TENDER DOCUMENT
FOR
Procurement of Web based Software for Implementation of Export data Processing and Monitoring System (EDPMS) & Import Data Processing and Monitoring System (IDPMS)

Reference Number: MSCB/ITD/EDPMS&IDPMS/211/2018-19

Tender Document Fee:

Rs. 500/- (Rupees Five Hunderd Only) + GST @ 18% per copy.

The Maharashtra State Co-operative Bank Ltd (MSC Bank)
(Incorporating The Vidarbha Co-op Bank Ltd.)
Sir Vithaldas Thackersey Memorial Building,
9, Maharashtra Chamber of Commerce Lane, Fort Mumbai 400001.

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Tender for Procurement of Web based Software for Implementation of (EDPMS) & (IDPMS)

1. Tender Schedule

Document Reference	MSCB/ITD/EDPMS&IDPMS/211/2018-19
Price of Tender Document (Non Refundable)	Rs. 500 /- (+GST @18%) by Cash or NEFT Only
Date of Commencement of Sale of Document	06.11.2018
Queries from vendors	12.11.2018 up to 5.00 p.m.
Pre Bid Meeting	14.11.2018 at 3.00 p.m.
Last date of submission	26.11.2018 up to 3.00 p.m.
Date of Technical Offer Opening	26.11.2018 at 4.00 p.m.
Date of Financial offer Opening of Qualified Vendors	Will be informed to vendors on email.
Address for Communication	Jt. Manager, IT Department, The Maharashtra State Co-operative Bank Limited, Sir Vithaldas Thackersey Memorial Building, 9, Maharashtra Chamber of Commerce Lane, Fort Mumbai 400001.
Contact Telephone Numbers	022- 22800527
FAX Numbers	022-2204 24 84 / 2204 34 21
Email Communication	sbpatil@mscbank.com

Terms and Conditions, eligibility criteria and procedure for submission of Bids are given in the tender document. The Tender document may be obtained by paying a non-refundable fee of Rs. 500/-+ GST (Rupees Five Hundred only + GST @18%) in cash or deposit electronically in NEFT Account No 11703/3377 (IFS Code – MSCI0082002, title of account – Other receipts account) from the office of The Manager, Information Tech. Dept. of the Bank during office hours between 11.00 am to 04.00 pm. The same can also be downloaded from the official website of the MSC Bank. (www.mscbank.com) and must be submitted along with non-refundable fee of Rs.500/- (Rupees Five Hundred only) plus GST @18% in the form of Cash or deposit electronically in NEFT Account No 11703/3377 (IFS Code – MSCI0082002, title of account – Other receipts account).

Date : 06.11.2018

Place: Mumbai   **Managing Director**

2. MSC Bank Background

The Maharashtra State Co-operative Bank (hereafter referred as MSC Bank) is a premier co-operative institute at State level established in 1911. It is rendering its services to its increasing number of clientele in more diversified and multifarious bank services and facilities over last 10 decades and has established itself as a leader of co-operative movement in the State of Maharashtra. It is in the continuous process of helping the economic development of rural Maharashtra through its Six Regional Offices and 50 Branches in the State.

The main business of the MSC Bank can be classified as direct financing for the District Central Co-operative Banks, Co-operative Societies engaged in various fields like Sugar Production, Marketing, Spinning Mills, various types of agriculture processing units; direct financing to some State Level and National Level Co-operatives and refinancing through three-tier system i.e. the MSC Bank at apex level, DCC Banks at middle level and Primary Agriculture Co-op Societies at the grass root level.

The MSC Bank initiated the process of computerization of its operations in a phased manner starting in 1998-99.

At present the Bank has fully computerized environment with successfully running CBS. The Bank has a sophisticated Data Center and DR site.

3. Tender Objectives

The objective of this Tender is to call responses from vendors for "Procurement of Web based Software for Implementation of (EDPMS) & (IDPMS)".

4. Instructions to Vendor

4.1 Qualification Criteria (Eligibility of the Vendor)

A. Vendor organization must have Indian Ownership registered under the Indian Companies Act 1956. (Must attach company incorporation certificate).

B. The vendor should have a minimum of 2 (Two) years' experience in the field of EDPMS & IDPMS implementation.

C. The vendor should have implemented EDPMS & IDPMS solution to a minimum of five banks.

D. Vendor should have sound financial background and should have been making profits for the last 3 years and total turnover of the firm should be minimum of rupees 50 lacs for each year. Audited financial statements for last three years should be submitted with the technical bid.

E. Consortium is not allowed and consortium experience is also not allowed.

F. The vendor should have never been blacklisted / barred / disqualified by any Regulator / Statutory Body. The bidding firm must not be involved in any such incident what so ever, where the job undertaken / performed and conducted has been questioned by any authority, which may lead to legal action. Self-declaration to that effect should be

submitted along with the technical bid. On a later date if self-declaration is found to be void it may entail disqualification of the bidding firm.

G. Please provide the names of the client banks with proof for supply of EDPMS & IDPMS solution.

H. The successful vendor would undertake not to sub-contract / outsource any part of the work without Banks permission.

I. Vendor must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made. MSC Bank reserves the right to verify /evaluate the claims made by the vendor independently. Any decision of MSC Bank in this regard shall be final, conclusive and binding on the vendor.

4.2 Format for Technical Offer/Technical Bid

A. The Technical offer must be made in an organized, structured and neat manner and shall be spiral bound. Booklet / Brochures/ leaflets etc. should not be submitted in loose form.

B. Vendor must ensure that all the documents are sealed and signed by the authorized signatory.

C. The printed copy of Technical bid proposal neatly typed, duly filled in, signed by authorized signatory and complete in all respect including annexure for detailed specifications of equipment's to be supplied etc. as directed.

D. Other documents to be submitted in the Technical offer are:-

   a) Index

   b) Copies of vendor related documents
      i.   Vendor Registration Certificate of relevant authority.
      ii.   Sales Tax Registration Certificate, TAN No. /TIN No.
      iii. Service Tax Registration Certificate.
      iv.   Audited Balance Sheet and Profit and Loss for past three years.

   c) Vendor's Corporate Profile

   d) Technical Documentation (Product Brochures, leaflets, manuals etc. if any).

   e) Vendor should deposit Rs. 50,000/- electronically in NEFT Account No 11645/86 (IFS Code – MSCI0082002, title of account – EMD for providing EDPMS & IDPMS solution) as EMD (Must submit in technical bid only).

   f) Detailed Delivery Schedule of EDPMS & IDPMS implementation.

   g) List of customers and services provided. Please attach proofs of the same.

   h) All Claims made by the vendor will have to be backed by documentary evidence. In case the same is found to be lacking in terms of the claims made, the vendor is liable to disqualification. MSC Bank may request the vendor to demonstrate all the technical functionalities and features (mentioned as 'compliant' in the vendor's technical bid) at the MSCB's discretion. Vendors who cannot show a feature or demonstrate functionality (mentioned as 'compliant' in the vendor's technical bid) will be disqualified

E. A soft copy (Word/Excel/Power Point/PDF) of the entire Technical Bid document should also be submitted **on a DVD/ CD / Pen Drive in the same sealed envelope** along with the hard copy of the Technical Offer excluding Commercial Information.

F. The Technical Bid submitted in response to this Tender Document along with the supporting material, will become the property of the MSC Bank.

4.3 Format for Commercial Offer

A. Rates should be quoted in Indian Rupees (INR) only.
B. The taxes shall be quoted in a separate column as given in the **Annexure D**.
C. The Commercial offer must not contradict the technical offer in any way.
D. The suggested format for submission of Commercial offer/Commercial bid is as follows:
1) Index
2) A detail Rate Schedule (as per **Annexure D**).
3) A Written statement by the authorized signatory that the vendor agrees to the payment schedule & penalties as mentioned in the Chapter 8C Schedule of Payment.

4.4 Two Bid System

A. The offer should be submitted in two (2) separate envelopes and later in one common envelope. The details thereof are as follows:

1) **ENVELOPE-I (Technical Offer):**
- The Technical Offer (TO) should be completed and complied with in all respects and contains all information/ documents asked for, except commercial offer.
- The TO should be in strict adherence to the chapter **4.2** and shall include all items as asked for in it.
- It is mandatory to submit technical details in the prescribed format (**Annexure B**) duly filled in along with the offer.
- The TO should not contain any commercial offer information.
- MSC Bank, at its sole discretion, may not evaluate a TO in case of non-submission or partial submission of technical details however technical scrutiny will be performed by adhering the procedure mentioned in the chapter 5 "Evaluation Criteria & Process" of this tender document.
- A separate envelope containing DD/Pay-order as Earnest Money Deposit in adherence to the chapter 4.2.e of this tender document.

2) **ENVELOPE-II (Commercial Offer):**
- The Commercial Offer (CO) should give all relevant price information and should not contradict the TO in any manner.
- The CO should be in strict adherence to the **Chapter 4.3** and shall include all items as asked for in it.
- CO should be given strictly in the format given as **Annexure D** of the Tender

B. The Details such as Name, Address and Contact Numbers of the authorized person representing the vendor must be written on all two envelops.
C. CD / DVD / Pen Drive containing the soft copies of the documents (excluding commercial

offer) shall be placed in the respective envelopes.

D. All two envelopes should be properly sealed.

E. The Technical Offer and Commercial Offers should be sealed separately and enclosed in an outer envelope superscribed as "Proposal for Procurement of Web based Software for Implementation of (EDPMS) & (IDPMS) – Tender Ref No. MSCB/ITD/EDPMS&IDPMS/ 211/ 2018-19.

F. The outer envelope should contain the vendor's address, phone number and fax number in a legible manner.

G. Vendor proposals are to be submitted to the following address:

Jt. Manager, IT Department, Sir Vithaldas Thackersey Memorial Building, 9, Maharashtra Chamber of Commerce Lane, Fort Mumbai 400001.

4.5 General Terms & Conditions

A. The tender document cannot be resold and / or transferred / assigned. If the same is done, tender documents are liable to be summarily rejected by the MSC Bank. Any decision of MSC Bank in this regard shall be final, conclusive and binding on the vendor.

B. No changes should be made in this tender document. Vendor has a liberty to quote separately for new technical solutions or specifications wherever it is necessary other than general specifications.

C. The products/services offered should strictly conform to the specifications given in the product literature. The technology proposed/marked for withdrawal from the market or under quality testing should not be offered.

D. Commercial offers of those bidders will not be processed who are not qualified in the technical scrutiny as laid down in chapter 5.2.

E. The price quoted by the vendor shall be inclusive of all taxes (tax details such as rate & amount to be elaborated for each item) along with supportive documents to the MSC Bank. However actual tax enforcement at the time of delivery of Hardware and Software shall apply.

F. In case of technically qualified bidders with lowest overall price quote, the Bank reserves the right to request the lowest / qualified bidder to match the product wise lowest price of other vendors.

G. Vendor should ensure efficient and effective & timely supply of EDPMS&IDPMS solution as well as to ensure smooth operations of the complete system during the entire project life, the prospective vendor will be required to work in collaboration from the beginning of the project with the MSC Bank appointed Information Technology Consultant.

H. It is the responsibility Vendor to integrate with our CBS vendor M/s Infrasoft Tech Ltd., for fetching data from CBS. Currently Bank is in a process of changing its CBS & it is the responsibility of Vendor to integrate with New CBS also.

I. EARNEST MONEY DEPOSIT

    i. Vendor shall furnish, as part of its bid, EMD of Rs 50,000/- (Fifty thousand Rupees only) which should be deposited electronically in NEFT Account No 11645/86 (IFS Code – MSCI0082002, title of account – "EMD for providing EDPMS & IDPMS Solution").

    ii. Unsuccessful vendor's EMD will be discharged within thirty (30) days from the Tender Award date.

iii. No interest will be payable on EMD.

iv. Tender made without paying EMD will be rejected. (Any decision of MSC Bank in this regard shall be final, conclusive and binding on the vendor.)

v. **EMD may be forfeited:**

- If the vendor withdraws its bid during the period of bid validity.

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

- In case of the successful vendor, if the vendor fails:
  - ✓ To sign the contract in the form and manner to the satisfaction of the MSC Bank
  - ✓ To furnish performance security in the form and manner to the satisfaction of the MSC Bank

- In case the successful vendor complies with the requirement mentioned above, EMD will be returned within 60 days of compliance thereof or signing of required SLA etc.

J. PRE BID MEETING:

There will be a pre-bid meeting with all the vendors, to address any queries in connection with the tender document. It is essential that all clarifications / queries to be submitted to the MSC Bank before the pre-bid date or the date specified for this purpose by email to: mscb.it@mscbank.com

K. PERIOD OF VALIDITY OF BID:

1) **Validity Period:** Bids shall remain valid for Ninety (90) days after the date of opening of commercial offer as prescribed by MSC Bank.

2) **Extension of Period of Validity:** Under exceptional circumstances, the MSC Bank may solicit the vendor's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the vendor should be unconditional and irrevocable. EMD provided shall also be suitably retained further. A vendor may refuse the request without forfeiting the EMD. A vendor granted the request, will not be permitted to modify the commercial offer. The decision of MSC Bank in this behalf will be final, conclusive and binding on the vendor.

L. MODIFICATION AND WITHDRAWAL OF OFFERS/BID:

Vendor may modify or withdraw its bid/offer after its submission, provided that written notice of the modification or withdrawal is received by the MSC Bank prior to the closing date and time prescribed for submission of tender document. No offer can be modified or withdrawn by the vendor, subsequent to the closing date and time for submission of tender document.

M. PRELIMINARY SCRUTINY:

MSC Bank will scrutinize the offers/bids to determine whether they are complete, whether any errors have been made in the offer/bid, (whether required technical

documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.) as per procedure mentioned in the chapter 5 and also mentioned in the appropriate chapters of this tender document.

N.   CLARIFICATION OF OFFERS/BIDS:

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

O. SIGNING OF THE BID:

The bid shall be signed by a person or persons duly authorized by the vendor with signature duly attested. In the case of a body corporate, the bid shall be signed by the duly authorized officers and supported by internal corporate authorizations.

P. ERASURES OR ALTERATIONS:

The offers/bids containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer/bid. Technical details must be completely filled up. 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 not acceptable. MSC Bank may treat offers/bids not adhering to these guidelines as unacceptable. The bid form and the documents attached to it shall not be detached or removed one from the other and no alteration (s) or mutilation (s) (other than filling in all the blank spaces) shall be made in any of the bid documents attached thereto. Any alterations or changes to the entries in the attached documents shall be made by a separate covering letter, in the absence of which it shall be rejected forthwith. Any decision in this regard by MSC Bank shall be final, conclusive and binding on the vendor.

Q. COST OF PREPARATION & SUBMISSION OF BID:

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

R. ARITHMETICAL ERRORS:

MSC Bank reserves the right to adjust arithmetical or other errors in the bid, in the manner in which MSC Bank considers appropriate or deem fit. Any adjustments so made by the MSC Bank shall be stated to the vendor, if MSC Bank makes an offer to accept his bid. The final decision as to any error manifest or otherwise shall be at the sole discretion of MSC Bank and be final, conclusive and binding on the vendor.

S. LANGUAGE:

The bid prepared by the vendor, as well as all correspondence and documents relating to the bid exchanged by the vendor and MSC Bank and supporting documents and

printed literature shall be in English.

T. BID REJECTION CRITERIA:

The bid(s) will be rejected in case of any one or more of the following conditions:

i. Bids are not substantive and not in strict compliance with the pro-forma given in this document.

ii. Bids are not made in compliance with the procedure mentioned in this document.

iii. Failure on part of the vendor to provide appropriate information as required in the bid proposal or any additional information as requested by the Bank including any supporting document.

iv. Incomplete or conditional bids or partly quoted bids or bids that do not fulfill all or any of the conditions as specified in this document.

v. The submission of more than one bid under different names by one vendor is not acceptable. If the same is found at any stage, all the bids by that vendor and related partners will be rejected.

vi. Material inconsistencies in the information submitted.

vii. Misrepresentations in the bid proposal or any supporting documentation.

viii. Bid proposal received after the last date, time and submission mode specified in this document.

ix. Bids found in unsealed cover, unsigned bids, bids signed by unauthorized person and alterations made by over writing /scratching in the bids.

x. Bids containing erasures or overwriting except as necessary to correct typographical errors made by the vendor, in which case such corrections shall be authenticated by the person or persons signing the bid.

xi. Any threat or communication to the bank officials or Consultant for marketing of any vendor name.

U. DISCLAIMERS AND EXCLUSIVE RIGHTS OF THE MSC BANK :

1) Any decision as to compliance of the terms and conditions of the tender document and on rejection of any tender document or any part thereof shall be at the sole discretion of MSC Bank and shall be final, conclusive and binding on the vendor.

2) At any time, up to the last date of receipt of Bids, the MSC Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective vendor, modify the Tender Document by an amendment. All such amendments shall be binding on the entire vendor. The bank shall inform such amendments to all the vendors only by e-mail on the PROVIDED Email ID by the vendor.

In order to afford prospective vendor reasonable time to take the amendment into account in preparing their Bids, the Bank may, at its discretion, extend the last date for the receipt of Bids and date of opening the bids which shall be conveyed to all the vendor only by e-mail on the PROVIDED Email ID by the vendor.

3) MSC Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons thereof. Any decision of MSC Bank in this regard shall be final, conclusive and binding on the vendor.

4) MSC Bank reserves the right to re-issue the tender and or any part thereof without assigning any reason whatsoever, at the sole discretion of MSC Bank. Any decision in this regard shall be final, conclusive and binding on the vendor.

5) MSC bank reserves the right to give negative marks or disqualify in case if bank noticed the pricing quoted purposely low to get the tender award. In such situation bank may compare, evaluate the pricing quoted by the other vendors and arrived at appropriate decision for maintaining the banks interest by selecting the qualified vendor.

6) MSC Bank reserves the right to accept or reject any bid in part/full or annul the bidding process and reject all bids at any time prior to award of contract without assigning any reason, without thereby incurring any liability to the affected vendor(s) or any obligation to inform the affected vendor(s) of the ground for its action. Any decision of the Bank in this regard shall be final, conclusive and binding on the vendor.

7) MSC Bank reserve the right, not an obligation, to carry out the capability assessment of the vendor (with the help of outside agency, if required) and pre dispatch inspections at the cost of the vendor. The Bank's decision shall be final in this regard.

8) MSC Bank reserves a right to give minor deviations to any / the entire vendor in the techno-commercial specifications of bid. Any decision of the Bank in this regard shall be final and shall be binding on the vendor.

9) In case, any difference of opinion between vendor and the Bank about any term / clause / condition, the interpretation of the Bank shall be final and conclusive.

10) **Contract Period of 6 years :**
Subject to the compliance to the stipulations/ conditions mentioned in the RFP and purchase order, the purchase contract shall be valid up to Six years from the date of signing the purchase order (Warranty of 3 years & AMC for 3 years).

11) **Right to alter quantities:** The Bank reserves the right to issue Purchase Order in phases or to alter the quantities/brand/product specified in the offer. The Bank also reserves the right to delete one or more items from the list of items specified in offer. Any decision of the Bank in this regard shall be final, conclusive and binding on the vendor without any recourse.

12) **No commitment to accept lowest or any offer/bid:** MSC Bank shall be under

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

5. Evaluation Criteria and Process

Vendor evaluation and selection would be done based on a comprehensive Techno Commercial Evaluation.

A Short-listing of vendor

1. The criteria of successful bidder for selection shall be as below:

   i. **Technical Bid** : **Should qualify as per terms given in 4.1**

   ii. **Commercial Bid** : **100%**

2. **Technical evaluation:**

It is mandatory to pass the technical compliance. Technical evaluation includes minimum criteria to be eligible to bid (Refer point 4.1 above).

3. **Commercial evaluation:**

In this lowest bidder shall be allotted maximum 100 marks and accordingly other bidders will be allotted marks in proportion to the lowest bidder.

4. **Evaluation of Commercial Bid**

The Commercial Bids of RFPs quoted against 1 of Annexure D will be considered. Accordingly, the total cost of the Bid will be arranged in descending order.

5. **Financial score of Bids –**

Bidders shall be ranked as per the computed amount of bid in accordance with 4 above. Technically Qualified Bidder quoting lowest financial bid will be given 100 marks for his financial bid and other bidder will be ranked accordingly.

6. **Selection of Successful Bidder and issuance of LOA**

   After the proposals have been received and studied, one or more potential vendors may be requested to make a formal presentation with wire diagram or prototype to Bank. All information supplied by the vendor in such a presentation, either as general information or in answer to a specific question by Bank, shall be considered binding on the vendor; and will be summarized in writing by the vendor and made part of the vendor's proposal.

   a. The commercial bid shall be opened only for technically shortlisted vendors.

   b. The Bank reserves the right to contact any vendor, Client/Bank for clarification or information submitted, to contact current and past customers of the vendor and to use other sources of obtaining information regarding the vendor, which may be deemed appropriate and would assist in the evaluation

c. Bank reserves the right to determine selection process. The Bank in its best interest also reserves the right to reject/modify the proposed product/solution even after short listing.

d. Vendor, in their proposal, must address any exceptions or alternate offerings to this tender if any. The Bank has attempted to provide information herein to assist Vendor to respond properly to this tender. However, it is not intended to limit a proposal's content or to exclude any relevant or essential data there from. Bank reserves the sole right to determine what is considered to be "equivalent" or "equal".

B. Statutory Requirements and Right of inspection by RBI

The Contract will be executed by abiding laws and the directives, instructions, guidelines issued by the Regulators and competent authority from time to time. During the tenure of the Contract nothing shall be done by the vendor in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof governing inter-alia customs, foreign exchange, etc., and shall keep the MSC Bank indemnified in this regard.

6. Scope of the Project

The vendor is expected to submit the quote for providing EDPMS and IDPMS solution. The specifications of the EDPMS & IDPMS solution are mentioned in Annexure B.

The purpose of this RFP is to invite bids from established bidder for Procurement of Web based Software for Implementation of "Export data Processing and Monitoring System" (EDPMS) and "Import Data Processing and Monitoring System" (IDPMS). Bidder who is interested in participating in this RFP must fulfill the eligibility criteria mentioned under section 4.1 and also in a position to comply with the Functional and Technical requirements covered below and provide the required solution. Apart from the above the bidder must also agree to all our terms & conditions mentioned under this RFP. TCO is for six years including three year warranty and three years ATS for post warranty period. Bank reserves the right to extend the contract for further period of two years at mutually agreed terms.

6.1 EDPMS

6.1.1 Deliverables
The deliverables of the system to be implemented by the vendor will cover but not be limited to the following:-
* A web based system/interface to process export data received from RBI EDPMS & OMNI 2.0 / new CBS Software CBS conforming to the Technical and Functional requirement as given in Technical and Functional Specifications of this document.
* Outbound interfacing solution to send export data to RBI EDPMS in RBI stipulated format.
* Support for clearance of all pending shipping bills from the date of inception of EDPMS i.e. 28-02-2014.
* Option to raise Inward Remittance Adjustment / Closure where there are needs to close the Inward Remittance without realization it against export bill.

- Option to handle export bill Write-off enhancements within system.
- Option for Automated Payment Extension for the bills settled after RBI timelines against settlement.
- Option for bulk search/process missing shipping bills available at bank but is not provided by RBI system to bank. There are many cases where banks have processed other bank bill and need to raise the transfer request.
- Option to handle XOS reported bills up to December 2015 and closure of the same to RBI portal.
- Option to interface with multiple systems for IRM and Bill Realization reporting.
- Option to generate all the reports as per RBI EDPMS portal to enable various users at all level and also to notify exporters by mail on Bill Submission, Bill realization, Receipt of Inward Remittances, open bills, pending for payment bills, unutilized inward remittances, Bills under Caution Lists etc.
- Option to generate eBRC xml for part/fully settled bill
- DOE Reported Transaction for RBI IE-DPMS Reporting
- eFIRC Adjustment / Closure for unutilized eFIRC in EDPMS
- Customer Data Enhancement for Maintaining Exporter / Importer Details
- Enhancement to OBE and OBBACK file format

6.1.2 Functional Requirements

- The proposed system will enable the Bank to manage Export Data flow from RBI's EDPMS system.
- The proposed system will be used as a master system for Export data.
- The proposed system should have the following features/functionalities:-

I. Facility for File Format and database level interfacing (as per RBI's / Bank's requirements/format) with Omni 2.0 or higher versions / new CBS for:

- Exchange Rate Master
- Bill Lodgment
- IRM Notification
- IRM Extension
- IRM Closure
- Payment Realization
- Payment Extension
- Payment Write off
- AD Transfer
- FIRC Notification
- Other Bank's unutilised FIRC report

II. Facility for File Format and database level interfacing (as per RBI/Bank's requirements/format) with RBI's EDPMS system for:

- Exchange Rate Master
- Bill Lodgment
- IRM Notification
- IRM Extension

- IRM Closure
- Payment Realization
- Payment Extension
- Payment Write off
- AD Transfer
- FIRC Notification
- Other Bank's unutilised FIRC report

III. Facility to manually capture details (as per RBI/Bank's requirements / format) for:

- Exchange Rate Master
- Bill Lodgment
- IRM Notification
- IRM Extension
- IRM Closure
- Payment Realization
- Payment Extension
- Payment Write off
- AD Transfer
- FIRC Notification
- Other Bank's unutilised FIRC report

IV. Facility for reconciliation between Omni 2.0 / new CBS and RBI''s EDPMS system.

V. Facility for Payment/Write-off Split-up at invoice level (FIFO and Split).

VI. Facility to generate automated scheduled banks response & XML files for various RBI Reporting requirements:

- AD Transfer
- Bill Lodgment
- IRM Notification
- IRM Extension
- IRM Closure
- Payment Realization
- Payment Extension
- Payment Write off
- FIRC Notification
- Other Bank's unutilised FIRC report

VII. DOE Reported Transaction for RBI IE-DPMS Reporting

VIII. eFIRC Adjustment / Closure for unutilized eFIRC in EDPMS

IX. Customer Data Enhancement for Maintaining Exporter / Importer Details

X. Enhancement to OBE and OBBACK file format

6.2 IDPMS

6.2.1 Deliverables

- Outbound interfacing solution to send import data to RBI IDPMS in RBI stipulated format.
- Interface to process import data received from RBI.
- Interface with the bank's existing Trade Processing system for reconciliation between RBI and Bank System for all available data points across Import processes.
- Outbound interfacing solution to generate the Import XML files required by RBI system with RBI stipulated format and functionalities.
- Support for clearance of all Bill of Entries/Outward Remittances from the date of inception of IDPMS i.e. 01-04-2016.

6.2.2 Functional Requirements

- Option to map outward remittance with Import bill and manage the ORM utilization and other RBI validation in software.
- Solution for reporting Full/Part payment realization at invoice level without changing the existing trade system processes.
- Interface to process import data received from RBI.
- Interface with the bank's existing Trade Processing system for reconciliation between RBI and Bank System for all available data points across Import processes (Bill of Entry Lodgment, Outward Remittances and Bill of Entry Settlement).
- Outbound interfacing solution to generate the import XML files required by RBI IDPMS system with RBI stipulated format and functionalities.
- Option to map Outward remittance with import bill and manage the ORM utilization and other RBI defined validation between ORM and Bill of Entry in software.
- Option to handle other bank Bill of entry settlement against bank's Outward Remittances.
- Option to process bill of entry settlement at Bill/Bill of Entry Level.
- Solution for process Full/Part bill of entry payment realization at invoice level without changing the existing trade system processes.
- Option to raise Outward Remittance Adjustment / Closure where there are needs to close the Outward Remittance without realization it against Bill of Entry.
- Option to handle Bill of Entry Write-off and Adjustment within system.
- Option to handle Bill of Entries which are not supported in Existing Trade finance system.
- Option for Automated Payment Extension for the bill of entry settled after RBI timelines against settlement.
- Option for bulk search/process missing Bill of Entry available at bank but is not provided by RBI system to bank. There are many cases where bank needs to do bill of entry settlement for other bank bill.
- Option to interface with multiple systems for Outward Remittance and Bill of Entry Realization reporting.

- Option to generate all the reports as per RBI IDPMS portal to enable various users at all level and also to notify importers by mail on submission of Bill of Entry for all outward payments.
- Option to notify by mail Importer for Bill of Entry Submission, Bill of Entry settlement and unutilized outward remittances.
- Option to manage auto AD Transfer cases.
- The proposed system will enable the Bank to manage Import Data flow from RBI"s IDPMS system.
- The proposed system will be used as a master system for Import data.
- Bill of Entry Details from RBI (online ports)
  - RBI IDPMS system will share the bill of entry details to bank for all the online ports.
  - Bill of Entry to the banks will be shared based on AD Code declared in document.
  - AD Code declaration in Bill of Entry document will be made mandatory during declaration.
  - Data file format for sharing the Bill of Entry details will be XML.
  - A Bill of Entry will be identified unique based on following fields.
    - ✓ Bill of Entry Number
    - ✓ Bill of Entry Date
    - ✓ Port of Discharge
  - Amendment and Cancellation of Bill of Entry can be performed by agencies on Bill of Entry details which will have two level of information:
    - ✓ Bill of Entry Level
    - ✓ Invoice Level
  - A Bill of Entry can have multiple invoices associated, a unique invoice within bill of entry will be identified based on Invoice Number
- Bill of Entry Details from RBI (Manual Ports)
- For Manual Ports currently import agencies do not have any system to share data with RBI.
- Banks / AD's needs to report the Bill of Entry details to RBI for the bills issued by manual ports.
- Format for bank sharing manual port bill of entry data will be same as import agency format for data uniformity.
- RBI will share the list of manual ports against which bank needs to share the Bill of Entry details.
- Data file format for sharing the Bill of Entry details will be XML.
- A Bill of Entry will be identified unique based on following fields:
  - Bill of Entry Number
  - Bill of Entry Date
  - Port of Discharge
- Amendment and Cancellation of Bill of Entry can be performed by banks on Bill of

Entry details which will have two level of information:
- Bill of Entry Level
- Invoice Level

- A Bill of Entry can have multiple invoices associated; a unique invoice within bill of entry will be identified based on Invoice Number.

- Outward Remittance Reporting
  - Bank needs to report all the Outward Remittances against Import to IDPMS system.
  - Outward remittance needs to be reported for Advance against import as well as Payment against bill of entry.
  - Unique Outward Remittance will be identified uniquely based on following fields
    ✓ Outward Reference Number
    ✓ AD Code
  - Bank need to report the outward remittances for other bank bill settlement too.
  - System will maintain the utilized and unutilized amount against Outward Remittance based on Bill of Entry settlement details.
  - Bill of Entry settlement details needs to include Outward Reference Details; system will map the bill of entry settlement details against outward reference.
  - Outward remittance is mandatory to settle any bill of entry document.
  - System will allow banks to view the outward remittance details across bank based on few input parameters.

- Bill of Entry Settlement Reporting
  - Bank needs to report bill of entry settlement against pre- reported outward remittances.
  - Bank handling the outward remittances against bill of entry needs to report the Bill of Entry Settlement.
  - Multiple Outward Remittances can be utilized to settle/close bill of entry.
  - If Bill of entry is settled across the declared AD Code / Bank then the payment reported against bill of entry settlement needs to be approved by declared AD Code / Bank.
  - A Bill of Entry settlement will be uniquely identified based on following fields:
    ✓ Bill of Entry Number
    ✓ Bill of Entry Date
    ✓ Port of Discharge
    ✓ Outward Reference Number
    ✓ ORN AD Code
    ✓ Payment sequence

- Payments of Bill of Entry should be reported at Invoice Level.

- Bank with declared / transferred AD Codes will be responsible for Bill of Entry Settlement/Closure.

- Outward Remittance Extension
  - Any Outward Remittances which is not utilized fully within the pre-defined

timeline issued by RBI needs to be extended for further use.

- Outward Remittance can be used further only after proper extension of outward remittance.
- Extension can be provided by AD Banks/ RBI as per RBI pre- defined polices.
- Extension will be provided at Outward Remittance Level.
- Outward Remittance can be extended multiple times for proper reasons.

- Bill of Entry Extension
  - Any Bill of Entry which is not settled within the pre-defined timeline issued by RBI needs to be extended for further settlement and closure.
  - Bill of Entry can be used further for settlement and closure only after proper extension.
  - Extension can be provided by AD Banks/ RBI as per RBI pre- defined polices.
  - Extension will be provided at Bill of Entry Level.
  - A Bill of Entry can be extended multiple times for proper reasons.

- Adjustment/Closure of Outward Remittances
  - Any outward remittance will be closed once it is fully utilized against bill of entry settlement.
  - Bank will have provision to adjust/close Outward Remittance, if it is utilized against any non-import related expense.
  - Adjustment/Closure can be performed multiple times, however adjustment cannot exceed the total unutilized amount available against Outward Remittance.
  - Adjustment/Closure of Outward Remittance can be done for each outward remittance.
  - Option for cancellation of any adjustment / closure will be available in the system. Bank has to close the outward remittance to ensure they are not been tracked by RBI and other reporting agencies.
  - Adjusted/closure amount against outward remittances will be marked as utilized amount against outward remittances.

- Adjustment/Closure of Bill of Entry
  - Any Bill of Entry that is not getting settled through outward remittance needs to adjusted/closed using this option.
  - Part/Full adjustment/closure is applicable for bill of entry.
  - Bill of Entry amount marked against adjustment/closure will be mapped against Bill of Entry, only remaining amount can be used for further settlement against Outward Reference.
  - Adjustment/closure of bill of entry will be reported at invoice level.
  - Search other Bank Bill of entry
  - Bill of entry allocation to Bank

- File Formats required for IDPMS
  - Facility for File Format and database level interfacing (as per RBI's/Bank's requirements/format) with Omni 2.0 / new CBS for:
    ✓ Exchange Rate Master

   ✓ Bill of Entry Details based on declared AD Code
   ✓ Manual Bill of Entry Reporting to RBI
   ✓ Outward Remittance against Import
   ✓ Bill of entry settlement against outward remittances
   ✓ Bill of Entry Extension
   ✓ Outward Import Remittance closure
   ✓ Bill of entry Closure
   ✓ Search other Bank Bill of entry
   ✓ Bill of entry allocation to Bank

- Facility for File Format and database level interfacing (as per RBI/Bank's requirements/format) with RBI?s IDPMS system for:
   ✓ Exchange Rate Master
   ✓ Bill of Entry Details based on declared AD Code
   ✓ Manual Bill of Entry Reporting to RBI
   ✓ Outward Remittance against Import
   ✓ Bill of entry settlement against outward remittances
   ✓ Bill of Entry Extension
   ✓ Outward Import Remittance closure
   ✓ Bill of entry Closure
   ✓ Search other Bank Bill of entry
   ✓ Bill of entry allocation to Bank

- Facility to manually capture details (as per RBI/ Bank's requirements / format) for:
   ✓ Exchange Rate Master
   ✓ Bill of Entry Details based on declared AD Code
   ✓ Manual Bill of Entry Reporting to RBI
   ✓ Outward Remittance against Import
   ✓ Bill of entry settlement against outward remittances
   ✓ Bill of Entry Extension
   ✓ Outward Import Remittance closure
   ✓ Bill of entry Closure
   ✓ Search other Bank Bill of entry
   ✓ Bill of entry allocation to Bank

- Facility for reconciliation between Omni 2.0 / new CBS and RBI's IDPMS system.
- Facility for Payment/Write-off Split-up at invoice level (FIFO and Split).
- Facility to generate automated scheduled banks response & XML files for various RBI reporting requirements:
   ✓ Exchange Rate Master
   ✓ Bill of Entry Details based on declared AD Code
   ✓ Manual Bill of Entry Reporting to RBI
   ✓ Outward Remittance against Import
   ✓ Bill of entry settlement against outward remittances
   ✓ Bill of Entry Extension

✓ Outward Import Remittance closure

✓ Bill of entry Closure

✓ Search other Bank Bill of entry

✓ Bill of entry allocation to Bank

6.3 Common Specifications

- The Selected Bidder must undertake to customize and implement the solution including integration with CBS of the Bank and RBI system as per the scope of work within 3 months as per project timelines, from the date of the Purchase Order at Bank's office

- Any problem, if occurs in course of Installation / Integration has to be settled amongst the concerned stakeholders by the selected bidder.

- Generate the reports required for various internal and external Processes.

- A configurable workflow management system for Maker-Checker verifications.

- The system should provide facility for a maker checker option where data is changed outside the CBS.

- Option to generate Report on the reconciled data outside the CBS

- User manual /Job cards for end users as well as Administrator manual for system administrators.

- The solution should be web enabled, with no download of any other software required on any client machine. (i.e., to run the solution, the browser should be sufficient - an URL based solution).

- The proposed solution should be a centralized, integrated, uniform and standardized solution to be accessible across all B-Category and A- category branches and Head office over existing intranet.

- The bank seeks the Enterprise wide perpetual License at Enterprise/ Corporate level for the Branch user without any constraint. Enterprise wide license means that the bank has rights to use the Software at unlimited branches/offices without any limit on number of users.

- The user interface of the solution should be simple.

- The solution should be readily available with the bidder/Original Software Developer (OSD).

- The solution should have error and exception handling mechanism to find the exact reason for an error.

- The solution should be capable of extracting list of user ids branch/sol wise from CBS and should also be capable of generating the password for the users for authentication.

- The bank will provide required Hardware in virtualized environment with Operating System (OS) and Database license required for running the application. However, the selected bidder must ensure configuration of OS, application & RDBMS including subsequent fine tuning.

- Detailed Dashboard showing bank/Branch performance.

- Scheduler services to manage Inbound and Outbound interfaces between bank

system/RBI.

- User Management to configure and maintain users and their access privilege.

- Master data set to maintain the data validations required by RBI.

- Reconciliation Reports for failed cases between RBI and Bank.

- Data correction option against user input between bank Trade system and RBI.

- Audit Trail Management for all user action in the system.

- It is the expectation of the Bank that the integration/interface architecture is based around industry best practices.

- The interface architecture should be clearly defined. The integration architecture should include the types of interfaces supported; the standards used and should comply with Bank architecture principles.

- The Bidder will present to the Bank the interface requirements for review.

- The Bidder will ensure and incorporate all necessary security and control features within the application, operating system, database, etc. so as to maintain integrity and confidentiality of data at all times.

- The Bidder will be responsible for developing and testing the interfaces. When developing the interfaces, the Bidder should ensure the requirements of data format, frequency of data transfer, quality checks and validations before data transfer and priorities for data transfer are identified and addressed.

- The Bidder will be responsible for setting up the test environment for interface testing.

- The Bidder should provide test cases for the testing to be done by Bank. Bidder shall ensure that the test cases meet all the testing requirements of the Bank. However, Bank is free to add any number of test cases.

- The Bidder must ensure that a sound methodology is implemented to manage the interfaces.

- The Bank reserves the right to prioritize the interface building within the overall timelines of the Project.

- Configure and parameterize the system for bank's legal entities, products, lines of businesses, processes, risk entities and any other dimension as applicable. Any customization, if a part of the requirements, especially when it concerns regulatory compliance, is to bidder's responsibility and required to be done at no additional cost to the bank.

- Providing training to Bank's designated personnel and also provide module wise user manual as well as administrative manual. Post implementation one on-site support for 6 months from GO LIVE date and support till the end of agreed ATS/ contract period.

- The Bank reserves the right to prioritize the interface building within the overall timelines of the Project.

- Incorporate changes in the system arising on impact of amendments to regulator/bank's policy at no additional cost and well within timeline stipulated by the regulator.

- Provide complete documentation including logic used, Computation details and required sheets, empirical study done, methodology etc. as per regulatory and audit

requirements.

- Successful bidder shall update the module as per modification of RBI guidelines if any at any point of time without raising any change request.
- The bidder should implement the proposed solution at Bank's DC site at Head Office, Mumbai
- The software should have the following general features:
  - Easy to use with Graphical User Interface
  - Highly scalable architecture.
  - No impact on the performance of the source /destination system to which it is integrated.
  - Parameterized review options to define set of rules as & when required.
  - Facility to define workflow as per the rules stipulated by the Bank.
  - Provision for archival and retrieval of old records.
- The bidder shall provide detailed solution architecture showing all internal components of process workflow.
- The solution should have capability to generate the log of each activity as required by Bank.
- Hardware Sizing
  - The bidder should provide a logical design of the Hardware structure required for the project, keeping in view its current and future needs and which is necessary to run the suggested application in it and shall be responsible to arrive at the server hardware sizing, its configuration and specification and related software for the application required as per the RFP.
  - The bidder shall ensure the hardware sizing of Production, Test & Development/UAT and DR site.
- Bidder to setup UAT, production and DR environment for the proposed solution.
- Bidder to provide ETL tool for integration with CBS. Costing of ETL tool is to be factored in TCO.

6.4 Disaster Recovery

The proposed system must be capable and compatible for Disaster Recovery Implementation. The successful bidder should describe the provisions and setup required for disaster recovery. The successful bidder should replicate the whole setup for all modules with customization in DR.

6.5 Auditing

All actions and activities performed within the system should have a full audit trail that not only simplifies troubleshooting and problem resolution but also provides an audit document to pinpoint accountability. The application architecture should also provide for easy drill down and scale up of information. Business logic should be available and verifiable "as of" a particular point in time to support comprehensive auditing requirements.

There should also be proper audit trail of addition, deletion, modification, activation, deactivation etc. of users and their system rights. In addition there should also be proper audit trail of addition, deletion, modification, at the record level showing the changes, users and date and time stamp.

The system should have the ability to generate a detailed audit trail on a daily basis for the following minimum features:

- Attempted unauthorized logins
- Time of login and logout
- Change of passwords
- Change of parameters
- The audit trail should be at a granular level, and track the user across each activity
- All transactions should be time stamped with user ID along with details of modification, if any
- Details of databases accessed and modified by the users should be maintained by the system
- The system should have the ability to store and track all system events, including corrections and cancellations by multiple criteria
- The system should maintain an error log in case of missing and/or erroneous data

6.6 Training

Training has to be provided to users of the bank in various centers. Further System Administration training has to be provided to Central Office team of the Bank. The Bidder will be responsible for training the Bank's employees in the areas of parameterization, implementation, migration, operations, management, error handling, system administration, etc. The training should at least cover the following areas:

- Functionality available in the solution
- New functionality customized (if any)
- Parameterization
- Data Migration (data mapping, field validation, default values, gaps in data migration, manual data entry programs etc.)
- Impact Analysis
- Generating various MIS/EIS reports from the solution provided
- System and Application administration
- Log analysis and monitoring

Bidder has to arrange such training twice in each year during the contract period without any additional cost to the Bank and number of trainees will be decided by the Bank.

All the trainings would be held at the appropriate sites (Bidder and Bank premises as identified from time to time) and the Bidder has to organize the trainer/s.

The Bidder will be expected to deliver to the Bank one (1) physical copy and one (1) electronic copy of documentation for each of the deliverables and User Manual to enable the Bank's personnel to use and understand the operations of the deliverables. The Bank may make additional copies of the Bank specific documentation for their internal use.

6.7 OEM/OSD involvement

- Review of Business Requirements Specification (BRS) document, taking into account all quantitative and qualitative aspects related to configuration of the solution from an industry leading practices perspective and in tune with regulatory guidelines.

Tender for Procurement of Web based Software for Implementation of (EDPMS) & (IDPMS)

- Review of solution architecture to assess the extent to which same will support business requirements and review gaps/ customizations, if any
- Review of information requirements and supporting processes with respect to completeness and quality.
- Review transition plan and approach.

System Integrator / Authorised partner shall furnish teaming agreement with OEM/OSD for the above whole scope of work and submit the same as part of the bid.

For above scope of work, the bidder will ensure the following deliverables in the course of implementation:

- Test strategy, scenarios and test cases developed for supporting the configuration for conducting UAT of the solution configured.
- UAT environment, plans, mapping of test cases and functional requirement specification and tracking mechanism for resolution of issues.

Successful Bidder need to provide on call support for basic issue troubleshooting which can be resolve over telephonic or email conversation. Successful Bidder needs to provide onsite support for issues which cannot be resolved over phone / mail.

All P1 and P2 calls should be responded within 30 minutes and resolved within following stipulated timelines:

- P1 call - Application is down or not accessible. Such calls should be resolved within 2 hrs of raising the call. If not resolved within stipulated time, then onsite resource should be provided to work upon the issue.
- P2 call - Major features are severely impacted and temporary work around is available e.g. Loss of data, memory leak, crashes etc. Such calls should be resolved within 4 hrs of raising the issue.

7. Infrastructure

The proposed solution shall be hosted on Bank's on-premise hyper-converged cloud in Redhat Linux OS version 7. However, solution should have capability to migrate to any other platform as per the Bank's requirement. Bank shall provide Hardware, Operating System and Oracle Database. The selected bidder has to provide sizing to run the proposed application and other environmental or related software.

The successful bidder must design the solution with high availability & secure infrastructure in Data Centre and Disaster Recovery site as per Industry accepted security standards and best practices.

The Bank is not responsible for any assumption made by the bidder with respect to the sizing. In the event the sizing proposed by the successful bidder does not meet the performance / service levels of the Bank the successful bidder will at their cost carry out the necessary upgrades / replacements. The Bank has the right to deduct / recover from the successful bidder the required additional expenses which Bank may incur on account of such upgrades / replacements.

7.1 Enterprise License

The license for the solution should be Enterprise wide perpetual for all the modules offered without any constraint on number of branches or users for the Bank's domestic and foreign branches, present & future subsidiaries and associates both domestic & international and Regional Rural Banks (RRBs). There should not be any restrictions on number of users at present as well as in future.

8. Support

The successful bidder has to ensure support to Bank in following ways for smooth functioning:

8.2 Onsite Support

The bidder has to provide at least one onsite technical expert for 6 months at Head Office, Mumbai from 10 AM to 8 PM (except Sundays and National Holidays) for technical support without any additional cost such as travelling, lodging, resources etc. from date of go-live. However, in case of business requirements, vendor may be asked to depute the resources beyond the above stipulated time. The timing may be changed at bank's discretion. In case of need or emergent situation it may be extended on Sunday/Holidays also. Onsite support resource will be valid for 6 months after go live.

On-site support should be provided by technical experts conversant with system. The cost for onsite resource will be frozen for 5 years. For calculating TCO, cost of onsite resource is taken for 6 months from the date of go-live. Bank, if desired, can extend the onsite support for next 4 years and 6 months after completion of 6 months post go-live, at the frozen amount. The order will be placed as per Bank's requirement.

During the assignment substitution of resources shall not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet obligation. In such circumstances successful bidder can do so only with the concurrence of the bank by providing alternate staff of same level of qualifications and expertise. If bank is not satisfied with substitution, bank reserve the right to terminate the contract and recover whatever payments made by the bank to the successful bidder during the course of the assignment besides claiming an amount, equal to contract value as liquidated

damages.

Bank may take additional resource/s as per frozen price discovered through this tender process. As the Total Cost of Ownership (TCO) is for 1 onsite resource, cost of one onsite resource will be derived proportionately from the TCO of successful bidder.

The technical resources should be competent to handle/ develop/ integrate/ implement/ test/ go-live of the solution/customizations within Bank's stipulated time. Onsite resources are expected to perform development, testing, UAT, preparation of test cases, support, monitoring, certification, implementation, reporting, coordination with banks team/s, Audit compliance, VAPT closure, any other statutory compliance, patch installation, fixes, analytics, fraud risk/rule management & monitoring, day to day MIS reports, conducting DR Drill, database support, backup/restore, online replication with zero lag, product documentation, user management and post go-live support. These activities are illustrative and the details will be shared with successful bidder.

Bank reserves the right to claim change in resource based on the performance of the resources.

Detailed process documentation, SOP (Standard operating procedure) and management of solution should be created and submitted before project signoff.

The onsite resources must have degree of B.E/Beach/MCA (IT/Computer Science) and with minimum 2 years experience on the proposed solution provided to Bank under this RFP. The Bidder should provide the necessary document on qualification & experience in the desired area.

Selected bidder is expected to deploy academically good, technically sound and competent personnel to ensure smooth operations at bank's site. The deputed personnel will be employed by the selected bidder on their payrolls/contracts without having any employment right with the bank. Moreover deployed personnel will not have any right whatsoever to lodge claim of any nature directly or indirectly with the bank and it would be responsibility of selected bidder to address such issues without involving the bank. The deputed persons have to maintain the utmost secrecy & confidentiality of the bank's data including process performed at the Bank premises. At any time, if it comes to the notice of the bank that data has been compromised/ disclosed/ misused/ misappropriated then bank would take suitable action as deemed fit and selected vendor would be required to compensate the bank to the fullest extent of loss incurred by the bank. Bidder is expected to adhere Bank's request for removal of any personnel, if bank notice any negligence/gross misconduct/violation of trade secret/disclosure of bank's data to third party and any decision of the bank in this regard would be final and binding upon the selected vendor.

The Bidder also has to agree and submit an undertaking that during the subsistence of this agreement it will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time, as per the provision of Minimum Wages Act 1948.

8.3 Maintenance Support
The Bidder must provide uninterrupted availability of the system and ensure that the problem is resolved within the time schedule as prescribed in the Service Level agreement (SLA). The support includes, inter alia, maintenance, patch management, upgrades and troubleshooting, audit closures etc.

8.4 Project Management

Successful bidder must appoint a Project Manager dedicated to the Bank account only, immediately after receiving the work order/ letter of intent. The Project Manager should have direct experience of successful end to end implementation/management of the entire project. The Project Manager should be directly and easily accessible to the Bank officials through convenient communication channels like phone phone/email.

9. Implementation Plan and Schedule

The project completion should be within 3 months from date of placing of order in modules as under:

Sr. No.	Milestone	Timeline
1	SRS finalization of complete project	Within 15 days
2	Implementation & Customization of EDPMS	Within 1 month
3	Implementation & Customization of IDPMS	Within 1.5 month
4	UAT Sign off of EDPMS & IDPMS	Within 2 months
5	Pilot Run for EDPMS & IDPMS	Within 3 months
6	**Go-Live of the Project**	**Within 3 months**

10. Instructions to Bidders

10.1 Performance Bank Guarantee

The successful bidder shall provide a Performance Bank Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier to the extent of 10% of the total contract value for the entire period of the contract plus 3 months and such other extended period as the Bank may decide for due performance of the project obligations. The guarantee should be of that of a nationalized Bank only, other than Bank.

In the event of non-performance of obligation or failure to meet terms of this tender the Bank shall be entitled to invoke the performance guarantee without notice or right of demur to the successful bidder. Any amount pending for payment due to non achieving of milestone/s set under the agreement or any other reason solely attributable to the successful bidder should be included in the remaining amount of the contract value.

The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Performance Guarantee, if any, under this contract.

If the Performance guarantee is not submitted within the stipulated time, the Bank reserves the right to cancel the order / contract and the earnest money deposit taken from the successful bidder, will be forfeited.

10.2 Language of Bid

The language of the bid response and any communication with the Bank must be in written English only. Supporting documents provided with the RFP response can be in another language so long as it is accompanied by an attested translation in English, in which case, for purpose of evaluation of the bids, the English translation will govern.

10.3 Period of Validity of Bids

Bids should remain valid for the period of at least 180 days from the last date for submission of bid prescribed by the Bank. In case the last date of submission of bids is extended, the Bidder shall ensure that validity of bid is reckoned from modified date for submission. Further extension of the validity of the bid will be decided by the bank in case of need. The price quoted in Final Commercial Offer will be valid for at least 180 days from the date of offer.

10.4 Amendment of Bidding Documents

Prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) sought from the prospective Bidders, modify the RFP contents/ covenants by amendment. Clarification /amendment, if any, will be notified on Bank's website. No individual communication would be made in this respect.

10.5 Authorization to Bid

The proposal/ bid being submitted would be binding on the Bidder. As such, it is necessary that authorized personnel of the firm or organization sign the bid documents. The designated personnel should be authorized by a senior official of the organization having authority.

- All pages of the bid, shall be initialed by the person or persons signing the bid
- Bid form shall be signed in full & official seal affixed.
- Any inter-lineation, erasure or overwriting shall be valid only if they are initialed by the person or persons signing the Bid.
- All such initials shall be supported by a rubber stamp impression of the Bidder's firm.
- The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a bid commitment. The letter should also indicate the complete name and designation of the designated personnel.

7. STEPS INVOLVED IN THE PROJECT

INITIATION:

The Bank's expected plan of action to handle the project includes

.

MANUALS AND DOCUMENTS:

a) The vendor should provide System Administration manuals, User/ Operational manuals and all related manuals which shall be used by Bank.

b) All installation and configuration reports in desired formats, documents, diagrams etc. are to be supplied before commissioning / installation of the project.

- **TIME PERIOD FOR COMPLETION**

a) The time line for completion of the project shall be maximum two weeks from the date of issue of purchase order and further can be mutually decided with the selected vendor with sufficient reasons for extending the time line.

b) The project will be deemed complete only when all the solutions and items as per the contract are delivered and training provided to Bank's employees; as per the requirements of the contract executed between the Bank and the vendor. After the successful installation/implementation of the solutions, a User Acceptance Test Report and Business User Test Report will be released by the Bank which is a precondition for the release of payment to the vendor.

c) The delivery period would be 2 weeks from the date of PO.

G. SECURITY AND COMPLIANCES:

a) The vendor shall ensure that the entire IT infrastructure to be provided in response to this tender shall be in conformity with the requirements of applicable provisions of Information Technology Act, 2000 and related amendments to the act, Reserve Bank of India guidelines and other statutory and regulatory authorities.

b) The vendor shall assist the Bank in planning for security and related authorization, registration, and audit capabilities. This includes authentication capability (access rights and passwords), logon administration and synchronization across servers and applications, and support for required security classifications.

c) Vendor shall use the system access granted by the Bank only to the extent necessary to perform the Services.

d) Vendor shall notify the Bank of any security violations & license requirement / action required from the Bank.

e) Vendor shall agree not to share, leak, copy, reproduce, sell or damage or use the Bank's data to anywhere other than notifying Bank in writing having written approval from

Bank Authority. In case of such experiences during the implementation or after the post implementation in future, the contract will be terminated with immediate effect by issuing notice in writing.

8. POST SELECTION INSTRUCTIONS AND TERMS & CONDITIONS

A. RESPONSIBILITIES OF SELECTED VENDOR:

1) The vendor shall undertake and complete the project as per the given Project Plan.

2) The vendor must provide details of the installation, support and maintenance to be given to the Bank.

3) The vendor shall maintain the infrastructure provided by the Bank for the implementation and operation of the project and allied services.

B. RESPONSIBILITIES OF THE BANK:

1) The Bank shall provide space / infrastructure, related equipment and components etc. On day to day basis the officials of the Bank shall assist engineers deputed by the vendor for the job in their capacity.

2) The Bank will provide the sample data for testing.

C. SCHEDULE OF PAYMENT:
40% with purchase order
20% on UAT completion
20% on Go Live Date
20% after 30 Days of 'Go Live'

D. RATES
The rates quoted shall remain firm throughout the period of contract and this contract will remain valid up to the date of completion of the job by the vendor and shall not be subject to any upward modification whatsoever.

E. TAXES AND DUTIES
The applicable taxes should be mentioned separately and shall have to be included separately in the invoices by the selected vendor.

GST will be paid by the Bank
Variation (+/-) in rate of tax if any will be on the Banks accounts.

F. FORCE MAJEURE DURING THE PENDENCY:
Force Majeure is herein defined as any cause, which is beyond the control of the selected vendor or MSC Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

1. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics
2. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
3. Terrorist attack, public unrest in work area

Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The vendor or MSC Bank shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality and dispute resolution mechanism survive termination of the contract.

G. CONFIDENTIALITY

Vendor agrees that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. Vendor also agrees:

1. To maintain and use the Information only for the purposes of the Contract/ Agreement and only as permitted by MSC Bank;
2. To only make copies as specifically authorized by the prior written consent of MSC Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
3. To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause
4. To treat all Information as confidential.

Confidential Information does not include information which:

1. Vendor knew or had in its possession, prior to disclosure, without limitation on its confidentiality;
2. Is independently developed by the vendor without breach of the Contract/ Agreement ;
3. Information in the public domain as a matter of law;
4. Is received from a third party not subject to the obligation of confidentiality with respect to such information;
5. Is released from confidentiality with the written consent of the MSC Bank.

Vendor shall have the burden of proving that Clauses (1) or (2) above are applicable to the information in the possession of the vendor.

Notwithstanding the foregoing, the vendor acknowledge that the nature of the Service(s) to be performed under the Contract/Agreement may require the vendor's personnel to be present on premises of MSC Bank /Purchaser or may require the vendor's personnel to have access to computer networks of MSC Bank while on or off premises of MSC Bank. It is understood that it would be impractical for MSC Bank to monitor all information made

available to the vendor under such circumstances and to provide notice to the vendor of the confidentiality of all such information. Therefore, the vendor agrees that any technical or business or other information of the vendor that the vendor's personnel, or agents acquire while on the MSC Bank 's premises, or through access to MSC Bank 's computer systems or databases while on or off MSC Bank 's premises, shall be deemed Confidential Information. Confidential Information shall at all times remain the sole and exclusive property of MSC Bank. Upon termination of the Contract /Agreement, Confidential Information shall be returned to MSC Bank or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of MSC Bank and the vendor. Nothing contained herein shall in any manner impair rights of MSC Bank in respect of the Service(s), and Documents, etc.

In the event that MSC Bank hereto becomes legally compelled to disclose any Confidential Information, the vendor shall disclose to a third party any Confidential Information without the prior written consent of MSC Bank. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving Party applies to its own similar confidential information but in no event less than reasonable care.

The provision of this clause shall survive termination of the Contract till such Confidential Information enters public domain.

H. TERMINATION OF CONTRACT

The Bank shall be entitled to terminate the agreement with the vendor at any time by giving 30 days (Thirty days) written notice in advance to the vendor.

I. EFFECT OF TERMINATION

a. Vendor agrees that it shall not be relived of its obligations under the reverse transition mechanism notwithstanding the termination of the assignment

b. Vendor agrees that after completion of the term or upon earlier termination of the assignment the vendor shall, if required by the bank continue to provide maintenance services to the Bank at no less favorable terms than those contained in this tender

M. Ownership and Retention of Documents

a. MSC Bank shall own the documents, prepared by or for the vendor arising out of or in connection with the Contract.

b. Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by MSC Bank, the vendor/ shall deliver to MSC Bank all documents provided by or originating from MSC Bank / Purchaser and all documents produced by or from or for the vendor in the course of performing the Service(s), unless otherwise directed in writing by MSC Bank at no additional cost.

c. Vendor shall not, without the prior written consent of MSC Bank / Purchaser store, copy, distribute or retain any such Documents. Vendor shall preserve all documents provided by or originating from MSC Bank /Purchaser and all documents produced by or from or for the vendor in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of MSC Bank / Purchaser in this regards.

The Maharashtra State Co-operative Bank Ltd

N. ARBITRATION

All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the sole arbitrator to be appointed by the bank. The award of the sole arbitrator shall be final and binding on both the parties under the provisions of the Arbitration and Conciliation Act or by statutory modification/re-enactment thereof for the time being in force. Such arbitration shall be held at Bank's head office located in Mumbai in Maharashtra state.

O. JURISDICTION OF COURTS

Vendor will abide by all applicable Indian laws and regulations and will obtain (or demonstrate current possession of) any and all permits, licenses, certifications or other approvals that may be required and/ or appropriate for performing services hereunder. The laws of India will govern any agreement resulting from this tender. In all matters and disputes arising there under, the appropriate Courts at Mumbai in Maharashtra state only shall have the jurisdiction to entertain and try them.

P. REPRESENTATIONS AND WARRANTIES

In order to induce MSC Bank to enter into the Contract, vendor hereby represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:

1. That the vendor/ has the requisite qualifications, skills, experience and expertise in providing Service(s) contemplated hereunder to third parties, the technical know-how and the financial wherewithal, the power and the authority to enter into the Contract and provide the Service(s) sought by MSC Bank / Purchaser.

2. That the vendor is not involved in any major litigation, potential, threatened and existing, that may have an impact of affecting or compromising the performance and delivery of Service(s) under the Contract/Agreement.

3. That the representations made by the vendor in its bid are and shall continue to remain true and fulfill all the requirements as are necessary for executing the duties, obligations and responsibilities as are laid down in the Contract/Agreement and the Bid Documents and unless MSC Bank / Purchaser specifies to the contrary, the vendor shall be bound by all the terms of the bid.

4. That the vendor has the professional skills, personnel and resources/ authorizations that are necessary for providing all such Services as are necessary to perform its obligations under the bid and this Contract/Agreement.

5. That the vendor shall ensure that all assets including but not limited to software, licenses, Databases, documents, etc. developed, procured, deployed and created during the term of the Contract are duly maintained and suitably updated, upgraded, replaced with regard to contemporary and statutory requirements.

6. That the vendor shall use such assets of MSC Bank as the Bank may permit for the sole purpose of execution of its obligations under the terms of the bid, Tender or the Contract. The vendor shall however, have no claim to any right, title, lien or other interest in any such property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by fact of such use or possession during or after the term hereof.

The Maharashtra State Co-operative Bank Ltd

7. That the vendor shall procure all the necessary permissions and adequate approvals and licenses for use of various software, for hardware to be supplied and any copyrighted process/product free from all time claims, titles, interests and liens thereon and shall keep MSC Bank indemnified in relation thereto.

8. That all the representations and warranties as have been made by the vendor with respect to its bid are true and correct, and shall continue to remain true and Applicable only in case vendor is a vendor within the meaning of Companies Act, 1956 correct through the term of the Contract.

9. That the execution of the Service(s) herein is and shall be in accordance and in compliance with all applicable laws.

10. That the vendor has the corporate power to execute, deliver and perform the terms and provisions of the Contract and has taken all necessary corporate action to authorize the execution, delivery and performance by it of the Contract.

11. That all conditions precedent under the Contract has been complied.

12. That neither the execution and delivery by the vendor of the Contract nor the vendor's compliance with or performance of the terms and provisions of the Contract (i) will contravene any provision of any applicable law or any order, writ, injunction or decree of any court or governmental authority binding on the vendor or (ii) will conflict or be inconsistent with or result in any breach of any or the terms, covenants, conditions or provisions of, or constitute a default under any agreement, contract or instrument to which the vendor is a party or by which it or any of its property or assets is bound or to which it may be subject or (iii) will violate any provision of the Memorandum and Articles of Association of the vendor.

13. That all registrations, recordings, filings and notarizations of the Contract and all payments of any tax or duty, including without limitation stamp duty, registration charges or similar amounts which are required to be effected or made by the vendor which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract have been made.

14. That the vendor confirms that there has not and shall not occur any execution, amendment or modification of any agreement/contract without the prior written consent of MSC Bank, which may directly or indirectly have a bearing on the Contract or Service(s).

15. That the vendor owns, has license to use or otherwise has the right to use all Intellectual Property Rights, which are required or desirable for the Service(s) and the vendor does not, in carrying on its business and operations, infringe any Intellectual Property Rights of any person. None of the Intellectual Property or Intellectual Property Rights owned or enjoyed by the vendor or which the vendor is licensed to use, which are material in the context of the vendor's business and operations are being infringed nor, so far as the vendor is aware, is there any infringement or threatened infringement of those Intellectual Property or Intellectual Property Rights licensed or provided to the vendor by any person.

16. All Intellectual Property Rights (owned by the vendor or which the vendor is licensed to use) are valid and subsisting. All actions (including registration, payment of all registration and renewal fees) required to maintain the same in full force and effect

Have been taken thereon and shall keep MSC Bank /Purchaser, its directors, officers, employees, agents, representatives and consultants indemnified in relation thereto.

Q. CANCELLATION OF THE CONTRACT & COMPENSATION

MSC Bank reserves the right to cancel the contract placed on the selected vendor and recover expenditure incurred by MSC Bank under the following circumstances: -

1. Vendor commits a breach of any of the terms and conditions of the bid.

2. Vendor goes into liquidation, voluntarily or otherwise.

3. An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.

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

5. If deductions on account of liquidated damages exceeds more than 5% of the total contract price.

6. In case the selected vendor fails to deliver the quantity as stipulated in the delivery schedule. MSC Bank reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected vendor.

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

8. MSC Bank reserves the right to recover any dues payable by the selected vendor from any amount outstanding to the credit of the selected vendor, including the pending bills and/or invoking the bank guarantee under this contract.

R. LIQUIDATED DAMAGES

Notwithstanding MSC Bank's right to cancel the order, liquidated damages at 0.5% of the system value per site per week will be charged for every week's delay in the execution of the purchase order beyond the specified delivery/installation schedule subject to a maximum of 5% of the value of the systems ordered. MSC Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by MSC Bank to the vendor. Liquidated damages will be calculated per week on per site basis.

Annexure A – Covering Letter

To

The Maharashtra State Co-operative Bank Ltd (MSC BANK) Sir

Vithaldas Thackersey Memorial Building,

9 Maharashtra Chamber of Commerce Lane, Fort Mumbai 400001. Dear Sir,

Sub: Tender for Implementing EDPMS & IDPMS Solution

We have examined the Tender and we offer our quote for implementing EDPMS & IDPMS Solution as per the terms and conditions and technical specifications spelt out, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer/bid.

We agree to abide by this offer till expiry of the period of validity of our offer and our offer shall remain binding upon us and may be accepted by MSC BANK any time before the expiry of that period.

We agree to abide by providing services for three years from the date of work order.

Until a formal contract is prepared and executed, this offer, together with MSC BANK's written acceptance thereof and MSC BANK's notification of award shall constitute a final, conclusive and binding contract between us.

We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the event of any information/data/particulars proving to be incorrect, MSC BANK will have the right to disqualify us from the bid.

We understand that MSC BANK may reject any or all of the offers without assigning any reason whatsoever. Any decision of MSC BANK in this regard shall be final, conclusive and binding on us.

The above arrangement is binding on our successors and assigns. We agree not to assign these provisions / presents without prior written approval of MSC BANK.

Yours faithfully,

(Name and Designation)

For and on behalf of _____

The Maharashtra State Co-operative Bank Ltd

Annexure B - Vendor Profile and Track Record

Details of the Vendor and Track Record (Past Installations)

A. Vendor Details

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

SR. NO	DETAILS OF THE COMPANY	RESPONSE
1.	Name of Company	
2.	Company Head Office and registered office address	
3.	Telephone and Fax numbers	
4.	Date of incorporation. Please enclose Company Registration Certificate.	
5.	Ownership structure (e.g. Proprietorship, Partnership, Pvt. / Pub Ltd Company)	
6.	Company Sales Tax Number, VAT registration number, LBT registration number & Service Tax number. Please enclose supporting document.	
7.	Company PAN & TIN number. Please enclose supporting document.	
8.	Please enclose financial accounts (Profit and Loss account and Balance sheet for last three financial years).	
9.	Quality Certification Please enclose copies of Quality Certificates (ISO 9000/9001 certification) if any.	
10.	List of Support Centers with addresses and phone numbers	
11.	Total strength of the Company. Bifurcation : - Installation Team - Maintenance Team - Support Team - And Other Teams	

The Maharashtra State Co-operative Bank Ltd

B.   Details of Track Record (Past Installations)

Name of the Public/ Private Sector Banks where similar system is implemented by the vendor. (Separate sheets may be enclosed for different client(s))

Copy of related purchase order to be enclosed.

Name of the Vendor _____

Name of Implementation / Client	
Details of successful installation of systems:	
Bank's Contact details: Name Designation Mobile number Email	
EDPMS&IDPMS implementation provided to banks for _ years	
Time taken for Implementation	

Date: _____

Place: _____

Bank reserves right to visit the clients mentioned above.

Annexure C - Bank Details

(To be included in Technical Bid Envelope)

1	Name of the Bank	
2	Address of the Bank	
3	Account Type and Number	
4	Contact Person	
5	Telephone No.	
6	Fax No	
7	e-mail	
8	Over Draft/CC/Other fund based Limit	
9	Bank Guarantee Limit	
10	Remarks, if any	

Corporate Authorization details.

Note: This statement has to be duly attested by the banker.

Signature: Signature:

Name of the Authorized Person: Name of the Authorized Person:

Designation: Designation:

Vendor Seal   Banker Seal

All authorizations should be collected

The Maharashtra State Co-operative Bank Ltd

Annexure D - Commercial Bid Format

RATE SCHEDULE

Bidder should fill the details of products supplied in below format.

Schedule I – Charges for EDPMS & IDPMS Implementation

Sr. No.	Pricing Item	Price in INR	Comment
1			(

Note :

Rate to be quoted excluding Taxes, the interconnection / termination charges payable to the SMSC.

- The above pricing does not Include the hardware cost and exclusive of all applicable taxes.
- The efforts for Disaster Recovery (DR) setups is not included in the pricing.
- The price should be included with warrantee of 3 years & AMC (Annual Maintenance Charges) for three years.

The Maharashtra State Co-operative Bank Ltd

Format of Power of Attorney for signing of bid

POWER OF ATTORNEY

(On Stamp Paper of relevant value)

Know all men by these presents, we_____(name of the vendor / partnership firm and address of the registered office) do hereby appoint and authorize Mr._____(full name and residential address) who is presently employed with us and holding the position of_____as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for Supply, Installation, Configuration, Implementation and Servicing of Computer hardware, server etc. in response to the RFP (Request for Proposal) by MSC BANK (hereinafter referred to as MSC BANK), including signing and submission of all documents and providing information/responses to MSC BANK in all matters in connection with our bid / offer.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this_____day of_____2018
For _____
(Signature)
(Name, Designation and Address)
Accepted
(Signature)
(Name, Title and Address of the Attorney)

Date:
Note:
1. To be executed by the all members in case of a Consortium.

2. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.

3. Also, wherever required, the vendor should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favor of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the vendor.

4. In case the Application is signed by an authorized Director / Partner or Proprietor of the Applicant, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

Annexure F - Undertaking

<u>Undertaking Letter</u>

It is certified that the information furnished here in and as per the document submitted is true and accurate and nothing has been concealed or tampered with. We have gone through all the conditions of bid and are liable to any punitive action for furnishing false information / documents.

It is also certify that we are not blacklisted by Government department, ministry, agency or any PSU's.

Dated this _____ day of _____ 2018

Signature

(Vendor Seal)

_____
In the capacity of

_____
Duly authorized to sign bids for and on behalf of:

** End of Document **