regulatory/statutory/Business requirements.
- ∇ Application Software version Upgrades.
- ∇ Any new requirement due to regulatory or statutory compliance need, resulting change request / enhancement need to be provided free of cost

11. General Terms

- ∞ The Bank reserves the right to purchase Hardware and 3rd Party Software, to be used in conjunction with the solution from other vendor/s or use the same depending upon the hardware / licenses already available with the Bank.
- ∞ The Proposal shall include scope for ensuring the equipment thoroughly tested for quality and consistency, before commissioning. All procedures and processes in the lifecycle of the Project shall be in accordance with the Bank’s project management guidelines.
- ∞ The vendor shall provide the support for DR set-up
- ∞ The vendor shall resolve all showstopper issues / observations raised by Audit/IS-Audit/Info Security team before go-live.
- ∞ Security Aspects related to application getting exposed to third party users to be met as per Banks/IS Audit policies and compliance to be ensured
- ∞ The vendor shall resolve all showstopper issues / observations raised by the core team of the project during implementation phase before go-live.
- ∞ On-site support shall be provided by technical experts conversant with functionality of proposed solution. The on-site support should extend services like helpdesk, data backup, user management, database management / maintenance, updating of data, maintaining integrity of data, loading application upgrades, technical support for adhoc queries, archival of data, etc.

12. Deliverables

- a. The delivery of product and implementation of the modules should have defined priorities. The broad priorities are as below. However based on the need the priorities may undergo change during the implementation phase
- b. . A. Base Module a. Base Product (Includes all common/default functionalities like sign-on, admin, limits, Audit Trial, parameterizations, Reports & Dash Boards etc)
 - b. Online Letter of Credit
 - c. Online Bank Guarantee
- c. Module Set 1
 - a. Online Invoice Discounting/ Vendor (Bills/ Bills Discounting) – Inland [Supply Chain Management]
 - b. Online Dealer/ Channel Financing – Inland [Supply Chain Management]

Additional Technical Specifications

<i>Additional Technical Specifications</i>	
1	The system should be three tier (Web/App/DB) web based and should able to support simultaneous use of the system by multiple users.
2	The proposed solution should be able to increase or decrease processing resources as per business needs, without the necessity of re-writing code, or undertaking other major efforts.
3	The Proposed Solution should be able to store data as per Banks retention policy. During this period, Data recall should not require any additional coding or additional retrieval procedure. The archival and retrieval programs should facilitate easier analysis of old data.

4	The system should be able to archive transactional database records. Archived data should always be available in the system. The user at all points of time should be able to access and print archived data.
5	System should support archiving of data that are beyond a specified time horizon. This should be parameterizable.
6	Export of data to secondary storage device should be supported by the system.
7	The system should be able to provide intuitive and current online documentation.
8	The system should have flat file import/export functionality to export transaction data and static data in the following formats and as per the regulatory requirements: Microsoft Excel Format (.XLS/.XLSX) Microsoft Word Format (.DOC/.DOCX) Comma separated values (.CSV) Text file (.TXT), PDF, XML etc
9	The proposed solution should allow users to be controlled (creation, activation, deactivation, deletion etc.) by a specific administrator.
10	Addition of features should be allowed only through a properly revised upgrade and data migration method.
11	The system should enable profiling of users and definition of control levels & passwords.
12	The system should enable creation of different access groups with different access control. Users may belong to multiple groups.
13	Log on to the system should require users to provide unique user identity and form of personal identification e.g. a password.
14	Bank's Password management features like length and pattern, password encryption, expiry, disabling after unsuccessful attempts, time-out, force password change for events and maintenance of history of the records is required
15	System Administration should provide for creation, deletion and modification of users, upgrade users and assigning data access/modification rights of various user groups.
16	Access only to designated users, and user set- up should be centrally controlled through a specific administration module.
17	Maker Checker concept for all type of transactions.
18	Generation of detailed audit trails with following features:
	· List of all users logged on to the system

	· List of attempted unauthorized logins
	· Details of databases accessed and modified by the users.
	· Generation of daily audit trails. Separate audit trail for exceptional transactions.
19	Provide adequate backup and recovery features.
20	Database locking features in the situation that there are multiple accesses and updates on the same record.
21	Unified online view for each transaction record.
22	Data extraction/fetching from other databases should be done using relevant ETL tools like Oracle Integrator or SQL Server Integration Services etc.
23	Mapping of transaction records to support transaction, account, customer and household dimensions
24	Support for multiple data types (nonmonetary event data, geographic data, risk lists, third-party data, associate data and a variety of customer information data) in addition to transaction data
25	To the extent possible, there should be provision for handling all admin related activities through front end menus with maker checker control

Additional Terms:

1. Accounting entries are to be maintained in the solution offered as per requirement of the bank, which will also be replicated in CBS (batch updating/Scheduled updating).
2. Generation of outstanding book report and sending regular book reports to all stakeholders (Bank, Client and its vendors/dealers) to be ensured.
3. Analytics on the transaction and weekly report on flow as per requirement of bank.
4. Integration with CBS to allow seamless flow of limit and O/s information as per requirement.
5. Options for front loading / monthly / end loaded interest structures as per requirement.
6. Availability of all fields that the solution currently offer to other corporates apart from the additional fields suggested by the bank from the user interface perspective.

16 COMMERCIAL DOCUMENT

This is the commercial document; Vendor is requested to provide the commercials including the license options as per the specifications asked for. Commercials have to be specified separately for the Warranty period and for the AMC. Any additional information

that the vendor expects for the implementation of Supply Chain Management Solution (SCM) may also be provided.

The commercials for the Supply Chain Management Solution (SCM) software may be given in the format given below.

No	Components at	Description /Remarks	Unit Price	No of Units	Total
PRIMARY SITE					
1	Application software Base Product				
2	Application software - add on Modules if any				
3	Database				
4	Middleware				
5	Application Server				
6	Web server				
7	Other Supporting Software				
8	Implementation Cost				
9	Customization Cost				
	Sub Total				
DR SITE					
1	Application software Base Product				
2	Application software - add on Modules if any				
3	Database				
4	Middleware				
5	Application Server				
6	Web server				
7	Other Supporting Software				
8	Implementation Cost				
9	Customization Cost				
	Sub Total				

In case the Vendor is not supplying the supporting software, the cost for the same need not be mentioned. However the number of Licenses, Version and Editions of the Supporting software need to be clearly mentioned so that bank can procure the same from third party providers.

Vendor to ensure that all the components/software required for the implementation of the SCM solution are included in the above table.

Annexure -Reports needed for dealer financing

The software of dealer finance requires the following reports

- Maturity wise bill reports (age wise) stating the dealer, corporate/principal, amount, interest rate, and date of purchase, commission with bill reference and invoice number.
- Need to get a bill advice showing all the details of invoice amount, invoice no, bill reference, maturity, lodge date, realized date, overdue days, overdue interest, details of dealer, corporate, with all the details of purchase etc. The bill advice details should contain all the necessary details.
- Total liability register of a particular dealer and particular branch on a specified date with an option of age wise reports.
- Total bill outstanding register stating the dealer, corporate/principal, amount, interest rate, date of purchase, commission in chronological order.
- The report on the invoices uploaded with the invoice amount, date, name of the dealer, corporate and the status of the report.
- Report of the bills not honored/ rejected with reason for rejection
- The interest collected report with segregation on dealer, corporate, time frame etc.
- Reports of the overdue bill
- Reports of the commission collected on a specific period based on dealer, corporate, time period, state, commodity etc.
- Reports of the bills realized with the following details mentioned
 - a. Total bill amount
 - b. Realized bill amount
 - c. Interest, commission taken
 - d. dealer & corporate
 - e. commodity
- The bill turnover report for a specified period on the parameters of dealer, corporate, time period, state, commodity etc.
- Report of the bills outstanding, purchased, realized on the parameters of dealer, corporate, time period, state, commodity etc.

Annexure - Reports needed for vendor financing

The software of vendor finance requires the following reports

- Maturity wise bill reports (age wise) stating the vendor, corporate/principal, amount, interest rate, and date of purchase, commission with bill reference and invoice number.
- Need to get a bill advice showing all the details of invoice amount, invoice no, bill reference, maturity, lodge date, realized date, overdue days, overdue interest, details of vendor, corporate, with all the details of purchase etc. The bill advice details should contain all the necessary details.
- Total liability register of a particular vendor and particular branch on a specified date with an option of age wise reports.
- Total bill outstanding register stating the vendor, corporate/principal, amount, interest rate, date of purchase, commission in chronological order.
- The report on the invoices uploaded with the invoice amount, date, name of the vendor, corporate and the status of the report.
- Report of the bills not honored/ rejected with reason for rejection
- The interest collected report with segregation on vendors, corporate, time frame etc.
- Reports of the overdue bill
- Reports of the commission collected on a specific period based on vendor, corporate, time period, state, commodity etc.
- Reports of the bills realized with the following details mentioned
 - f. Total bill amount
 - g. Realized bill amount
 - h. Interest, commission taken
 - i. Vendor & corporate
 - j. commodity
- The bill turnover report for a specified period on the parameters of vendor, corporate, time period, state, commodity etc.
- Report of the bills outstanding, purchased, realized on the parameters of vendor, corporate, time period, state, commodity etc.

Annexure – Variants and Exception e VFS

Variants

In normal case the bill is booked in the accounts of vendor and all the charges are borne by the vendor.

The major variants are as follows

1. Bill is booked in the name of the corporate. This could be the case if the vendor has the monopoly in providing the critical components to the corporate.
2. The bills are booked in the name of vendor and the charges, either in full or in part are borne by the corporate.

Exception

The major exceptions are as follows:

If the corporate fails to provide funds on due date of the bill realization, the exception could be temporarily avoided by giving TOD in the corporate account, thus clearing the bill outstanding by debiting the corporate current account. This could be given only by the appropriate sanctioning authority.

Annexure – Variants and Exceptions e-DFS

Variants

In normal case all the charges are borne by the dealer. The bill is booked in the accounts of dealer.

The major variants are as follows

- Bill is booked in the name of the corporate. This could be the case if the dealer is the sole distributor for the corporate in a particular region.
- The bill is booked in the name of dealer and either full or partial charges are borne by the corporate.

Exception

The major exceptions are as follows:

Normally, the entire sales proceeds should be routed through the dealers' current account with us on a daily basis. The dealer may fail to provide funds on the due date of the bill realization. This exception could be temporarily avoided by giving TOD in the dealer account, thus clearing the bill outstanding by debiting the dealer's current account. This could be given only by the appropriate sanctioning authority.