



REQUEST FOR PROPOSAL (RFP)

for

**SUPPLY, INSTALLATION, CONFIGURATION AND MAINTENANCE OF ENTERPRISE
DOCUMENT MANAGEMENT SYSTEM (EDMS)**

Date and time of Pre Bid Meeting	29/03/2022 at 12.00 PM
Last Date for receipt of bids	11/04/2022 at 01.00 PM
Date and time of opening Technical bids	11/04/2022 at 01.30 PM

Issued By:

**CO: INFORMATION TECHNOLOGY DEPARTMENT,
INDIAN BANK, CORPORATE OFFICE,
254-260, AVVAI SHANMUGAM SALAI
CHENNAI – 600014**

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RFP Ref: CO/ITD/3369/R1/2021-22

SCHEDULE

1)	Tender Reference Number and Date	RFP Ref No.: CO/ITD/3369/R1/2021-22 dated 21/03/2022
2)	Last date for seeking Pre-bid clarifications/ queries through email Rashmi.dongre@indianbank.co.in rajive.rastogi@indianbank.co.in krishna.prasad2@indianbank.co.in	28.03.2022 by 01:00 PM
3)	Last Date & Time for submission of Bids in Online & Offline Mode	11.04.2022 at 01:00 PM Address for physical submission Asst. General Manager Indian Bank, Head Office, Information Technology Department, Second Floor, 66, Rajaji Salai, Chennai, Pin 600 001 URL for Online submission of bid e-procurement portal: https://www.tenderwizard.in/indianbank
4)	Documents to be submitted Online	a. Eligibility Criteria, along with all supporting documents required. b. All Annexure as per this tender on Bidder's letter head with authorizing person's signature and Bidder seal on all pages. c. All supporting documents and product literature in support of Technical specifications. d. Relevant brochures f. Compliance to Technical Specifications. g. Any other information sought by the Bank with relevant to this tender

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5)	Documents to be submitted physically by Bidders (Offline Mode)	<p>1. DD towards Cost of bid document Alternatively bidders can transfer the cost of bid document in the following account number through NEFT/RTGS/IMPS/UPI etc.:</p> <p>Account No.: 743848138 Account Name: INDIAN BANK, H.O. TECHNOLOGY MANAGEMENT DEPARTMENT-II IFSC Code: IDIB000H003 Branch: Harbour</p> <p>2. Bid Security/Earnest Money Deposit</p> <p>3. Integrity Pact</p> <p>Note: Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for Point No. 1 & 2.</p>
6)	Date of opening of Technical (Part I) Bids & Conformity to Eligibility Criteria	<p>11.04.2022 at 01:30 PM</p> <p>Technical Bids will be opened online through e-procurement portal: https://www.tenderwizard.in/indianbank</p>
7)	Date of Online Reverse Auction (Part II)	Will be intimated to technically qualified bidder (via email) after technical evaluation of the bids submitted.
8)	RFP Cost	<p>Non-refundable Rs. 10,000/- in the form of DD favouring "Indian Bank" (Alternatively bidders can transfer the cost of bid document in the following account number through NEFT/RTGS/IMPS/UPI etc.):</p> <p>Account No.: 743848138 Account Name: INDIAN BANK, H.O. TECHNOLOGY MANAGEMENT DEPARTMENT-II IFSC Code: IDIB000H003 Branch: Harbour</p> <p>Mode of submission: (Offline for DD/Online for e-transfer)</p>
9)	Online Bid Submission Details	This RFP will follow e-Procurement (e-Tendering) process and the same will be conducted by Bank's authorized e-Procurement service provider M/s.

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		Antares Systems Limited through website: https://www.tenderwizard.in/indianbank
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This RFP document can be downloaded from the website: <https://www.indianbank.in> and e-procurement portal: <https://www.tenderwizard.in/indianbank> .

Information regarding RFP will also be available on CPPP Portal <https://eprocure.gov.in/cppp/> and **Paper publication will be done for the information regarding publishing the RFP, however Clarifications, Modifications and Date of Extensions, if any, will be published in website: <https://www.indianbank.in> and e-procurement portal <https://www.tenderwizard.in/indianbank> only.**

The term "Bid" & "Quote/Quotation" bears the same meaning in this RFP. This tender document is the property of Indian Bank & is not transferable.

Note: The RFP is not splitable. Only one bidder will be awarded with the contract.

SECTION – I

REQUEST FOR PROPOSAL (RFP)

Indian Bank is floating Request for Proposal (RFP) for identifying companies for Supply, installation, configuration and maintenance of Enterprise Document Management System (EDMS).

Bank will follow two bidding system. Part-I of the bid contains compliance details of the specifications for which quotation is called for. Bidders should enrol/register before participating through e-procurement website. Bids have to be submitted online only through e-procurement website. Part II – Commercial Bid will be called through Online Reverse Auction Process, Intimation will be given to all qualifying bidders about the date and time of reverse auction.

Interested eligible bidders may submit their quotation for Supply, installation, configuration and maintenance of Enterprise Document Management System (EDMS), as specified in Part-I as per the following procedure:

1. Bidders should enrol/register before participating through website - <https://www.tenderwizard.in/indianbank>. Bids have to be submitted online only at the above mentioned website except for the items specified under point no. 5 of schedule. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the tender documents. Any other documents sent by any other mode will not be accepted.
2. Part I contains compliance details of the specifications for which quotation is called for. No column shall be left blank or altered. The bidders should also submit their indicative commercial bids as sought in the e-tendering system. The indicative commercials provided by the bidder during e-tendering process will be considered as online sealed bid. The indicative commercial bid of the technically qualified bidders will be opened by Bank Officials on the date of online reverse auction.
3. Part II – Commercial will be called through Online Reverse Auction Process. After technical evaluation, intimation will be given to all qualifying bidders about the date and time of reverse auction. Part II price breakup details to be submitted after online reverse auction process.
4. Part I to be uploaded online duly signed by the Authorized Signatory under the seal of the company in every page. Any correction should be authenticated by the same signatory. If insufficient or false information is furnished and/or if there is any deviation or non-compliance of the stipulated terms and conditions, the quotations will be liable for rejection. The price quoted should be unconditional and should not contain any strings attached thereto. Quotes, which do not conform to our specifications, will be liable for rejection and offers with a higher configuration will not attract any special consideration in deciding the vendor.
5. Bank has the right to accept or reject any quotation/cancel the e-tender at its sole discretion without assigning any reason thereof.

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6. The condition of prior turnover and prior experience may be relaxed for Start-ups (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017).

7. MAKE IN INDIA

This RFP is further governed by Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion order number P-45021/ 2/2017-B.E.-II dated 15th June 2017 for the Public Procurement (Preference to Make in India), Order 2017, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 28th May 2018, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 29th May 2019, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 04th June 2020, and subsequent revision order no DPIIT Order No. P-45021/2/2017-PP(BE-II) dated September 16, 2020 & its amendments/clarifications issued (if any).

Bank will follow the above orders and guidelines on Public Procurement (Preference to Make in India) & as per Bank Policy and basis of allotment will be done in terms of the same.

- i. Definitions: For the purpose of this tender
 - a. 'Local content' means the amount of value added in India which shall, unless otherwise prescribed by the bank, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.
 - b. 'Class-I local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, , has local content equal to or more than 50%., as defined under this Order.
 - c. 'Class-II local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 20% but less than 50%, as defined under this Order.
 - d. 'Non - Local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than 20%, as defined under this Order.
 - e. 'L1' means the lowest tender or lowest bid or the lowest quotation received in a tender, bidding process or other procurement solicitation as adjudged in the evaluation process as per the tender or other procurement solicitation.
 - f. 'Margin of purchase preference' means the maximum extent to which the price quoted by a "Class-I local supplier" may be above the L1 for the purpose of purchase preference.
- ii. Eligibility of 'Class-I local supplier'/ 'Class-II local supplier'/ 'Non-local suppliers' for different types of procurement
 - a. In procurement of all goods, services or works in respect of which the Nodal Ministry/Department has communicated that there is sufficient local capacity and local competition, only 'Class-I local supplier', as defined under the Order, shall be eligible to bid irrespective of purchase value.
 - b. In procurement of all goods, services or works, not covered by sub-para ii(a) above, and with estimated value of purchases less than Rs.200 Crore, in accordance with Rule 161(iv) of GFR, 2017, Global tender enquiry shall not be issued except with the approval of competent authority as designated by Department of Expenditure. Only

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'Class-I local supplier' and 'Class-II local supplier', as defined under the Order, shall be eligible to bid in procurements undertaken by procuring entities, except when Global tender enquiry has been issued. In global tender enquiries, 'Non-local suppliers' shall also be eligible to bid along with 'Class-I local suppliers' and 'Class-II local suppliers'. The referred RFP falls under this category.

- c. For the purpose of this Order, works includes Engineering, Procurement and Construction (EPC) contracts and services include System Integrator (SI) contracts.
- iii. Purchase Preference
- a. Subject to the provisions of this Order and to any specific instructions issued by the bank or in pursuance of this Order, purchase preference shall be given to 'Class-I local supplier' in procurements undertaken by bank in the manner specified here under.
 - b. In the procurements of goods or works which are covered by para ii(b) above and which are divisible in nature, the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:
 1. Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract for full quantity will be awarded to L1.
 2. If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder.
 - c. In the procurements of goods or works which are covered by para ii(b) and which are not divisible in nature, and in procurement of services where the bid is evaluated on price alone, the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:
 1. Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1.
 2. If L1 is not 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.
 3. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, the contract may be awarded to the L1 bidder.

This RFP falls under this category. Bidder has to submit certificate of local content as per Annexure-XIII & Annexure-XIV.



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- d. "Class-II local supplier" will not get purchase preference in any procurement, undertaken by bank.
- iv. Margin of Purchase Preference: The margin of purchase preference shall be 20%.
- v. Verification of Local Content:
- The 'Class-I local Supplier'/'Class-II local Supplier' at the time of tender, bidding or Solicitation shall be required to indicate percentage of local content and provide OEM Self-certification that the item offered meets the local content requirement for 'Class-I local supplier'/'Class-II local Supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made.
 - In case of procurement for a value in excess of Rs. 10 crores, the 'Class-I Local Supplier'/'Class-II Local Supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (In respect of suppliers other than companies) giving the percentage of local content.
 - False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.
 - A supplier who has been debarred by any procuring entity for violation of this Order shall not be eligible for preference under this Order for procurement by any other procuring entity for the duration of the debarment. The debarment for such other procuring entities shall take effect prospectively from the date on which it comes to the notice of other procuring entities.
- vi. If nodal ministry is satisfied and communicates to bank that Indian suppliers of an item are not allowed to participate and /or compete in procurement by any foreign government, it may, if it deems appropriate, restrict or exclude bidders from that country from eligibility for procurement of that item as per advise of nodal ministry.

For the Purpose of above, a Supplier or bidder shall be considered to be from a country if (i) the entity is incorporated in that country, or ii) a majority of its shareholding or effective control of the entity is exercised from that country; or (iii) more than 50% of the value of the item being Supplied has been added in that country. Indian suppliers shall mean those entities which meet any of these tests with respect to India."

8. BENEFITS TO MICRO AND SMALL ENTERPRISES (MSEs) AS PER THE GUIDELINES OF PUBLIC PROCUREMENT POLICY ISSUED BY GOVERNMENT OF INDIA and Bank's Policy:

- As per the above policy, Bank reserves the rights to procure 25% of the total requirements, from Micro and Small Enterprises (MSEs) provided such MSEs are complying with the eligibility criteria and technical specifications of the RFP, quote their price within the price band of L1+15% and agree to bring down their price to L1 price.
- If L1 bidder is an MSE, 100% procurement will be done from the L1 bidder subject to the other terms and conditions of the RFP.
- Special provision for Micro & Small Enterprises owned by Scheduled Castes or Scheduled Tribes. 4% out of the 25% shall be allotted to such MSEs, if participated in the tender.
- Special provision for Micro & Small Enterprises owned by Women. 3% out of the 25% shall be allotted to such MSEs, if participated in the tender.



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- MSEs are also exempted from payment of cost of bid documents and submission of bid security.
- To avail the above benefits, the bidder should have registered with District Industries Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or Udyog Aadhar or any other body specified by Ministry of Micro, Small and Medium Enterprises.
- Bidders seeking the above benefits shall submit the documentary proof for having registered with the above agencies (such as Entrepreneur's Memorandum – EM II) at the time of pre-bid meeting (in case want to attend the meeting) & during submission of the technical bids.
- The condition of prior turnover and prior experience may be relaxed for Start-ups (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017).

9. RESTRICTION OF BIDDERS FROM COUNTRIES SHARING LAND BORDERS WITH INDIA:

As per Ministry of Finance, Department of Expenditure, Public Procurement Division's office memorandum F.No.6/18/2019-PPD dated 23.07.2020 and Bank's Policy, regarding insertion of Rule 144 (xi) in the General Financial Rules (GFR) 2017, any bidder from a country which shares a land border with India will be eligible to bid either as a single entity or as a member of a JV / Consortium with others, in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority. The Competent Authority for registration will be the Registration Committee constituted by the Department for Promotion of Industry and Internal trade (DPIIT). Political & Security clearance from the Ministries of External and Home Affairs respectively will be mandatory.

However, above condition shall not apply to bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects. Updated lists of countries to which lines of credit have been extended or in which development projects are undertaken are given in the website of the Ministry of External Affairs.

"The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority"

Definitions pertaining to "Restriction of Bidders from Countries sharing Land Borders with India" Clause Bidder" (including the term 'tenderer', 'consultant' 'vendor' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency, branch or office controlled by such person, participating in a procurement process.

"Bidder from a country which shares a land border with India" means:

- a) An entity incorporated, established or registered in such a country; or



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- b) A subsidiary of an entity incorporated, established or registered in such a country;
or
- c) An entity substantially controlled through entities incorporated, established or registered in such a country; or
- d) An entity whose beneficial owner is situated in such a country; or
- e) An Indian (or other) agent of such an entity; or
- f) A natural person who is a citizen of such a country; or
- g) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

"Beneficial owner" will be as under:

- i. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), has a controlling ownership interest or who exercises control through other means.

Explanation

- a. Controlling ownership interest" means ownership of, or entitlement to, more than twenty-five per cent of shares or capital or profits of the company;
- b. "Control" shall include the right to appoint the majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or shareholder's agreements or voting agreements;
- ii. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
- iii. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
- iv. Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.
- v. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

"Agent" is a person employed to do any act for another, or to represent another in dealings with third persons.

10. Please note that

- (i) The cost of preparing the bids, including visit / visits to the Bank is not reimbursable.
- (ii) The Bank is not bound to accept any of the bids submitted and the bank has the right to reject any/all bid/s or cancel the tender at any point without assigning any reason therefor.
- (iii) Bank reserves the right to negotiate with the lowest quoted bidder (L1bidder) for further reduction in price under exceptional circumstances.



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- (iv) All pages of the Bid document, Clarifications/Amendments if any should be sealed and signed by the Authorized Signatory and kept with technical bid. A certificate to the effect that the Authorized Signatory has authority to bind the company should also be attached along with the technical bid.
- (v) The Authority/Bank shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP, Bidding Documents or the Bidding Process, including any error or mistake therein or in any information or data given by the Authority.
- (vi) Nothing in this Agreement shall obligate either Party to enter into any further Agreements.

After technical evaluation, email intimation will be given to all qualifying bidders about the date and time of reverse auction.

SECTION-II

INSTRUCTIONS TO BIDDERS

1. Introduction

The Bidder is expected to examine all instructions, forms, terms and specifications given in the Bidding Documents. If any element of doubt arises, the same should be clarified from the Bank before submitting the bid. Failure to furnish all information required by the Bidding Documents may result in the rejection of its bid and will be at the Bidder's own risk. Bank will not be responsible for the same.

2. Pre Bid Meeting

- a. A pre-bid meeting is scheduled to be held through Video Conference/Skype/Web-ex on **29.03.2022 at 12:00 PM**. Bidder's designated representatives (maximum two persons) may attend the pre-bid meeting.
- b. The purpose of the meeting will be to clarify the doubts raised by the probable bidders.
- c. The Bidder is requested to submit any queries/clarifications to the Bank to the following email ids on or before **28.03.2022 by 01:00 PM**:

Rashmi.dongre@indianbank.co.in

rajive.rastogi@indianbank.co.in

krishna.prasad2@indianbank.co.in

In case the Probable Bidder wants to participate in the Pre-bid Meeting to be held on the date specified in this bid, they should register themselves with the Bank by paying the cost of bid document i.e. **Rs.10,000/-** (non-refundable) by way of Demand Draft in favour of Indian Bank payable at Chennai, or transferring the amount in the account as detailed in point no. 8 of schedule. Bidders have to ensure that cost of bid document i.e. Rs.10,000/- has already been remitted to the account as mentioned in point no. 8 of schedule, or dispatched through demand draft (Copy of demand draft to be attached), to the below mentioned address, before raising the queries through email:

Indian Bank, Head Office, 66, Rajaji Salai, 2nd Floor, Chennai- 600 001

Such Bidders who have not chosen to attend the pre bid meeting are required to submit the DD for cost of Bid Document through offline/online mode (point no. 8 of schedule) apart from uploading the scanned DD/Proof of e-transfer document during e-tendering.

The text of the questions raised (without identifying the source of enquiry) and the responses given, together with amendment to the bid document, if any, will be ported in websites: <https://www.indianbank.in> and <https://www.tenderwizard.in/indianbank> and informed vide mail to the bidders who have raised queries.

3. Amendment of bidding documents

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



3.2 The amendments if any, will be published in the e-procurement website and will form part of the Bidding document.

4. Technical Bid

The Bidder shall furnish as part of its technical bid, documents establishing the bidder's eligibility to bid and its qualifications to perform the Contract, if its bid is accepted.

The documentary evidence of the Bidder's eligibility to bid and qualifications to perform the Contract if its bid is accepted, shall establish to the Bank's satisfaction that, the Bidder has the financial and technical capability necessary to perform the Contract and that, the Bidder meets the qualification requirements.

Any bid document not accompanied by the above will be rejected.

5. Financial Bid

1. The Bank finalize commercials through online reverse auction after evaluation of Part I after giving due notice to the technically qualified bidders.
2. The calling for quote does not confer any right on the bidder for being awarded any purchase order.

6. Clarification of Bids

During evaluation of the bids, the Bank may, at its discretion, seek clarification from the Bidder/s. The request for clarification and the response shall be in writing/by email, and no change in the substance of the bid shall be sought, offered, or permitted.

The Bidder shall make his/her own interpretation of any and all information provided in the Bidding Document. The Bank shall not be responsible for the accuracy or completeness of such information and/or interpretation. Although certain information's are provided in the Bidding Document, however, bidder shall be responsible for obtaining and verifying all necessary data and information, as required by him. The Bank reserves the right to accept or reject any/all tender in whole or in part without assigning any reason whatsoever. The Bank shall not be bound to accept the lowest tender and reserves the right to accept any or more tenders in part. Decision of Bank in this regard shall be final.

7. Bid Security & Cost of Bid Document

The Bidder should furnish, a bid security in the form of a bank guarantee issued by a scheduled commercial Bank or Foreign Bank located in India other than "Indian Bank" for a sum of **Rs.30,00,000/- (Rupees Thirty Lakhs only)** and valid for 225 days from the last date for submission of Bid in the form of a Bank Guarantee issued by a scheduled commercial Bank or Foreign Bank located in India other than "Indian Bank", in the format specified in the bid document (Annexure-V) along with Part-I. Bank may seek extension of Bank Guarantee, if required.

Unsuccessful bidders' bid security will be discharged or returned after the expiration of the period of bid validity prescribed by the bank or after issuing purchase order to the successful L1 bidder, whichever is earlier.



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The successful Bidder's Bid Security will be discharged upon the Bidders signing the Contract and furnishing the Performance Security.

The bidder will forfeit the Bid Security

a) if a Bidder withdraws its bid during the period of bid validity.

Or

b) in the case of a Successful Bidder, if the Bidder fails to sign the Contract & NDA or to furnish Performance Security.

Please note: Relaxation if any, extended by GOI/ competent authorities for furnishing EMD shall be passed on to eligible bidders.

Cost of Bid Document **Rs.10,000/- (Rupees Ten Thousand only)** along with technical bid to be submitted in the form of DD favouring Indian Bank, payable at Chennai or through electronic transfer as detailed in point 8 of schedule.

MSE/NSIC registered bidders are exempted from submitting the bid security & cost of bid document. Such bidders should submit the copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure -X duly signed by company secretary/Director of the concerned enterprise.

8. Evaluation Criteria

➤ General/Technical Evaluation

The Bank will examine the bids to determine whether they are complete, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

Arithmetical errors will be rectified on the following basis:

- If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
- If there is a discrepancy between words and figures, the amount in words will prevail.

If the Supplier does not accept the correction of the errors, its quote will be rejected.

The Bank may waive any minor informality, non-conformity, or irregularity in a quote which does not constitute a material deviation.

Prior to the detailed evaluation, the Bank will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these Clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the RFP without material deviations.



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The Bidder should satisfy all the Eligibility Criteria mentioned in Section-III of this RFP & should have minimum 80% score in EDMS functional specifications (Part-I of the RFP) in order to be considered as "Technically Qualified".

The bidder should extend support for the quoted product/solution for minimum period of Five years.

Bank reserves the right to visit bidder's premises for evaluation of the product/solution to be provided.

➤ **Commercial evaluation**

Technically qualified Bidders alone will be intimated to participate in the Online Reverse Auction to identify lowest quoted (L1) Bidder.

In the reverse auction, the bidder will be required to quote only total cost as mentioned in the commercial bid format (Part-II of RFP). The price quoted should be inclusive of all charges but exclusive of taxes only. The bidder who quotes lowest amount will be identified as successful bidder. The successful bidder has to submit price break up as per commercial bid format within two (2) days, post completion of reverse auction directly to Bank duly signed by the authorised signatory. The unit price for each line item should be comparable to prevailing market rates.

9. Formation of Technical Bid

- The technical bid will be evaluated for technical suitability as well as for other terms and conditions mentioned in this RFP.
- It should include introduction to the project.
- It should include background of the system integrator / bidder.
- It should include the details of all OEMs and a brief write up on partnership of bidder with OEMs.
- It should include a brief summary of understanding of the banks requirements, vendor(s) capabilities, and solution / product description.
- It should include statement of compliance/ acceptance letter – eligibility criteria and requirements as per format.
- It is mandatory to provide the functional & technical details in the exact format as given in the RFP. Correct functional & technical information of the solution being offered must be provided in the structured format. The offer may not be evaluated by Bank in case of non-adherence to the format or partial submission of technical details.
- It should include detailed technical architecture, specifications and sizing of the recommended hardware, OS, Database and other software utility required for implementation of the proposed solution.
- It should include details of all software licenses and hardware sizing including server(s) / Processor for proposed solution.
- It should include compliance with all technical & functional requirements without deviations.
- It should include detailed architecture of the proposed solution with various features / functioning of the system / sub-system including fail over methodology, replication methodology with bandwidth and network requirements and strategy at both Primary & DR site.

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- It should include Road map on scalability, version upgrade / releases, etc. of the proposed solution.
- It should include details of service support infrastructure of proposed solution.
- It should include detailed Bill of material for all the software & hardware components of the proposed solution, without any price information.
- As part of their bid, the bidder should submit documents agreeing to the bid's terms and conditions.

10. Proposal Process Management

The Bank reserves the right to accept or reject any or all proposals received in response to the RFP without assigning any reasons thereof. Also, the Bank reserves rights to revise the RFP, to request one or more re-submissions or clarifications from one or more Bidders, or to cancel the process in part or whole without assigning any reasons.

Additionally, Bank reserves the right to alter the requirements, in part or whole, during the RFP process, and without re-issuing the RFP. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, subsequent presentations and any other meetings during the process.

11. Liabilities of Bank

This RFP is not an offer by Bank, but an invitation for bidder responses. No contractual obligation on behalf of Bank whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of Bank and the bidder.

12. Bid and Proposal Ownership

The Bid submitted and all supporting documentation/templates are the sole property of Indian Bank and should NOT be redistributed, either in full or in part thereof, without the prior written consent of Bank. Violation of this would be a breach of trust and may, inter-alia cause the Bidder to be irrevocably disqualified. The proposal and all supporting documentation submitted by the Bidder shall become the property of Indian Bank and will not be returned.

13. Bid Pricing Information

By submitting a signed bid, the Bidder certifies that the Bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP. No attempt by the Bidder, to induce any other bidder to submit or not to submit a bid for restricting competition, has occurred.



**SECTION-III
CONDITIONS OF CONTRACT**

1) Eligibility Criteria

- The Bidder should be a Public/Private Limited Company and should be in existence in India for the last 3 years (as on 31.12.2021). In case of mergers / acquisitions / restructuring or name change, the date of establishment of earlier/original limited company can be taken into account. Copy of Certificate of Incorporation issued by the ROC and Articles of Association should be submitted.
- The Bidder should be Net profit earning organization in each of the last three Financial years (2018-19, 2019-20 & 2020-21).
- The Bidder should not have been blacklisted currently by any Government Dept. / PSU / Banks. (undertaking to the effect as per Annexure-II to be submitted)
- The Annual turnover should be more than Rs.45 crores for each of the last three Financial years (2018-19, 2019-20 & 2020-21).
- The Bidder should have implemented proposed Enterprise Document Management System (EDMS) in a minimum two Scheduled Commercial Bank/ Financial Institutions/ Government Organizations in India within last three years, with more than 10000 Active users in each of the implementations as on the date of the issue of tender. (Satisfactory letter issued by the organization should be submitted).
- The bidder should be an Original Equipment Manufacturer (OEM) or Authorized partner/reseller for EDMS being quoted in the bid. (MAF to be submitted as per Annexure-VI).
- The bidder should have service center in Chennai. The Postal Address of the service center along with proof of address should be provided with the bid.

2) Scope of the Project

1. Supply, installation, configuration and maintenance of Enterprise DMS solution including enterprise license with unlimited users and scanning stations.
2. Document types, data fields for Indexing to be identified for branches, Inspection Centers, Administrative Offices (CO, HO, KMO, ZOs, FGMOs etc.) with the help of SPOCs identified by Bank.
3. Scanning Templates to be configured for above document types with required data fields.
4. Following environments to be configured for DMS at Bank's premises:
 - a)Production b)Disaster Recovery c)UAT d)Development
5. Creation of scanning templates & Data Class for each section
6. Integration of DMS solution with CAPC, CPPC, DAMC, LLMS etc.
7. Migration of already scanned documents from current DMS solution to the new solution.
8. Configuration of text search functionality in scanned documents.



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9. Documents already scanned to be integrated/migrated and are to be made available for retrieval by required users through new software.
10. Solution will be integrated with Bank's exiting applications viz. eNote and eDak (on Sharepoint platform).
11. Provide 2 weeks of end user training for:
 - a. Scanning and uploading of documents with data fields/ indexing
 - b. Retrieval of documents
 - c. Other DMS functionality.
12. Provide Onsite support of 2 no. of L1 resources, 1 no. of L2 Resource and 2 no. of developers (total 5) in general shift on all bank working days post go-live till contract period.

3) Scope of Facility Management Services (Indicative):

The bidder has to provide Facility Management services at Bank's locations or any other location where centralized operation is proposed in future by deploying the professionals to support for managing and maintaining the solution mentioned in this RFP. The Scope of FMS includes (but not limited to) the following:

1. The Onsite resource will be responsible for the complete end-to-end project management, installation, configuration, monitoring, patch management, VA/PT closure until project tenure.
2. The Onsite resource will be responsible for maintenance, configuration & updation of Middleware, Databases and any other software required for EDMS solution.
3. Facility management Support team shall publish reports to the Bank team/management as per defined frequency but minimum once in a week regarding real time factual status of all IT assets and uptime of the solution as per Service Level Agreement.
4. The Onsite resource will be responsible for User and access management. Change of users department, role, Access etc.
5. Defining backup and archival policy for EDMS and taking periodical backups in accordance with Bank's Document retention policy.
6. Submission of periodical reports on the performance of the proposed Solution and its reviews. Preparation and submission of other MIS related work assigned by the Bank.
7. Redesigning of the solution for optimal output of the solution in interest of the Bank.
8. Configuration changes in EDMS by following Change Request procedures.
9. Designing new templates/workflows as required from time to time.
10. Applying minor/major software updates and upgrades when same are available from the OEM after testing the same in UAT environment.
11. FMS Team shall obtain the necessary approval from the Bank for downtime, if required, for the patches or software upgrades implementation.
12. FMS Team shall plan "Schedule shutdown of production system", if required, and inform users



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- proactively and implement the patch upgrades immediately.
13. FMS Team shall follow up and coordinate with OEM other support vendors for patch deployment.
 14. Root Cause Analysis (RCA) of the incidents and reporting of Security incidents.
 15. Prepare and maintain Standard Operating Procedure (SOP) document pertaining to the services/Operations.
 16. The Bidder shall optimize existing processes and recommend changes for optimal functioning of Solution, in-tune with best practices and audit compliance.
 17. Quality service delivery to match the uptime / SLA.
 18. Facility management is required during standard working hours on all Bank working days.
 19. Onsite team management.
 20. SLA Maintenance / Management, monthly Uptime reports, utilization reports & interface utilization / reporting of the solution.
 21. The bidder shall provide backup resources in case any of the project member avails leave. However, the bidder's service delivery team will be entirely responsible for team deployment, SLA monitoring, task delegation, workload distribution and team size.
 22. In case of exigency, support arrangements should be available during off-hours as a part of the crisis / incident management process.
 23. Coordinate with all the teams for follow-up for open tickets & activities.
 24. Resolving technical issues & lodge tickets with OEM, have follow-up for pending calls.
 25. Identify and implement best practices / configurations on solutions under their purview.
 26. The Bank may also reduce the manpower requirements during the project duration if workloads reduce due to any reason.
 27. In case of absence of a production support engineer, it is the responsibility of the vendor to provide equivalent skilled resources onsite for the above-mentioned scope of work. Failure may attract penalties.
 28. Post implementation - Transition plan, takeover process from project team and coordination with all the stakeholders.
 29. Do periodic preventive health check / version upgrades for solutions under their purview.
 30. Monitor server/storage utilizations and inform the concerned teams for suitable action if required.
 31. Providing service metrics to help assess how effective operations are running.
 32. The bidder will follow and comply with the procedures and policies, applicable to the scope of work mentioned above laid down by the Bank vide IS Security Policy, IT Policy and other Bank policies from time to time and also extend full cooperation to the auditors designated

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by the Bank.

33. The bidder / deputed personnel at Indian Bank will inform the Bank about any correspondence with external entities pertaining to any point mentioned in the scope of work above.
34. All the onsite FMS resources deputed at the bank should have a Police verification report. The bidder needs to submit the Police Verification report of FMS resources along with all documents at the time of joining the onsite FMS team.
35. The Facility Management charges shall be paid by the bank in quarterly in arrears within thirty (30) days from the date submission of invoice after completion of respective period, subject to satisfactory services rendered from the date of installation, commissioning and acceptance of the system at the rates quoted in the price schedule.
36. Bank at its discretion can terminate the FMS contract in whole or as part thereof with the bidder and discontinue the same without citing any reason by giving 90 days' notice and applicable amount, on a pro-rata basis, for the service rendered shall be payable.
37. The engineers to be deputed will be interviewed by Indian Bank officials prior to deputation. If not found as per Banks' requirement, Bank will not permit the deployment of such resource(s).
38. The deputed personnel should be prepared to work for extended hours in case of need.
39. The deputed personnel should abide by timings of the Bank.
40. The bidder needs to deploy manpower within 6 weeks from the date of Purchase Order for implementation, and deploy manpower at least 1 week before (planned) go-live for maintenance of the deployed infrastructure (warranty period).
41. The members of the on-site team should be provided with mobile phones by the vendor and the details like Name, Address (Inclusive of Residential Telephone Number (Residential), Mobile Number should be provided to the Bank.
42. Name of emergency contact personnel with relationship and Telephone number should be provided to the Bank.
43. Disability if any or suffering for any disease should be informed to the Bank in advance.
44. The on-site team shall maintain an attendance register and the same should be sent monthly to the Bank.
45. The on-site team shall not be changed without prior approval from the Bank and adequate notice (minimum one month for L1, two months for L2 & Developer). Any resigned resource of the on-site team should not be relieved before giving suitable replacement.
46. The bidder must ensure one month's notice or relevant notice as mentioned by the Bank with proper handover for any change of manpower pertaining to project manager profile.
47. If the engineer is found to be not qualified / suitable / his performance is not satisfactory, the vendor will have to replace the engineer within 45 days of written communication from the Bank regarding the same.
48. The cost agreed upon for the resource will be fixed for the period of 5 years and purchase



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order will be issued based on the requirement of the bank. However, charges for onsite resources will be applicable from the date of acceptance/Project Sign off the solution of the bank.

49. Bank may take additional resource/s as per fixed price through this RFP process.
50. The Support should include advising & helping the bank in implementing controls for the risk advised by bank information security dept./regulators/Govt. of India.
51. Support has to cover to solve day-to-day issue while using the proposed solution in our environment like resolving the issues related to incident, security threat, updates, daily updates, product related issues and any other issues to the bank as per SOW/SLA at no extra cost.
52. The bidder shall be responsible for providing the resolution of the issues and implementation of the same to resolve the issue. If the issue requires OEMs technical person's/product developer's etc intervention, bidder has to take up suitability with the appropriate level at OEM and obtain the solution and implement it for the resolution of the issue.

FMS Educational Qualifications, Experience, Eligibility Criteria and Team Composition:

FMS Requirement for Enterprise Document Management System:		
Location	Number of Resources Solution	Desired qualification & Experience
IB Head Office	<p>Required resources:</p> <ol style="list-style-type: none"> i) Two L1 resource are required on Bank working days ii) One L2 resource is required on Bank working days iii) Two Developers are required on Bank working days 	<p>Level 1 (L1): Should be Science Graduate (IT / Computer/Electronics), preferably, be BE/B. Tech/B Sc. with minimum 3 years' experience in Information technology field and minimum 1 year of hand-on experience in the management of Proposed solution. He/ She should be having OEM certification for the proposed solution as part of this RFP</p> <p>Level 2 (L2): Should be Science Graduate (IT/ Computer), preferably, be BE/B. Tech/MCA with minimum 5 years' experience in Information technology field and minimum 3 years of hand-on experience in the management of Proposed solution. He/ She should be having OEM certification for the proposed solution.</p> <p>Developer: Should be Science Graduate (IT / Computer/Electronics), preferably, be BE/B. Tech/B Sc. with minimum 3 years' experience in Development Experience on proposed solution. He/ She should be having OEM certification for the proposed solution as part of this RFP</p>

4) Project milestone and time line

- Software licenses should be delivered within 2 weeks from the date of issue of Purchase Order.
- Requirement gathering and preparation of Software Requirement Specification (SRS) should be completed within 6 weeks from date of issue of Purchase order.
- The Enterprise Document Management System should be installed and configured within 12 weeks from the date of signing of SRS document.

5) Deliverables in Implementation:

1. Bank intends to procure the EDMS solution along with installation, configuration, commissioning, maintenance, monitoring & management based on the Bank's requirement as stated in the RFP. The bidder shall install, configure, commission and maintain the proposed solution as per RFP terms and condition. The bidder/SI shall provide Implementation Plan with OEM Implementation in the centralised locations.
2. Design, deploy & validation of solutions as per OEM best practices & recommended architecture for Indian Bank locations in Chennai (DC) and Mumbai (DR) to be delivered by the OEM only.
3. The bidder shall provide complete services for the solution under the scope including installation, implementation, integration, management, maintenance, support, audit compliance and knowledge transfer.
4. The scope of the services and maintenance is to be provided for a period of Five (5) years from after implementation (sign-off) of solution.
5. The bidder/SI shall ensure that during various phases of implementation, the performance, security, network availability, etc. of the existing network setup must not be compromised.
6. The bidder shall prepare the SOPs (Standard Operating Procedures) with periodical review as per industry practices and regulatory guidelines. The drafted SOPs shall be submitted to the Bank for its review and Approval.
7. The bidders shall also provide the following documents as part of the deliverables of the project.
 - a. Original manuals of all proposed hardware/software/applications
 - b. Standard Operating Procedures
 - c. Installation & Technical Configuration Documents
 - d. Network & Security Design Documents (Will be approved by the Bank)
 - e. Troubleshooting Manual
 - f. Executive summary report for the project to the management
 - g. Functional and operational requirements
 - h. Project design/plan
 - i. Product description
 - j. Guidance for best practices, implementation guidelines
 - k. User acceptance test plan, if any.
 - l. Training materials.
8. The OEM shall implement all the functionalities proposed in the technical specifications & demonstrate the same to the Bank team for complete sign off the solution.
9. The bidder/SI must provide an alert service for any problems with the service being unavailable. This can be in the form of SMS / E-Mails and should be sent to all concerned in the escalation matrix. The bidder should integrate with the Bank's SMS

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System / Email Service for sharing the alerts /email with the respective Team as per escalation matrix on a proactive basis.

10. The proposed solution shall integrate with Existing Microsoft Active Directory for all authentication mechanism for the users.
11. All user account management activity should be logged and recorded at one place.
12. Every access control related event should be logged and recorded.
13. Logs should be generated in standard formats so that the same can be analysed using popular log analyser tools.
14. The software must be scalable to support 20,000 Concurrent users and 40,000 user profiles.
15. The Bidder has to provide complete support for end-to-end installation, implementation and maintenance of the proposed solution during the project tenure and bidder will be responsible for attending complaints during bank working hours or as per the working timings decided by the bank.
16. The bidder will also provide suitable on-site technical staff to supplement the efforts of the on-site support resources during emergencies / contingencies, which might impact the systems, systems and services, covered under this scope.
17. During the contract, the bidder and its employees shall at all the times comply with & abide by the security policy of the bank, as the same may be applicable to or in respect of the works and the provisions of the contract.
18. Confidentiality of the network setup, configurations and all related details including the addressing scheme etc. shall not be disclosed by the vendor to any third parties or persons (except to vendor's own employees and that too only to those employees or representatives who need to know the same).

6) Warranty

- The Supplier warrants that the Goods supplied under the Contract are new, unused, of the most recent or current models and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Supplier further warrants that all Goods supplied under this Contract shall have no defect arising from design, materials or workmanship (except when the design and / or material is required by the Bank's Specifications) or from any act or omission of the Supplier, that may develop under normal use of the supplied Goods in the conditions prevailing in the country of final destination.
- This onsite comprehensive warranty with 24 * 7 support shall remain valid for 12 months after the Goods & Services have been installed and commissioned as given in this RFP. Necessary documents should be provided for back to back support from respective OEMs. The Bank shall promptly notify the Supplier in writing/by mail of any claims arising under this warranty. Upon receipt of such notice, the Supplier shall with all reasonable speed, repair or replace the defective Goods or parts thereof, without cost to the Bank. All the supplied Hardware and software have to be covered under back to back support from the respective OEMs for the full contract period.
- After completion of warranty period of One Year, Four years AMC/ATS will be entered as per prices quoted by bidder.
- However, Bank has the right to go into AMC agreement with other vendors.

7) Scope under AMC (Annual Maintenance/Technical Contract)

The bidder shall ensure all kinds of maintenance, deployment, re-deployment of Solution under RFP scope, at central Site. No additional charges shall be payable for redesigning / re-deployment or maintenance of solution at any or all endpoints including DC and DR sites of the Bank ordered from time to time. The bidder shall ensure all activities pertaining to continuity of the smooth running of the solution as part of AMC/ATS without any extra cost to the Bank.

The AMC /ATS Support services include (but not limited to) the following:

1. Onsite Comprehensive maintenance of all applicable products, services, modules and accessories on yearly basis and sensitization of the end user for avoiding upcoming hazards on a regular basis. The vendor shall share the preventive maintenance reports in digital form/soft copy and hard copies shall, on demand by the bank. If any part / items / accessories of the delivered products are found non-working / defective (due to whatsoever reason) during preventive maintenance, the Vendor at no extra cost to the Bank will replace it. The PM reports of the delivered products shall be duly recorded in two copies and produced as and when required.
2. The ATS/AMC support for the respective Solution should include the following:
 - a. All minor and major version upgrades during the period of contract at no extra cost.
 - b. Program updates patches, fixes and critical security alerts as required.
 - c. Documentation updates.
3. Call basis Support for Solution related malfunctions, configuration as defined in SLAs and ability to log requests online. If required, engineer may have to visit the site for resolution of the issue.
4. Providing software upgrades in time for the devices supplied by the Vendor from the Original Equipment Manufacturer (OEM).
5. During AMC, it will be mandatory on the part of the supplier to attend and resolve breakdown calls if any, as per the parameters/ time-frame defined in the "Service Level Agreement". The Vendor shall be responsible for non-compliance of SLA, due to delayed replacement of defective equipment /faulty parts/ software upgrades.
6. The Bank may procure & install new component(s) as a part of up gradation of existing system. In such cases, the original solution (less new components) will continue to be governed by the AMC agreement and the new component(s) procured shall be covered under AMC on expiry of warranty period.
7. The Vendor will have to handover the system in 100% working condition on termination or at the end of the contract. Any breakdown call that has been reported before termination of the contract shall have to be corrected by the Vendor before handing over to Bank.
8. AMC contract can be extended at the discretion of the bank at the same rates after the expiry of the contract period.
9. The Bank can terminate the AMC contract with the supplier of the solution/ product and discontinue the same due to performance issues by giving 90 days' notice.

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10. Payment of support will be done as per calculation of the uptime, which is mentioned in the related clause.
11. The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Supplier's maintenance engineers to report to the installations after a request call / fax / e-mail is made or letter is written) shall not exceed 4 (Four) hours.
12. The Supplier shall ensure that faults and failures intimated by the Bank as above are set right within 4 hours of being informed of the same.

8) Place of Delivery

All software licenses to be delivered to purchases.itd@indianbank.co.in

Physical copies to be delivered to:
Indian Bank Head Office,
ITD, 2nd Floor.
No.66, Rajaji Salai, Chennai 01

9) Period of Validity of Bids

Bids should remain valid for the period of 180 days after the last date for submission of bid prescribed by the Bank. A bid valid for a shorter period shall be rejected by the Bank as non-responsive. Bank may seek extension of bid validity period, if required.

10) Payment Terms

A. Software License and AMC Cost:

- **On Delivery:**
Eighty (80) % of the price of the Enterprise Document Management System on delivery of the software licenses. Payment will be made within 30 days of submission of Invoice copy and Proof of delivery.
- **On Installation:**
Twenty (20) % of the price of the Enterprise Document Management System will be paid on successful completion of installation & configuration. Payment will be made within 30 days of submission of Invoice and Sign-off report.
- **Subsequent AMC Payment**
Subsequent AMC Payment from 2nd till 5th year for EDMS licenses will be made annually in advance.

B. Implementation Cost:

- **SRS Sign-Off:**
Twenty (20) % of the Implementation cost. Payment will be made within 30 days of submission of Invoice copy and Signed SRS document.
- **UAT Sign-Off:**
Thirty (30) % of the Implementation cost. Payment will be made within 30 days of submission of Invoice and UAT Sign-off report.
- **Go-Live:**
Fifty (45) % of the Implementation cost. Payment will be made within 30 days of submission of Invoice and Go-live report.
- **Conducting Successful DR Drill:**



Ten (5) % of the Implementation cost. Payment will be made within 30 days of submission of Invoice and DR Drill report.

C. Onsite Support/Facility Management Services:

- The Facility Management charges shall be paid by the bank quarterly in arrears within thirty (30) days from the date of submission of invoice after completion of respective period after deducting the applicable pro-rata amount of absent/deficit resources. The payment will be subjected to satisfactory services rendered from the date of commencement of services and acceptance of the support system at the rates quoted in the price schedule.
- The start date of FMS will be calculated from the date of deployment of resources at the central site as per project and Go-Live of EDMS Solution.

Note:

1. TDS will be deducted for the payment, if applicable.
2. All payments will be released within 30 days from the date of receipt of invoice subject to submission of proof and other related documents. Vendor has to submit the invoices, milestone sign-off & other documents required for release of payment.
3. Bank reserves the right to renew the AMC for the software from the OEM through other vendor or the same vendor (successful bidder) at mutually agreed rate after contract period.
4. The Bank shall have the right to withhold any payment due to the supplier, in case of delays or defaults on the part of the supplier. Such withholding of payment shall not amount to a default on the part of the Bank. If any of the items/ activities as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the cost of such items and professional fees quoted by the supplier in the price bid against such activity / item.

11) Service Level Agreement (SLA)

The successful bidder is bound and to comply the Service Levels as described below:

1. The successful bidder shall have to enter into "Service Levels Agreement" having all terms and conditions of this RFP to maintain uptime and provide the service support and onsite support during the entire contract period.
2. Both the bidder and OEM will be totally responsible for the maintenance, configuration and fault free operations of supplied Solution and its maintenance during the warranty and post warranty (AMC/ATS period) period.
3. Any technical glitch/ issue in installed solution (EDMS) should be attended on priority and should be covered under warranty/AMC.
4. The bidder has to maintain a guaranteed minimum uptime of 99% for EDMS solutions supplied under this RFP to avoid any business disruption due to breakdown of system or degraded performance impacting business or unavailability of data. The calculation of uptime will be on a monthly basis.
5. The issue/ break down message may be communicated by the Bank team by way over phone / email/ call logging.
6. For penalty calculation, the total time elapsed between the intimation of break down message from Bank side to the vendor and receipt of rectification message from the bidder to Bank side will be considered.

7. During the warranty period, the penalty will be deducted in FMS payment. In case, Bank is unable to adjust penalty in FMS payment, the Bank at its discretion may invoke the Performance Bank Guarantee (PBG) to deduct the penalty amount.
8. Post warranty period, the penalty will be deducted in FMS/AMC/ATS payment. In case, the Bank is unable to adjust penalty in FMS/AMC/ATS payment, the Bank at its discretion may invoke the Performance Bank Guarantee (PBG) to deduct the penalty amount.
9. If the support services are not provided on 24*7 basis and/or satisfactory services are not provided, the Bank with its discretion may reject the proposal / terminate the contract, without assigning any reason.
10. The bidder is required to mandatorily conduct quarterly preventive and breakdown maintenance activities to ensure (without any impact on day to day operations) to maintain uptime of 99% uptime on monthly basis covering 24*7*365 days.
11. For calculation of uptime (penalty), planned/ scheduled down time will be exempted. Bank will pay the bidder after deducting the calculated penalty from the payable amount.
12. If the bidder, having been notified, fails to remedy the defect(s) within the 4 hours' time duration from the incident, the Bank may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights, which the Bank may have against the supplier under the Contract.
13. For any infrastructure related issues (CPU/Memory/Storage utilization etc.) which are not in scope of the bidder, Onsite resources to inform the Bank immediately and co-ordinate with concerned team/vendor for resolving the same.

Service Area	Service Level	Penalty
Availability Management		
Uptime of the solution for High availability setup	Uptime % of application calculated on monthly basis for each solution.	Penalty shall be applicable in % (as mentioned below) of monthly contract value. If the uptime is below 98%, the Bank shall have full right to terminate the contract with the Bidder.
	99% to 100%	NA
	Below to 99%	1 % deduction of monthly contract value for the solution for every reduction in uptime by 0.5 % in uptime. Uptime shall be calculated monthly
Manpower Management		
Manpower Services	The bidder has to provide experienced manpower at Bank premises as per RFP. Any gap will attract penalties.	The Bank shall impose penalty of 5% of FMS charges payable to the absent resource for that month for each day of the absence.
	In case the onsite resources go on leave/	

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	absent, replacements having equivalent or more experienced and qualification has to be arranged by the bidder to ensure regular functioning of the bank operation. Incase replacements are not arranged, bank shall pay only the proportionate amount of onsite resource charges during the month	
Closure of VA / PT, and SCD Points on all / Software/ Middleware	All identified vulnerabilities over underlying hardware / software / Middleware to be patched as per respective OEM recommendations. Failure to close these calls within timelines will attract penalties based on criticality of calls. 1.Critical Category-7 Days 2.High Category-15 Days 3.Medium - 30 Days 4.Low - 60 Days	<p>For breaches for timelines under Critical & High Category</p> <p>– Penalty of Rs.300 per day per vulnerability for delay in mitigation/ fixing vulnerabilities.</p> <p>For breaches for timelines under Medium Category –</p> <p>Penalty of Rs.200 per day per vulnerability for delay in mitigation/ fixing vulnerabilities.</p> <p>For breaches for timelines under Low Category –</p> <p>Penalty of Rs.100 per day per vulnerability for delay in mitigation/ fixing vulnerabilities.</p>

12) Delays in the Supplier's Performance

- Delivery of the Goods and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Purchaser in the Schedule of Requirements.
- If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Supplier shall promptly notify the Purchaser in writing of the fact of the delay, it's likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Supplier's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

13) Jurisdiction and Applicable Law

The Contract shall be interpreted in accordance with the laws of India. Any dispute arising out of this contract will be under the jurisdiction of Courts of Law in Chennai.

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Compliance with labour and tax laws, etc. will be the responsibility of the service provider at their cost.

14) Liquidated Damages

If the Supplier fails to deliver/install any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.50% of the Invoice price of Goods & services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10%. If the goods are not delivered/installed in time, the Bank may consider termination of the contract.

15) Bank's right to accept or reject any bid or all bids

- The Bank reserves the right to accept or reject any bid / all bids or annul the bidding process at any time prior to awarding contract, without thereby incurring any liability to the affected Bidder or Bidders.
- Bank reserves the right to modify the terms and conditions of this RFP duly informing the same before due date of the RFP.

16) Performance Security

- a. Within 15 (fifteen) days of the acceptance of purchase order issued for the project by the Bank, the successful Bidder shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the Bidding Documents (format to be included in Bid Document) for 3% of the amount of contract valid for a period of Sixty-Nine months (with further one-month claim period), in the form of a Bank Guarantee, in the format enclosed **(Annexure-IV)**.
- b. The performance security submitted by the supplier shall be invoked by the Bank as compensation for any loss resulting from the Supplier's failure in completing their obligations under the Contract.
- c. The performance security will be discharged by the Bank and returned to the Successful bidder not later than thirty (30) days following the date of completion of the Successful bidder's performance obligations under the Contract.
- d. Failure of the successful Bidder to comply with the requirement of signing of contract and performance Security shall constitute sufficient grounds for annulment of the award and forfeiture of the bid security, in which event the Bank may call for new bids.

17) Negotiation

Bank reserves the right to negotiate the L1 Price quoted by the vendors under exceptional circumstances.

18) Limitation of Liability

Supplier's aggregate liability under the contract shall be limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender.

This limit shall not apply to third party claims for



- a. IP Infringement indemnity
- b. Bodily injury (including Death) and damage to real property and tangible property caused by vendor/s' gross negligence. If a third party asserts a claim against bank that a vendor product acquired under the agreement infringes a patent or copy right, vendor should defend bank against that claim and pay amounts finally awarded by a court against bank or included in a settlement approved by vendor.

For (a) and (b) above, the liability is limited to the Compensation awarded by court of law.

19) Indemnity Clause

If at the time of the supplying, installing the equipment in terms of the present contract/order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the supplier shall indemnify the Bank and keep it indemnified on that behalf.

20) Disclaimer

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

This RFP is not an agreement by the Authority to the prospective Bidders or any other person. All such costs and expenses will remain with the Bidder and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

The information contained in this RFP document or any information provided subsequently to Bidder(s) whether verbally or in documentary form by or on behalf of the Bank, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

This is not an offer by the Bank but only an invitation to bid in the selection process



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initiated by the Bank. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is executed by the duly authorized signatory of the Bank and the Bidder.

16) Patent Rights

The Supplier shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof.

17) IT Act 2000

The equipment's to be quoted as per this tender should comply with the requirements under Information Technology Act 2000 and subsequent amendments and related Government/Reserve Bank India guidelines issued from time to time.

18) Intellectual Property Rights

Notwithstanding the disclosure of any confidential information by the disclosing party to the receiving party, the disclosing party shall retain title and all intellectual property and proprietary rights in the confidential information. No license under any trademark, patent or copyright or application for same which are or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.

Bidder warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever.

In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; [b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed product.

The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.

The bidder acknowledges that business logics, work flows, delegation and decision making processes of Bank are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors.

19) Acceptance of Purchase Order

Successful Bidder has to submit the acceptance of the purchase order within 7 days from the issue of Purchase order, duly signed by the authorized signatory.

20) Signing of Contract Form, NDA and SLA

Within fifteen (15) days of Purchase Order, the successful bidder shall sign the contract form (**Annexure-III**), Non-Disclosure Agreement (**Annexure-IX**) and Service Level Agreement (**Annexure-VIII**) and return it to the Bank. Integrity pact executed between the Bank and successful bidder(s) is deemed to be a part of the contract.

21) Settlement of Disputes

- a. If any dispute or difference of any kind whatsoever shall arise between the Bank and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.
- b. If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the Bank or the supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.
- c. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract.
- d. Arbitration proceedings shall be conducted in accordance with the following rules of procedure.

The dispute resolution mechanism to be applied shall be as follows:

- (a) In case of dispute or difference arising between the Purchaser and a Supplier relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Purchaser and the Supplier; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the presiding Arbitrator, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which shall be final and binding on the parties.
- (b) If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.
- (c) Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

- (d) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.
- (e) Where the value of the contract is Rs. 10 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator shall be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian Banks' Association.
- (f) Notwithstanding any reference to arbitration herein,
- the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and
 - the Bank shall pay the supplier any monies due to the supplier.

Submitting to arbitration may be considered as an additional remedy and it does not preclude Parties to seek redressal/other legal recourse.

22) Right to Alter Quantities

The Bank may at its discretion,

- a) Increase the requirement up to 10% at the time of placing order with vendor and, Or
- b) Decrease the requirement up to 10% at the time of placing order with vendor
- c) Repeat order can be placed within 1 year from the date of last supply date of original purchase order subject to no downward trend in prices and the cumulative repeat order quantity should not exceed more than 100% of original quantity as mentioned in original purchase order.

23) Applicable Law

Laws of India and any other guidelines having the force of law in India will be applicable.

24) Authorization Letter from OEM

The bidder has to obtain and submit Authorization letter from Original Equipment Manufacturer (OEM) as per **Annexure-VI**. If bidder is OEM and they quote their own product, then MAF (Manufacturer's Authorization Form) need not be submitted.

25) Coverage of All Banks Under The EPF & MP Act 1952

The successful bidder shall be solely responsible for compliance to provisions of various labour. Industrial and any other laws applicable and all statutory obligations, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to services engineers deployed. The Bank shall have no liability in this regard.

The Successful bidder has to submit attendance, salary, appointment letters etc. of all the outsourced employees for any type of services engaged either through contractors or directly. If engaged through contractors, list of all the contractors engaged for any/all services and whether the said contractors are covered independently under the EPF & MP Act 1952 is to be submitted. The agreement of contracts with the contractors, the PF code number of the contractors, if covered, the

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attendance of the contract employees, the remitted PF challan with the ECR should be submitted.

26) Exit Requirements

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

27) Termination for Convenience

Bank, by 90 days written notice sent to the Successful bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the bank's convenience, the extent to which performance of the Successful bidder under the Contract is terminated, and the date upon which such termination becomes effective.

The Equipments that are delivered in working condition and ready for deployment as on date of service provider's receipt of notice of termination shall be accepted by the bank at the Contract terms and prices.

28) Termination for Default

The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Supplier, may terminate this Contract in whole or in part:

- if the successful bidder fails to deliver any or all of the Goods and Services within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser;
- if the successful bidder fails to perform any other obligation(s) under the Contract.
- If the successful bidder, in the judgement of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

- In case of successful Bidders revoking or cancelling their Bid or varying any of the terms in regard thereof without the consent of the Bank in writing.

'For the purpose of this clause:

"corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

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

In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

29) Force Majeure

The Successful bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond reasonable control of the Successful bidder and not involving the Successful bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, acts of the Central/State government, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes. Delay by sub suppliers of vendor to Vendor will not be considered as cause of force Majeure.

If a Force Majeure situation arises, the Successful bidder shall promptly notify the Bank in writing of such condition and the cause thereof but in any case not later than 10 (Ten) days from the moment of their beginning. Unless otherwise directed by the Bank in writing, the Successful bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received or complete transition / handover to the in-coming Vendor / Service Provider.

30) Confidentiality

The supplier/ selected bidder will be exposed to internal business information of the Bank, affiliates, and / or business partners by virtue of the contracted activities. The Bidder / their employees shall treat all data & information collected from the Bank during the project in strict confidence. The Bank is expected to do the same in respect of Bidder provided data / information. **After termination of the contract also supplier/ selected bidder shall not divulge any data / information.**

The supplier will have to enter into a Non Disclosure agreement (**Annexure-IX**) with the Bank to safeguard the confidentiality of the Bank's business information, legacy applications and data.

The selected bidder and its employees either during the term or after the expiration of this contract shall not disclose any proprietary or confidential information relating to the project, the services, this contract, or the business or operations without the prior written consent of the Bank.

The selected Bidder and its employees shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards



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

31) Negligence

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

32) Assignment

If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the obligations of the Service Provider under this RFP. In such case, decision of the new entity will be binding on the successful bidder.

33) Use of Contract Documents and Information

The Selected bidder shall not, without the Purchaser's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Purchaser in connection therewith, to any person other than a person employed/authorized by the Selected bidder in the performance of the Contract. Disclosure to any such employed/authorized person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

The Selected bidder shall not, without the Purchaser's prior written consent, make use of any document or information pertaining to this contract except for purposes of performing the Contract.

34) Integrity Pact

Bidders shall submit Integrity Pact (IP) along with the technical bid as per **Annexure-VII** of the RFP. Integrity Pact is an agreement between the prospective bidders and the buyer committing the persons/officials of both the parties not to exercise any corrupt influence on any aspect of the contract. Any violation of the

terms of Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings.

The integrity pact begins when both parties have legally signed it. Integrity Pact with the successful bidder(s) will be valid till 12 months after the last payment made under the contract. Integrity Pact with the unsuccessful bidders will be valid 6 months after the contract is awarded to the successful bidder.

35) Adoption of Integrity Pact

- The Pact essentially envisages an agreement between the prospective bidders and the Bank, committing the persons /officials of both sides, not to resort to any corrupt practices in any aspect/ stage of the contract.
- Only those bidders, who commit themselves to the above pact with the Bank, shall be considered eligible for participate in the bidding process.
- The Bidders shall submit signed Pre Contract integrity pact as per the **Annexure-VII**. Those Bids which are not containing the above are liable for rejection.
- Foreign Bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principles or associates.
- Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.
- Integrity Pact in respect this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form the part of the Contract Agreement till the conclusion of the contract i.e. the final payment or the duration of the Warranty /Guarantee/AMC if contracted whichever is later.
- Integrity Pact, in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- Integrity pact shall be signed by the person who is authorized to sign the Bid.
- The Name and Contact details of the Independent External Monitor (IEM) nominated by the Bank are as under:

1. Shri. Brahm Dutt, IAS (Retd) Email: dutt.brahm@gmail.com
2. Shri. Girraj Prasad Gupta, ICAS (Retd) Email: gpgupta1804@gmail.com

- Change of law / policy / circular relating to Integrity Pact vitiate this agreement accordingly with immediate effect on written intimation.
- Any violation of Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings, as per the existing provisions of GFR, 2017, PC Act, 1988 or other Financial Rules as may be applicable to the organization concerned.

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36) Other Terms & Conditions:

1. The bidder/SI shall include licenses for all components and subcomponents of the proposed solution like software licenses, Database licenses (other than Oracle DB) and any other licenses required for commissioning of the solution as per RFP Terms and conditions.
2. The bidder/SI shall adhere to the Service Level Agreements (SLA) and regular monitoring and reporting it to the bank.
3. The proposed solution deployment should be compliant with Bank's IT and Cyber policies, internal guidelines, regulatory standards and countrywide regulations and laws from time to time.
4. The bidder/SI should follow a standard process to ensure that proposed solution meets functional, security performance and regulatory requirements of the bank.
5. The bidder/SI shall confirm the integrity of the software supplied i.e. the software is free from bugs, malware, covert channels in code etc. and Software Integrity certificate should be submitted to the bank as per given format.
6. All the industry standard protocols for functioning, detection of risks, mitigation should be supported and complied by the respective solution.
7. Solution shall have centralized architecture with web or Graphical User Interface (GUI) based dashboard console to monitor, reporting, notification, maintaining and policy push for the registered users centrally.
8. The bidder/SI must have an arrangement with the OEM such that the bidder/ Bank' SI/ Bank should be able to log a call with the OEM directly.
9. The bidder should have a 24x7x365 days support contact center in order to log the calls. The contact center numbers should be provided to the Bank along with the escalation matrix mentioning the contact person's name, number and designation in the company.
10. In case if the proposed solution is declared end of life/end of support during the contract period, the bidder/SI shall do up gradation or replacement and implementation of the solution without any cost to the bank.
11. The services/ solutions offered should be modular, scalable both horizontally & vertically, and should be able to address Bank's requirements during the period of contract and even beyond future license figures given.
12. If the solution is not performing as per scope and specifications in this RFP, the bidder shall upgrade/ enhance the solution or put additional services and reconfigure the system without any extra cost to the bank until the required performance is achieved.
13. The hardware (including OS) and network infrastructure required for setting up the solution is under the ambit of Bank, the bidder/SI to provide sizing as per requirement given in the RFP.
14. Bank will provide the required licenses of the Oracle database and Weblogic for the proposed deployment. In case of requirement of any other DB & Middleware the



Solution provider to provide the necessary licenses to the Bank as part of the solution.

37) General Terms

- The relationship between the Bank and Successful Bidder is on principal to principal basis. Nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship or principal and agent or master and servant or employer and employee between the Bank and Successful Bidder/s hereto or any affiliates or subsidiaries thereof or to provide any party with the right, power or authority, whether express or implied to create any such duty or obligation on behalf of the other party.
- Successful bidder/Service Provider shall be the principal employer of the employees, agents, contractors, subcontractors etc., engaged by the successful bidder/Service Provider and shall be vicariously liable for all the acts, deeds, matters or things, of such persons whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by the successful bidder/Service Provider, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, contractors, subcontractors etc., of the successful bidder/Service Provider shall be paid by the successful bidder/Service Provider alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the successful bidder's/Service Provider's employees, agents, contractors, subcontractors etc. The Successful Bidder/Service Provider shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of Successful Bidder/Service Provider's employees, agents, contractors, subcontractors etc.
- The cost of preparing the proposal including visit / visits to the Bank by the bidder is not reimbursable.
- All pages of the Bid Document, Clarifications/Amendments if any should be signed by the Authorized Signatory (POA proof to be submitted). A certificate of authorization should also be attached along with the bid.
- The Bank is not bound to accept any of the proposals submitted and the Bank has the right to reject any/all proposal/s or cancel the tender without assigning any reason therefore.
- Detailed documentation of installation and configuration has to be provided after successful installation.
- The service provider has to provide details of single point of contact viz. name, designation, address, e-mail address, telephone/mobile no., fax no. etc.
- Performance issues to be solved by the supplier without any additional cost to the bank.
- Call logging facility to be made available on 24*7 basis.

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- Software Version /Edition of the quoted solution should be furnished.
- Quoted solution should not go End-of-Sale or End-of-Support in next five years. Solution roadmap to be provided for the same.

**SECTION-IV
INSTRUCTIONS TO BIDDERS FOR E-TENDERING**

1. GENERAL

These Instructions for e-Tendering supplement other terms and conditions of this tender.

2. INSTRUCTIONS

2.1. RULES FOR WEB PORTAL ACCESS

1. Bidder should be in possession of Digital Certificate in the name of company/bidder with capability of signing and encryption for participating in the e-tender. Bidders may use Digital Certificates issued in the name of individuals upon submission of authorization certificate from the company for the same to the e-tendering service provider and prior approval from Bank officials. Bidders are advised to verify their digital certificates with the service provider at least two days before due date of submission and confirm back to Bank.
2. e-tendering will be conducted on a specific web portal website - <https://www.tenderwizard.in/indianbank> meant for this purpose with the help of the Service Provider identified by the Bank as detailed above.
3. Bidders will participate in e-tendering event from their own office/place of their choice. Internet connectivity/browser settings and other paraphernalia requirements shall have to be ensured by Bidder themselves.
4. In the event of failure of power & internet connectivity (due to any reason whatsoever it may be) at bidder end either the service provider or Bank is not responsible.
5. In order to ward-off such contingent situation, Bidders are advised to make all the necessary arrangements/alternatives such as back-up power supply, connectivity whatever required so that they are able to circumvent such situation and still be able to participate in the e-Tendering process successfully.
6. However, the Bidders are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.
7. Failure of power at the premises of bidders during the e-Tendering cannot be the cause for not participating in the e-Tendering.
8. On account of this, the time for the e-tendering cannot be extended and Bank is not responsible for such eventualities.
9. Bank and/or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of e-tendering irrespective of the cause.
10. Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission

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of bids, being declared a holiday/strike for the bank, e-tendering website will receive the bids up to the appointed time as mentioned in point no. 3 of schedule, however physical documents, to be submitted offline, can be submitted on the next working day up to 03.00 PM on next working day. Extension/ advancement of submission date and time will be at the sole discretion of the Bank.

11. However, during the submission of bid, if any bidder faces technical issues and was unable to submit the bid, in such case the Bank reserves its right to grant extension for bid submission by verifying the merits of the case and after checking necessary details from Service Provider.

2.2. REGISTRATION

To use the Bank's e-tendering Portal (<https://www.tenderwizard.in/indianbank>), bidder needs to register on the e-tendering portal. The bidder should visit the home-page of the portal and to the Portal Enrolment for new bidder link.

The following steps are to be followed during the registration process

- a) Fill all the relevant and requisite details to complete the Enrolment form provided in the Bank's e- tendering portal
- b) Upload the scan copy of the PAN Card and GST Registration certificate
- c) Acknowledgement copy will be generated with user id & password & the same will be sent to their registered email id.
- d) After verification by department/service provider, the id will be activated.
- e) At the first login, DSC details will be automatically captured by the system.
- f) Clarification/ Amendments and Extension of last date of bid submission (if any) will be uploaded in the e-tendering portal under Corrigendum/ Amendment.

Training to the Bidder for participating in the reverse auction & support required if any for online bid submission through e-tendering Website will be provided by the service provider M/s. Antares Systems Limited.

Note: Please contact M/s. Antares Systems Limited's support desk (as given below), to get your registration accepted/activated and for further clarifications.

Support Desk Contact Details

M/s. Antares Systems Limited
#24, Sudha Complex, 3rd Stage, 4th Block
Basaveshwaranagar, Bangalore – 560 079.
Support Contact No. 080-40482100, 99432 77499, 89519 44383
Support Email: gunaseelan.m@antaressystems.com

2.3. SUBMISSION OF BIDS THROUGH E-TENDERING PORTAL

The Bid documents, to be uploaded as part of online bid submission, are as follows:

- a. Eligibility Criteria, along with all supporting documents required.
- b. All Annexure as per this tender on Bidder's letter head with authorizing person's signature and Bidder seal on all pages.
- c. All supporting documents and product literature in support of Technical specifications.



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- d. Relevant brochures
- e. Compliance to Technical Specifications as per Technical Bid.
- f. Any other information sought by the Bank with relevant to this tender

Bidder should upload all the copies of relevant documents without fail in support of their bid and as per the instructions given in tender documents. If the files to be uploaded are in PDF format, ensure to upload it in "Searchable" PDF Format. After filling data in predefined forms bidders need to click on final submission link to submit their encrypted bid.

Please take care to scan documents so that total size of documents to be uploaded remains minimum. **All documentation evidence provided to the Bank shall be in PDF Format. The Scanned Documents shall be OCR enabled for facilitating "search" on the scanned document.** Utmost care may be taken to name the files/documents to be uploaded on e-tendering portal.

2.4. BID RELATED INFORMATION

Bidders must ensure that all documents uploaded on e-tendering portal as files or zipped folders, contain valid files and are not corrupt or damaged due to any processing at bidder PC system like zipping etc. It shall be the responsibility of bidder themselves for proper extractability of uploaded zipped files.

Any error/virus creeping into files/folder from client end PC system cannot be monitored by e-tender software/server and will be bidder's responsibility only.

2.5. OFFLINE SUBMISSIONS

In addition to uploading the documents in our e-Tendering portal, Bidders should also submit the following in a sealed envelope, super scribing with the tender Reference number, due date, Name of the Bidder, etc.

- a) DD towards Cost of bid document (Bidders may also remit the amount in the account number mentioned in Schedule 8)
- b) Bid Security
- c) Integrity Pact

Note: Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for Cost of Bid document.

The bidder is requested to submit the original documents in a Sealed Envelope on or before **11.04.2022, 01.00 PM** to the address mentioned under schedule 3 of this tender. The envelope shall be super scribed as "**Request for Proposal for Supply, installation, configuration and maintenance of Enterprise Document Management System (EDMS)**" and the words 'DO NOT OPEN BEFORE (11.04.2022 at 01.30 PM)'.

2.6. OTHER INSTRUCTIONS

For further instructions like system requirements and manuals, the bidder should visit the e-tendering portal (<https://www.tenderwizard.in/indianbank>), click on System Requirement Manual/ User Manual.



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The following 'Four Key Instructions' for bidders must be assiduously adhered to

- a.** Obtain individual Digital Signing Certificate (DSC or DC) well in advance before tender submission deadline on e-tendering portal.
- b.** Register your organization on e-tendering portal well in advance before tender submission deadline on e-tendering portal
- c.** Get your organization's concerned executives trained on e-tendering portal well in advance before tender submission deadline on e-tendering portal
- d.** Submit your bids well in advance of tender submission deadline on e-tendering portal (Bank will not be responsible any problem arising out of internet connectivity issues).

Note: While the first three instructions mentioned above are especially relevant to first-time users of the e-tendering portal, the fourth instruction is relevant at all times.

SECTION-V

PART I - Functional and Technical Requirements

Date:

The Asst. General Manager
CO: Information Technology Department
Indian Bank
254-260 Avvai Shanmugam Salai
Chennai 600 014.

Dear Sir,

Sub: Request for Proposal for Supply, installation, configuration and maintenance of Enterprise Document Management System (EDMS).

Ref: Your RFP No. CO/ITD/3369/R1/2021-22 dated 21.03.2022

Referring to your above RFP, we submit the compliance details of the specifications given below:

Functional specifications:

Feature Status	Short	Remarks
Readily Available	A	The feature is already supported and included in the Solution (3 Marks shall be allotted)
Customization	C	Can be developed / customized and delivered along with the Solution, prior to implementation at no extra cost. (1 Mark shall be allotted)
Not Available / Not Supported	N	This feature is neither supported nor available with this Solution. (No Mark shall be allotted)

Qualifying Marks: Bidder has to obtain minimum 80% marks in EDMS functional specifications.

S No.	Description	Readily Available (A)/ Customization (C)/ Available(N)	Remarks with reference to Technical Proposal
1.	Scanning/Document Capture		
1.1.	System should be able to capture Paper (scan), documents, Photos, Email, Documents in electronic soft form but not limited to (pdf, txt, xls, xlsx, doc, docx ppt, picture files, TIFF, JPEG, GIF, even Zip Files, video files, any large files)		
1.2.	Ability to scan the incoming physical transactional documents.		
1.3.	Ability to scan documents at remote locations and allow processing of the transactions at any other office.		
1.4.	Facility to enhance the quality of scanned image and perform quality check.		

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1.5.	Ability to scan with a single click option, instead of selecting multiple, sequential options.		
1.6.	Ability to crop signature from the scanned documents. Option should be available to pre-define a cropping area from standard format of documents.		
1.7.	Ability to route the cropped signature portion of the document alone to the live server & directly route the complete document to the archival database.		
1.8.	Ability to share documents scanned across several branches / offices / departments.		
1.9.	Ability to check the quality of the scanned image and make corrections/ adjustments to improve the quality of the scanned image.		
1.10.	The solution shall support temporarily storing the scanned images locally in secured manner before uploading to the central server.		
1.11.	Ability to support quick scanning and indexing of bulk documents. Scanning through browser plug-in.		
1.12.	Ability to support Web based scanning.		
1.13.	The Capture product should also be supported on thick client.		
1.14.	Ability to support automatic cropping / masking of whole/any part of the document. This ability should be user defined and also document wise.		
1.15.	It should be possible to scan and upload documents including pictures and images. Such document may be uploaded directly from third party premises over the web or from the branch/office of the organization.		
1.16.	It should be possible to set up and track both mandatory and non- mandatory documents.		
1.17.	Document types need to be pre-defined and prioritized as a product / line of business / transaction type / workflow.		
1.18.	Document types need to be tagged into categories like "Mandatory / Optional", "Original / Copy / Authorized copy", etc.		
1.19.	Categorization of scanned images as different documents like application form, Supporting documents, Field report etc. with scope for rectification at a later stage.		
1.20.	Facility to scan multiple pages into batches (files), creating multiple transaction workflows and addition/ deletion of pages within each batches at a later stage.		
1.21.	System should support scanning of the document in Black & White / Colour as per user requirement.		
1.22.	Ability to support standard Image Operations such as skew, despeckle, rotate, invert, zoom-in/ zoom-out, zoom percentage etc. without any impact on the readability of the document.		
1.23.	Ability to handle variety of paper sizes.		
1.24.	Ability to support duplex scanning of documents i.e.		

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	both sides of a two-sided document to be scanned in a single pass.		
1.25.	Ability to support multiple scan stations.		
1.26.	Ability to support any scanner available in the market (preferably TWAIN/ISIS/WIA compliant).		
1.27.	The capture product must be able to support both centralized and distributed capture environments.		
1.28.	The capture product must internally provide image clean-up filters (image rotation, straightening, colour adjustment, page separation, image alignment, deskew, noise reduction, de-speckling, noise removal, de-skewing, half tone removal, border removal, cropping, barcode recognition, QR code, smoothing, erosion and dilation of images etc.). No separate Hardware or third party software should be required for above mentioned features.		
1.29.	Automatic image quality assurance module must be available within the product like deskew, noise removal, orientation so that the image can be flagged if it fails the configured threshold for manual attention. This should be configurable.		
1.30.	The system shall support the facility of Image guided Data Entry which enables easy Data Entry highlighting the appropriate indexed fields on the form.		
1.31.	Intelligent Document Classification - System should support classification of scanning images with different types of documents. Document names to be configurable.		
1.32.	System shall support the ability of automatically learning without requiring unusual operator input and manual project updates.		
1.33.	Automatic segregation of batch of dockets based on Barcode, QR code, Blank page, Fixed page and auto Form recognition.		
1.34.	For Browser based scanning, deploy scanning interface with zero permanent install at scanning machine and provide true central deployment, control and governance.		
1.35.	Ability to Scan and Index documents using a Browser with or without installing a Scan Client locally, the Scan command on Web Browser (Internet Explorer, Google Chrome, Mozilla, etc) should start Scanning on the Scanner.		
1.36.	Ability to maintain the Deployment of Scanning software in a Central Server and Access the Scanning Software using Web Browser.		
1.37.	Ability to Upgrade Scan Client Centrally, no need to upgrade or install new Software versions every time on local machines		
1.38.	Ability to provide warning to the User, if the quality of scanned image is not upto the standards.		
1.39.	System shall support default upload of scanned documents without any manual intervention by the		

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	users.		
1.40.	System shall support identification of duplicate transactions being scanned, based on pre-defined parameters.		
1.41.	System should integrate with TWAIN, ISIS and WIA complaint scanners		
1.42.	System should have facility to integrate with ESP (e-Sign service provider)/ USB DSC.		
1.43.	The proposed solution should not have any limitation of number of business processes which can be implemented through proposed solution		
1.44.	System shall support default upload of scanned documents without any manual intervention by the users, even in cases where network bandwidth goes below par, system should automatically use the appropriate compression / optimisation techniques to complete the process.		
2.	Indexing		
2.1.	All incoming documents should be indexed.		
2.2.	System generated documents should be indexed automatically by the system without any user intervention.		
2.3.	Ability to tag scanned images of documents or soft copies of relevant documents to the transactions in the Core systems.		
2.4.	Ability to Manual/Automatic Indexing using Barcode, QR Code, OCR, ICR, MICR, CSV data from other applications.		
2.5.	The system should allow for documents to be catalogued based on predefined document types, e.g. document type can be drivers license, proposal forms etc. The system should facilitate linking of a catalogued document to multiple contacts, products, transactions – e.g. drivers license should be attachable to a policy as well as any claims which may be lodged.		
2.6.	Ability to support automated creation of document database indexes (e.g. through barcoding, etc.).		
2.7.	Ability to allow users to customize database and indexing parameters (e.g. users can create index fields based on customer name, customer number, etc.,).		
2.8.	Ability to allow documents to be moved from one folder to another and re-indexed without re-scanning.		
2.9.	Ability to provide for index processing to be performed while other stations are actively searching, viewing, scanning and editing.		
2.10.	Ability to provide facility to set particular fields as mandatory or unique.		
2.11.	Ability to support Automatic full text indexing for Text search.		
2.12.	Ability to provide for multiple indexes for different types of documents.		

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2.13.	Ability to provide for user- defined indexes for easy search and retrieval of files and folders.		
2.14.	Ability to provide for filing and Indexing of documents for quick retrieval.		
2.15.	Ability to provide facility to add keywords with documents to act as quick reference for the documents.		
2.16.	The Capture product should support Indexing at multiple levels – Batch Level Indexing, Folder Level Indexing, Document Level Indexing		
2.17.	System should support Auto Indexing, Manual Indexing and Real-time indexing.		
2.18.	Full text search should support Boolean, proximity, wildcard and phrase search		
2.19.	Search within a search must be possible and Provide ability to store frequently used searches as Save Searches		
3.	Character Recognition		
3.1.	The software solution should support feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field.		
3.2.	Solution must provide recognition capabilities through OCR (Optical Character Recognition) and ICR (Intelligent Character Recognition)		
3.3.	The Scanning product should have inbuilt capability to do a full page OCR/ICR and also convert the images to searchable forms like Searchable PDF.		
3.4.	Support to capture all the relevant information from the documents using AI/ML features along with a feature to highlight the intelligently captured data to do a re-check by the bank user		
4.	Mobility		
4.1.	Mobile Application for Workflow and DMS should support leading mobile platforms Android & iOS. Platform should be able to integrate with existing internet/mobile app using SDK, WebView or any other mode of integration		
4.2.	Mobility Solution must have necessary in-built compression technology for compression of captured contents.		
4.3.	The scanning software should be able to import new documents through mobile device and associate key metadata (indexes).		
4.4.	Solution should support associating metadata both to records and folders and Metadata should support data types like String, Integer, Float, date etc		
5.	Reporting and Audit Trail		
5.1.	Provide for a report generation facility that would generate reports specific to user requirements.		
5.2.	System should also generate all reports required for statutory, regulatory or audit purpose.		

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5.3.	Provide for a flexible and powerful Report Writer capable of producing ad- hoc and periodical reports.		
5.4.	Facilitate generation of report on screen, print, file, optical disk, tape etc.		
5.5.	Provide user friendly interface for viewing, extraction, printing of all reports.		
5.6.	Support generation of consolidated (allowing drill-down) reports across organization hierarchy/ structure.		
5.7.	Provide for generating reports across multiple financial periods for any entity within the organization hierarchy.		
5.8.	Provide for flexible designing of reports including formats for totals, sub-totals, running totals, etc.		
5.9.	Enable user to insert comments in the structure of all user-defined reports.		
5.10.	Enable users to prepare new reports by using existing reports as models.		
5.11.	Enable report writer to link up to ('call up') other reports.		
5.12.	The DMS solution must be able to send print jobs to network printers and to print from individual printers attached to workstations, subject to proper authentications.		
5.13.	Should use a variety of page display methods and support user in moving through document in variety of ways, such as: display pages one at a time, multiple pages on screen at once, select desired page easily, go to first/last page. Facility to traverse to next page/previous page or specific page, bookmark for viewing multi page documents.		
5.14.	Support for annotations like highlighting, marking text, underlining, pointing arrows, putting sticky notes on documents, and support for text and image stamps		
5.15.	System must support the ability to define dashboards for each type of user		
5.16.	Capability to generate Digitally signed / Encrypted MIS in any format i.e. csv, xls, XML, pdf, xps etc		
5.17.	The system shall be able to automatically record an audit trail of events under the control of the system, storing information about: <ul style="list-style-type: none"> Action which is being carried out The object(s) to which the action is being applied The user carrying out the action The date and time of the event 		
5.18.	The system shall support Audit-trails at user levels.		
5.19.	The system shall provide facility to generate Audit trails on separate actions, and between specific date/ times.		
5.20.	The system shall give flexibility to administrator to do selective logging, i.e. suspend and resume audit trail 'generation for specific system and user		

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	activities.		
5.21.	The system shall track and record information about events in the audit trail without manual intervention, 'once the audit trail facility has been activated.		
5.22.	The application shall log all the actions done by individual users with user name, date and time and the 'administrator shall be able to generate detailed audit logs and history of the process instance.		
5.23.	The system shall ensure that audit trail data cannot be modified in any way, or any part of the data be 'deleted by any user, including an Administrator.		
5.24.	The system should allow the extent of audit trail tracking and recording to be configurable, so that an Administrator can select the events for which information is automatically recorded.		
5.25.	The system shall ensure that the selection for audit trail tracking, and all later changes to it, are also recorded in the audit trail.		
5.26.	The system shall ensure that audit trail data is available for inspection on request, so that a specific event can be identified and all related data made accessible, and that this can be achieved by authorized external.		
5.27.	The system shall maintain a log of failed attempts to log- on to the system.		
5.28.	The system shall be capable of producing ad hoc reports selecting all relevant information trail for: Actions carried out by a specified user, or group of users, during a specified date and Actions carried out on a specified folder, or group of folders, during a specified date and Actions carried out on a specified record, during a specified date and time period.		
6.	Administration		
6.1.	The system shall support web-based administration module for the complete management of system.		
6.2.	The Admin module shall support Users/ Groups/ Role definition and granting Access Rights to them and set password expiries.		
6.3.	The Admin module shall provide easy to use interface for index structure definition that can be used by different users.		
6.4.	The Admin module shall provide interface for purging old audit trails and do selective logging, i.e. select the 'system or application features for, which the audit trails have to be generated.		
7.	Document Viewing, Search & Retrieval		
7.1.	Ability to support for viewing Image/ other documents.		
7.2.	Ability to support for viewing documents in non-native application.		
7.3.	Ability to provide facility of capturing text, graphic and image annotations with features like highlighting, marking text, underlining, image		

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	stamps etc. on document pages.		
7.4.	Ability to support automatic stamping of annotations with user name, date and time of putting annotations. The system shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations.		
7.5.	Ability to provide for securing annotations for selective users/selective types of documents.		
7.6.	Ability to facilitate zoom- in/zoom-out, zoom percentage and Zoom lens to zoom in on a part of image and other image operations like Invert, rotate etc.		
7.7.	Ability to support taking print outs with or without annotations.		
7.8.	Linking of Documents for cross-referencing related documents.		
7.9.	Facility to share documents/images from DMS to the company's website and vice versa.		
7.10.	In-built viewer to support viewing of PDF and other electronic files and also support Annotations & content search on PDF and other electronic files.		
7.11.	Ability to support searching of text documents based on user-input character strings, keywords, etc.		
7.12.	Ability to support search queries using Boolean operators (e.g. AND, OR and NOT, wildcard) and fuzzy text search.		
7.13.	Ability to allow a search of documents by text string.		
7.14.	Ability to provide for save and publish common searches for quick access.		
7.15.	Ability to provide for quick search within a saved search.		
7.16.	Ability to provide for use a saved search as a template for similar searches.		
7.17.	Search Criteria should be configurable through a GUI.		
7.18.	The system shall support facility to export results in excel or any other format.		
7.19.	Ability to find any document within the system by: <ul style="list-style-type: none"> • Browsing through folders • Conducting index field searches. • Search basis a word or phrase the document contains • Full text search to find the relevant file • Fuzzy Logic search • Wildcard search • Boolean Operator • Proximity search • Combination of the above 		
7.20.	Ability to highlight searched words/ text		
7.21.	System shall provide the ability to perform federated queries without duplicating source indexes		
7.22.	System must provide open standards based adapter		

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	framework for connecting to information sources		
7.23.	System must provide a graphical and non-proprietary development environment for creation of adapters to information sources		
7.24.	Ability to sort results on multiple parameter		
8.	Document Handling, Delivery & Upload		
8.1.	Ability to provide for Drag and drop interface for move, copy, and delete.		
8.2.	The standard file hierarchy structure of folders and sub- folders (analogous with Windows) to allow users and groups of users to manage and organize their documents. Bidder to state any limitations to the number of folder, subfolder levels.		
8.3.	Drag and drop multiple documents.		
8.4.	Context menus to provide quick access to common actions.		
8.5.	Should support Single document upload (optimized for larger files)		
8.6.	Should support Web-based multi-file upload		
8.7.	Should support Multiple file download feature		
8.8.	Detailed document id card showing all Relevant information		
8.9.	Should support associated content (parent, child, peer, forms, projects)		
8.10.	Should provide document export utility		
8.11.	Should support unlimited custom fields (document meta-data)		
8.12.	Should support Custom field types (text, date, numeric, and drop down etc.)		
8.13.	Should support Record retention rules		
8.14.	Role-based security with inheritance.		
8.15.	Should have detailed audit history		
8.16.	Developer/ administrator access to all document capabilities.		
8.17.	Send documents as links or attachments.		
8.18.	Email dynamic links to documents (latest rev returned).		
8.19.	Email subscriptions to notify changes.		
8.20.	Document status: draft, pending approval, released.		
8.21.	Ability to modify document identifiers if needed.		
8.22.	Facilitate and track comment threads.		
8.23.	Management of record retention and deletion schedules.		
8.24.	Support a "drag and drop" method for uploading the documents in the system		

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8.25.	Should provide ability to define retention schedules and holds		
8.26.	The Document management feature shall support multiple document delivery methodologies.		
8.27.	The system shall allow users to download documents through HTTPS depending upon the access rights.		
8.28.	The system shall support for Print/Mail/Fax of documents.		
8.29.	Easy to print by page or by document object.		
8.30.	Supports remote print/fax services.		
8.31.	Supports common SMTP- based mail systems in secure.		
8.32.	Ability to define the rules and requirements for data validation and checks of file before upload.		
8.33.	Application should perform a virus/ malware/ integrity check on all the uploaded files before uploading the files onto the server.		
8.34.	Ability to define file formats (for upload, download, online, comma separator, control totals, etc.)		
8.35.	Provide file/information download facility based on rules.		
8.36.	Upload facility for various functions should be configurable.		
8.37.	System should support bulk upload of document to target folders in the DMS along with indexing capability		
9.	Storage		
9.1.	Ability to store all scanned documents in logical folders, so that they can be referred to and accessed easily in secure manner.		
9.2.	Ability to compress the uploaded documents using the best compression technology without compromising on the quality of the documents to optimize bandwidth utilization, storage capacity and performance of the overall solution.		
9.3.	The solution should have the capability to compress the document set/ file from the source and decompress the document set/ file at the destination for bandwidth optimization.		
9.4.	The solution should support usage of repositories in combination <ul style="list-style-type: none"> • File Systems • Content management system • Databases • Data Warehouse 		
9.5.	Ability to store data for deleted documents separately		
10.	Version Management		
10.1.	Version control for tracking document revisions.		
10.2.	Image and electronic document versions, version		

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	comments.		
10.3.	Check-In and Checkout support for collaborative working on documents.		
10.4.	Capability to version metadata associated with documents must also be provided.		
10.5.	System must provide capability to archive older versions of the documents.		
11.	Retention & Archival		
11.1.	Ability to configure custom policies for record retention and archival requirements.		
11.2.	Ability to archive contents and documents.		
12.	Workflow		
12.1.	User interface with well- defined layout, graphics and optimal functions on screen		
12.2.	Guided data entry & split- screen facility should be available to view and/or edit the data entered against the scanned copy of the document		
12.3.	Split data entry should be available; the transaction should be processed with an entry of partial but mandatory data. However the workflow can be complete only on capturing of complete data		
12.4.	The solution should provide a graphical interpretation of the processes being executed by the users (for completion status, current actor details, aging of file/ document at a particular step).		
12.5.	The solution should have web and multi-channel support with forms, portlets, and rich user interfaces, 'leveraging personalization.		
12.6.	The solution should have multi-channel support may include mobile phone, smart phone, wireless notebooks, tablets,		
12.7.	The solution should have responsive UI that adapts dynamically to device form factor, ideally using a singular model for all form factors.		
12.8.	The solution should ensure separation of power user and professional developer features; wizard-like assists for power users.		
12.9.	The solution should allow notifications to be role-based or by specific names.		
12.10	Solution must support Low Code/No Code configuration of UI		
13.	Forms		
13.1.	The solution should allow to design custom forms that can be attached to one or more stages of workflow and allow processing of forms.		
13.2.	The solution should allow to define text boxes, combo boxes, radio buttons, Drop down, etc. while creating custom forms.		
13.3.	The solution should support field level calculations at form level		
14.	Task Management		

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14.1.	The solution should allow specific users to define tasks for individual or group of users with deadlines.		
14.2.	The solution should allow users to define checklists for individual stage/ whole process with option to make particular checklist items as mandatory. The solution should not enforce any limit on the number of documents in the checklist.		
14.3.	The solution should have the capability to raise triggers as per the checklist/ corresponding validations on checklist items.		
14.4.	The solution should have the capability to send email and SMS notifications to users when the user is/ has not logged into the system.		
14.5.	The solution should have the capability to send automatic reminders and alarms to concerned users for delegated tasks (through email/ SMS, etc.)		
14.6.	The solution should allow definition of audit stages to audit the work of users. The users should be able to define percentage of work to be audited on the basis of which, random instances should be picked up and sent to auditing supervisor.		
14.7.	The solution should allow the users to route/ re-route the jobs to one or more users by job and by users (e.g. in case of users on long leave, resignation, etc.).		
14.8.	The solution should have the capability to automatically route temporary jobs to one or more other users (e.g. temporary covering of duties).		
14.9.	The solution should support automatic initiation on the basis of incoming emails with email as an attachment.		
15.	Escalation/ Exception Management		
15.1.	The solution should have the capability to define multi- level escalation matrix.		
15.2.	The solution should have the capability to define deadlines to individual work stages and escalation to respective or group of individuals, if a desired action/ instance is not processed in pre-defined timeframe.		
15.3.	The solution should provide facility to define multi-level escalations on the basis of deadlines, i.e. Level 1 escalation after specified time and Level 2 escalation after specified time.		
15.4.	The solution should have the facility to raise custom triggers using, but not limited to, Email, Fax, SMS, etc. for escalations.		
15.5.	The solution should have the capability to define holidays and working hours and the escalations and reminders that should be raised on the basis of this, e.g. if the escalation time is set for 2 days and there is a Sunday (or any other holiday) in between then it should not be included.		
16.	Process Management		

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16.1.	The solution should support complete administration through a web browser interface (Microsoft Edge, Google Chrome, Mozilla, etc).		
16.2.	The solution should allow administrators to suspend, resume and control various processes from the same interface.		
16.3.	The solution should maintain an audit trail to capture history of all transactions performed on the solution.		
16.4.	The solution should allow to define turnaround time for the complete process and also for the individual work stages for efficient monitoring.		
16.5.	The solution should support functionality of processes to be invoked as a sub-process of another process.		
16.6.	The process definitions created in the system should be platform independent.		
16.7.	The solution should provide flexibility to make versions/ modifications to an existing process through a simple configuration without any additional programming.		
16.8.	The system shall support integration with email servers.		
16.9.	The system shall provide fully functional APIs for integration.		
16.10	The system shall support Web based interfaces.		
16.11	The system should support complete workflow functionality, providing process and data monitoring at the server level. Enterprise application integration is used to link different applications. Business intelligence, with rule structures, integrates information warehouses and provides utilities that assist users in their work.		
16.12	System should support bulk creation of cases		
17.	Workflow Orchestration		
17.1.	System should conform to industry workflow standards.		
17.2.	System should be able to deal with exceptions when these occur by changing business conditions.		
17.3.	The system shall have a workflow engine to support all types of document routing mechanisms like 'sequential, parallel, management hierarchy, ad-hoc routing, etc.		
17.4.	System should allow administrators to suspend, resume and control various processes from the same 'interface.		
17.5.	System should support a web based GUI through which workflows can be graphically designed by authorized users.		
17.6.	The solution should allow the user to act upon, forward, return or complete items in a workflow.		
17.7.	The solution should provide support for referring work- items to other users outside the pre-defined route.		

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17.8.	The solution should be capable to generate time based/ event based reminders on different parameters.		
17.9.	The workflow shall allow multi-step approval routing.		
17.10	The system shall allow workflow roles to be configurable and assignment of roles to user profiles shall be done by authorized users (administrators) only. Multiple user roles shall be supported.		
17.11	All workflow queues should be based on First In First Out (FIFO) logic. Ability to modify the priority queue based on custom defined priority logic should be available.		
17.12	Ability to return a workflow item to any previous process within the workflow		
17.13	Parallel processing should be available in certain workflows		
17.14	Create Ad-hoc or predefined routes for automatic document routing on sequential/ parallel routes. This must be offered as a base and standard product.		
17.15	Facility of attaching documents and folders in work items		
17.16	Support for referring Work-items to other users outside the pre-defined route		
17.17	Provision of putting shared and secured notes for collaborative working on Work items		
17.18	The workflow system shall provide a universal Messaging adaptor to enable it to interface with open, message-based integration standards such as JMS, Web Services, XML, HTTPS and SMTP		
17.19	System shall provide out of the box workflow reporting tool with the ability to add bank logo		
17.20	Ability to configure each step such that triggers (to send notifications through email/sms) can be created at any step		
17.21	Any step in the workflow should be capable of interacting with external applications. Each step should also have the ability to accept feeds through external applications		
17.22	Ability to trigger a process /workflow based on incoming SMS/ E-mail from the Customer		
17.23	The solution should have a library of Banking industry specific process workflows which can be reused for the bank leading to faster implementation of identified processes at the bank. Bidder to list all the reusable banking industry specific processes available.		
18.	Process Modelling		
18.1.	Platform to support no code/low code capabilities		
18.2.	Support Modelling notations - BPMN / BPMN 2.0		

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18.3.	Support intuitive drag-and- drop process mapping		
18.4.	Design, model and automate business process with no additional coding requirements		
18.5.	Ability to version changes and retain multiple versions that may be used in production simultaneously		
18.6.	The process modeler in the solution should also allow to design/ modify complex rules and conditions for workflow routing (using drag and drop facilities and no programming/ coding).		
18.7.	The solution should have the facility to copy and paste work steps along with all its properties.		
18.8.	The solution should have the facility to define documents viewed and to be attached at each step in a process.		
18.9.	The solution should allow to design properties for each work stage like default document view, form view or Exception view, etc.		
18.10	The solution should support the capture of a standard case process, including its graphical representation in a case folder.		
18.11	The solution should allow the user/ process modeler to configure alerts basis required parameters.		
19.	Record Management System/ Space Management System		
19.1.	The system should be certified to Record Management standard like DoD 5015.02 or equivalent standard.		
19.2.	Solution should include Records Management component to comply with regulatory and legal policies for long-term archival of content.		
19.3.	Solution should manage lifecycle of documents through record retention, storage, retrieval and destruction policies.		
19.4.	Solution should support managing and tracking of physical location of documents		
19.5.	Solution should have facility to export / import electronic record with metadata in XML format		
19.6.	Solution should provide the configurable capability of record classification as per the record keeping structure (File Plan) of department.		
19.7.	Solution should have a provision to define physical location of record management facility		
19.8.	Solution should have a facility to define disposition schedule / policies for record		
19.9.	Solution should provide the capability for only authorized individuals to view, create, edit, and delete disposition schedule components of record		

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	categories. The complete schedules would be as per the organizational policies.		
19.10	Solution should have a provision to move & track a record among users within office/across locations		
19.11	When record is moved out of the facility, system should have a capability to capture the transport / courier detail		
19.12	<p>Solution should provide report on the Records in the selected file plan component such as such as number of records present, number of record folder, Record creation date etc.</p> <ul style="list-style-type: none"> • Report on activities of the selected user • Report on the Request/Return activities • Report on overdue items • Report on items borrowed • Reports on records, whose retention period are getting over in specified time • Reports on disposition schedule 		
19.13	The record management system should allow mapping of physical record location with the box in the system.		
19.14	The RMS system shall allow assignment of box storage locations in advance or on-the-fly.		
19.15	<p>The system shall provide a graphical representation of the record center with at least the following information:</p> <ul style="list-style-type: none"> • Total number of units • Total number of racks/shelves • Occupied space • Available space 		
19.16	The system should displays the quantitative data corresponding to the physical storage space.		
19.17	The system should display the numbers assigned to each shelf corresponding to the physical storage space.		
19.18	The system should distinguish the empty space and available space by highlighting in different color.		
19.19	The graphical visualization of record room shall be configurable as per the available infrastructure of the record room.		
19.20	The graphical representation should provide space view for both the front and back of a rack.		
19.21	The graphical representation should present the data pertaining to the record room space with option for configuring additional information.		

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19.22	The system should allow bar code to be generated with information of physical location.		
19.23	The space management component shall be accessible to the record manager role users only.		
19.24	The system should allow record manager to manage records from a central location with a single interface.		
19.25	RMS should have the capability for defining the barcode policy definition based on given below parameters: <ul style="list-style-type: none"> • Office/Warehouse Code • Unit Code • Rack Code • Shelf Code 		
19.26	Generation of barcode in given below format: <Office Code><Unit Code><Rack Code><Shelf Code> (In Selected Color Code)		
19.27	Selection of color code for different categories of barcode: <ul style="list-style-type: none"> • Red • Green • Yellow • Blue 		
19.28	Linking of barcodes with the barcode field for: <ul style="list-style-type: none"> • Filepart • Box 		
19.29	Generation of barcode in PDF Format in printable format i.e. Barcode Stickers etc.		
19.30	Capability for viewing the barcodes in printable formats		
20.	User Access Management, Authentication and Administration		
20.1.	The system shall support definition of Users, Groups and Roles relation in the system		
20.2.	The system shall support access permissions on Folders, documents and object level		
20.3.	The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download)		
20.4.	The system shall support system privileges like Create/Delete Users, Define indexes.		
20.5.	The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database		
20.6.	Provision for password expiry and management: <ul style="list-style-type: none"> • The system should have a question / answer along with the password reset before activating the reset password • The system should force change of password 		

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	on first time login, first time login post reset		
20.7.	Ability of the system to allow the user to define password policies for accessing the system. The minimum password policies to be defined are: <ul style="list-style-type: none"> • Minimum Password Length • Maximum Password Length • Alpha numeric combination of password • Compulsory use of special characters • Minimum password age • Password expiry period • Repeat passwords etc. 		
20.8.	Ability of the application to integrate RBAC (Role Based Access Control) and ACL(Access Control List) matrix as defined to restrict access of documents to authorized individuals		
20.9.	The application should lock the session after a specified number of authentication failures.		
20.10	Access restriction on the data based on the users hierarchy and the role (Product, Lines of business, Office etc.)		
20.11	Users management (on Server for centralized application) should be available to Administrator(s).		
20.12	There should be comprehensive User management system. It should be able to create different levels of users with different powers. There should be templates for a group of users such as Administrators, Branch managers, Regional managers and Head Office. System should facilitate the creation of different levels of users and assigning different levels rights. There should be provision for disabling a user temporarily or on permanent basis.		
20.13	Provide ability for administrators to archive and backup content.		
20.14	Administration services such as archiving and removal, configuration migration, audit trails and system reports, and back-up and recovery capabilities are available for all content management applications, using one Web-based user interface.		
20.15	Provide the ability for admin to override & release the lock on the checked-out content		
20.16	System Shall support <ul style="list-style-type: none"> • 10000 concurrency • 2 seconds benchmark for document retrieval from repository • Enterprise license with unlimited users • Document compression without compromising quality 		
20.17	Should be Commercial Off the Shelf (COTS) Products and should comply with the following standards <ul style="list-style-type: none"> • LDAP - Light Weight Directory Access Protocol • SOAP - Simple Object-Oriented Access Protocol 		

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	<ul style="list-style-type: none"> • REST- Representational State Transfer (REST) • SHA2 with DSA- Secure Hash Algorithm / Digital Signature Algorithm • TDES - Triple Data Encryption Standards • AES 256 and above • HTTPS with TLS 1.2 and above. 		
20.18	The solution shall allow authorized administrators, developers or business users to request new IT services and manage specific cloud and IT resources, while ensuring compliance with business policies		
20.19	Support for 2FA. It can be either be Biometric/OTP based. Option to be given to Bank to enable/disable the feature as an when required.		
21.	Security		
21.1.	User names and passwords must be hashed or encrypted at storage as well as before passing them over the network for authentication purpose. Encryption should confirm to at least SHA256 and above +Salt		
21.2.	Should support at least 256 bit encryption and above between web browser & web server front end (Internet & Intranet)		
21.3.	Encryption of the repository: support strong encryption of content stored on the file system		
21.4.	DMS platform should control and protect document even after they are retrieved from repository and shared. It should provide some form of Rights Management systems to maintain complete control over access privileges.		
21.5.	System should have ability to dynamically control and manage information security by allowing content owners to decide who gets to view, edit, print or forward emails and documents and who does not.		
21.6.	Proposed system should prevent documents being forwarded to unauthorized persons		
21.7.	Proposed system should provide security to prohibit printing of entire document or selected portion		
21.8.	Proposed system should be able to disable the copy/paste and screen capture capabilities		
21.9.	Proposed system should water mark pages if printing privileges are granted		
21.10	Proposed system should expire or revoke document access at any time		
21.11	System should provide capability to protect the sensitive information's e.g. (any customer related information) that must be shared by email. Information should be protected during both during and after the delivery. Email and attachments should be kept confidential and temper-proof no matter where they are distributed and stored.		

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21.12	Using simple checkboxes, mail sender should be able to determine who gets to read a message, when they can read the message, whether or not they can copy, paste or forward the message. Protected message can have a predetermined expiration date is set, If message sender decides to recall a message, all copies are automatically expired – no matter where they are located (sender and recipient desktops, servers or backup media)		
21.13	Provide the ability to automatically revoke access to documents, emails and attachments at any point, allowing security policies to be enforced whenever content is distributed or stored		
21.14	Should be able to support & implement digital signatures		
21.15	Should support strong authentication technology (2 factor) (Internet & Intranet)		
21.16	Product should support web services standards namely WS* specifications from OASIS and W3C/ REST service with security standards required by bank/RBI.		
21.17	Application should provide role based authorization which should be enforced through proper session management or privilege check for every action		
21.18	The system shall provide support for Active Directory & LDAP support for integrating with directory services		
21.19	The proposed solution should be able to log; <ul style="list-style-type: none"> • All actions taken by any individual with root or administrative privileges. • Access to all audit trails. • All elevation of privileges. • All changes, additions, or deletions to any account with root or administrative privileges. 		
21.20	Solution and Exposed API must adhere to Information Security(IS) requirement/policy of the bank/RBI's security requirements		
21.21	SB must address Common Vulnerabilities and Exposures (CVE), advisories from CERT-IN and IS's Security/audit observations as per the bank's requirement without any additional cost to bank during the course of implementation/ entire contract period		
21.22	Bank has the right to deploy DAM (Database Activity Monitor) solution, PIM (Privileged Identity Management) and SIEM(Security Information and Event Management) , Anti-Virus and another security solutions required the bank in servers in order to comply with bank's policy and applicable regulatory, security advisories guidelines without any additional cost. Bidder must not object these deployment as required by bank citing any other reasons.		
21.23	Must support HTTPS with TLS v1.2 and above (

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	with Strong ciphers - internationally accepted and published security standards that are not deprecated/ demonstrated to be insecure/ vulnerable)		
21.24	Bidder must have escrow agreement with bank as one of the party for all Bespoke Development & customized codes including subcontractor/partner-owned materials and other Third Party Material (if any) incorporated in Bidder's Proprietary Material		
21.25	Solution must adhere to Data localization norms and privacy protection norms as per our bank's Statutory and Regulatory requirements		
21.26	Exposed API must support security standards OAuth / JWT etc as well as adhere to Bank/RBI's security guidelines/policy		
21.27	In case of acquisition/mergers of OEM or SB with other entities, SLA and RFP terms must be adhered by Acquirer till the end of RFP term.		
22.	Platform		
22.1.	The solution proposed by the bidders should be agnostic to the underlying hardware platform (Bidder to provide the list of Hardware platform supported by the solution in their comment box)		
22.2.	The solution proposed by the bidders should be agnostic to the Operating system (Bidder to provide the list of operating system supported by the solution in their comment box).		
22.3.	The solution proposed by the bidders should be compatible with all the virtualization solutions like Vmware, HyperV, Povwer VM, LDOMs, containerizations, etc. (Bidder to provide the list of compatible virtualization solutions supported by the solution in their comment box).		
22.4.	The solution proposed by the bidders should be compatible with most of the middleware applications like Weblogic, IIS, Webshere, etc. (Bidder to provide the list of compatible middleware supported by the solution in their comment box).		
22.5.	The solution proposed by the bidders should be compatible with most of the databases like MS SQL, Oracle, MySQL, etc. (Bidder to provide the list of compatible Databases supported by the solution in their comment box)		
22.6.	The Solution should be deployable both on-premise and Cloud architecture with the adaptability to the on- demand up-scaling and down-scaling and seamless failover movements of the instances.		

Bidders to provide hardware sizing considering following parameters:

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S No.	Description	
1.	Total no. of user profiles to be created in the system	25000
2.	Maximum User Concurrency	40%
3.	No. of Legacy pages to scanned and uploaded in the system	70 Cr.
4.	Daily volume of No. of pages scanned	3 Lakhs
5.	Types of pages	A4, Legal

Note: Above data are approximate and to be used for hardware sizing, License(s) to be provided for unlimited no. of users in Indian Bank.

Bidders to provide detailed write-up on following:

- Overall solution architecture with core functionalities in more details for Scanning, Workflow & Document Management including:
 - Functionality/Business Architecture of Solution.
 - Logical Components in application architecture
 - Technology/ System architecture, platform technology and development framework for customizing applications and interfaces, protocol for integration between Solution and other system.
 - Platform technology for database and data architecture
 - N-tier deployment architecture to provide flexibility and openness ability
 - Map Logical Components in Application architecture with server in deployment model including OS, Middleware, Database, Logical Components.
 - Configuration/ parameterization capabilities of the system. Ease of doing configurations/ parameterization within the system directly by the bank users to reduce the dependency on the Bidder to perform such activities.
- Application architecture with core functionalities in more details for Scanning, workflow & Document Management including:
 - Interaction between logic component, application packages, databases, and middleware systems in terms of functional coverage.
 - The functionality of Document Management System exposed for external consumer as API.
 - Development Framework for application customization
 - UI Designer to create page, layout, form, fragment, widget and also default template
 - Process Modelling Designer to design pool, lanes, gateways, events, etc. complied with BPMN
 - Data Modelling Designer for database, document, content and searching
 - The Bidder should provide details about supported and un-supported browsers
- Integration architecture with core functionalities in more details for Scanning, Workflow & Document Management including:
 - Describe the supported type of integration for Application and Data Integration (real- time, batch, MQ, Web Service, API, ESB etc...)
 - System should support necessary APIs and Web- services for integration to perform functions like search, add, retrieve, delete both documents and folders etc through HTTPS with TLS V1.2 and above.
 - The System shall support message based collaboration based on standard network protocols such as HTTPS, SFTP and SMTP (Secure)
 - The System shall support all SMTP based integration with Email Servers.
 - System should support integration with CAPC, CPPC, DAMC, LLMS, CKYC, CBS, eKYC, Bio-metric, HRMS, Mobile Banking/ Net Banking, Chatbot portal etc. of the Bank.

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- The solution should be capable of being deployed both in centralized as well as decentralized deployment model.
- System Operation functionalities including end to end monitoring of the proposed solution / application through alerts and investigation of problem, issue through audit logs and the archiving/ back-up mechanisms for database and documents repository.

List of deviations from the required specifications:

1)

2)

(If left blank, it is treated that there are no deviations in the compliance of specifications)

We comply with all requirements, specifications, terms and conditions mentioned in the Bid Document except for the deviations mentioned above.

We agree for the time frame for completion of activities as per your above bid.

We agree to the terms of payment mentioned in your bid.

We submit that we shall abide by your terms and conditions governing the quotation.

We submit that the details given above are true to the best of our knowledge.

For

Office Seal
(Authorised Signatory)

Place:

Name:

Date:

Designation:

Mobile No:

Business Address:

Telephone No:

E-mail ID:



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Date: 21.03.2022

PART - II

Commercial Bid (To be submitted after Online Reverse Auction)

The Asst. General Manager
CO: Information Technology Department
Indian Bank
254-260 Avvai Shanmugam Salai
Chennai 600 014.

Dear Sir,

Sub: Request for Proposal for Supply, installation, configuration and maintenance of Enterprise Document Management System (EDMS).

Ref: 1. Your RFP No. CO/ITD/3369/R1/2021-22 dated 21.03.2022
2. Online Reverse Auction Dated _____

Further to the online reverse auction conducted on _____, we submit hereunder the price details as per the specifications given in Part-I.

Perpetual License for EDMS (I) (in Rs., exclusive of Taxes)											
S No	Description	Qty (A)	License Cost/Unit (B)	Total License Cost (C=A*B)	AMC Cost for 1st Year/Unit (D)	AMC Cost for 2nd Year/Unit (E)	AMC Cost for 3rd Year/Unit (F)	AMC Cost for 4th Year/Unit (G)	AMC Cost for 5th Year/Unit (H)	Total AMC Cost for 5 years (I=A*(D+E+F+G+H))	Total Cost for 5 Years (J=C+I)
1	Enterprise DMS License for DC	1									
2	Enterprise DMS License for DR site	1									
3	Any other software required for EDMS implementation*										
Total											

*If Oracle & Weblogic are not supported by the solution, then enterprise edition of Database and Middleware to be quoted by the bidder as part of the solution.

Implementation Cost (II) (in Rs., exclusive of Taxes)			
S No	Description	Quantity	Total Cost
1	Implementation and Configuration Cost	1	
2	Cost of Training as per the Scope of the RFP	1	
Total Implementation Cost			

Onsite Support/FMS Cost (III) (in Rs., exclusive of Taxes)								
S No	Description	No. of Resources*	Cost for 1st Year (A)	Cost for 2nd Year (B)	Cost for 3rd Year (C)	Cost for 4th Year (D)	Cost for 5th Year (E)	Total Cost for 5 Years (F=A+B+C+D+E)
1	L1 support engineer	2						
2	L2 support engineer	1						
3	Developer (for additional customization after implementation)	2						
Total								

*No. of resources can be changed based on Bank's requirement.

Total Cost to be quoted in reverse auction (I+II+III) = Rs.....



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Price is inclusive of all charges but exclusive of GST. TDS if any, will be deducted from the payment.

Total Amount in words: Rupees _____

We submit that we shall abide by the details given above and terms and conditions given in Bid document.

For

(Authorized Signatory)
Office Seal

Name:
Date:
Designation:
Mobile No:
E-mail ID:
Business Address:
Telephone No:
Place:



ANNEXURE -I

1. BID FORM

FORM OF BID

(Bidders are required to furnish the Form of Bid)

Date: _____

To

Indian Bank
Corporate Office,
Information Technology Department
254-260, Avvai Shanmugam Salai,
Royapettah,
Chennai 600 014, India.

Sub: Request for Proposal for Supply, installation, configuration and maintenance of Enterprise Document Management System (EDMS).

Ref: Your RFP No. CO/ITD/3369/R1/2021-22 dated 21.03.2022

Having examined the Bidding Documents including its amendments & clarifications, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to..... (Description of Goods and Services), in conformity with the said Bidding Documents.

We undertake, if our bid is accepted, to deliver the goods & services in accordance with the schedule specified in the Schedule of Requirements.

If our bid is accepted, we will obtain the Guarantee of a Bank in a sum equivalent to 3% of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by this for the bid validity period specified and it shall remain binding upon us and may be accepted at any time before the expiration of that period. We agree to extend the Bid Validity Period, if required.

Until a formal contract is prepared and executed, this bid, together with your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

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



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We confirm that we comply with the qualification criteria of the bidding documents and are submitting proof of the same along with bid.

Dated thisday of2022

Signature

.....
(In the Capacity of)

Duly authorised to sign bid for and on behalf of

(Name & Address of Bidder)

Mobile:

Email



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Annexure -II

SELF DECLARATION – BLACKLISTING

To,
Assistant General Manager
Information Technology Department
Indian Bank, Corporate Office
254-260 Avvai Shanmugam Salai
Royapettah, Chennai- 600 014, India.

Dear Sir,

Sub: Request for Proposal for Supply, installation, configuration and maintenance of Enterprise Document Management System (EDMS).

Ref: Your RFP No. CO/ITD/3369/R1/2021-22 dated 21.03.2022

We hereby certify that; we have not been blacklisted by any Government Dept. / PSU / Banks currently.

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:

Name:



**Annexure-III
CONTRACT FORM**

(To be submitted on Non - Judicial Stamp Paper)

THIS AGREEMENT made theday of.....2022 Between Indian Bank, having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai 600014 (hereinafter "the Purchaser") of the one part and (Name of Supplier) having its Registered Office at (City and Country of Supplier) (hereinafter called "the Supplier") of the other part:

WHEREAS the Purchaser invited bids vide RFP No. for certain Goods and ancillary services viz., (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the provision of those goods and services in the sum for (Contract Price in Words and Figures) (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) the Bid Form and the Commercial submitted by the Bidder;
 - (b) the Schedule of Requirements;
 - (c) the Technical & Functional Specifications;
 - (d) the Conditions of Contract;
 - (e) the Purchaser's Notification of Award/Purchase Order.
 - (f) the RFP including Addendum/s & corrigendum/s
3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the goods and services which shall be supplied/provided by the Supplier are as under:



RFP Ref: CO/ITD/3369/R1/2021-22

Date: 21.03.2022

Sl. No.	Brief description of goods & services	Quantity to be supplied	Unit price	Total price

TOTAL VALUE:

DELIVERY SCHEDULE:

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the
said (For Indian Bank)
in the presence of:.....

Signed, Sealed and Delivered by the
said (For the supplier)
in the presence of:.....



RFP Ref: CO/ITD/3369/R1/2021-22

Date: 21.03.2022

**Annexure-IV
Performance Security Format**

Bank Guarantee No.

Date:

To:
INDIAN BANK,
Assistant General Manager
Information Technology Department
Indian Bank, Corporate Office
254-260 Avvai Shanmugam Salai
Royapettah, Chennai- 600 014, India.

WHEREAS (Name of Supplier) hereinafter called "the Supplier") has undertaken, in pursuance of Bank's Purchase Order/ Notification of Award Ref. No. dated for against Bank's RFP Ref. No. CO/ITD/3369/R1/2021-22 dated 21/03/2022 (Brief Description of Goods and Services) (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said order that the Supplier shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the Contract including Maintenance and Repairs of the entire system including cost of spares during warranty period.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limit of (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of.....

Signature of Authorized Official with Seal

.....

Date.....2022

Address:.....

NOTE:

1. Supplier should ensure that seal and code no of the signatory is put by the bankers, before submission of the bank guarantee.
2. Bank Guarantee issued by Banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value.



RFP Ref: CO/ITD/3369/R1/2021-22

**Annexure-V
BID SECURITY**

To
Assistant General Manager
Information Technology Department
Indian Bank, Corporate Office
254-260 Avvai Shanmugam Salai
Royapettah, Chennai- 600 014, India.

Whereas..... (*Hereinafter called "the Bidder"*) who intends to submit its bid for Supply, installation, configuration and maintenance of Enterprise Document Management System (EDMS) (*name and/or description of the goods & services*) against Bank's RFP Ref. No. CO/ITD/3369/R1/2021-22 dated 21/03/2022 (*Hereinafter called "the Bid"*).

KNOW ALL PEOPLE by these presents that We..... (*name of bank*) of (*name of country*), having our registered office at (*address of bank*) (*hereinafter called "the Bank"*), are bound unto Indian Bank in the sum of _____ for which payment well and truly to be made to the said Bank, the Bank binds itself, its successors, and assigns by these presents. Sealed with the seal of the said Bank this ____ day of _____.

THE CONDITIONS of this obligation are:

1. If the Bidder
 - (a) withdraws its Bid during the period of bid validity specified in the RFP; or
 - (b) does not accept the correction of errors in accordance with the RFP terms; or
2. If the Bidder, having been notified of the acceptance of its bid by the Bank during the period of bid validity:
 - (a) fails or refuses to execute the Contract Form/NDA;
or
 - (b) fails or refuses to furnish the performance security, in accordance with the RFP terms.

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

This guarantee will remain in force up to and including forty five (45) days after the period of the bid validity (i.e. 225 days from last date of bid submission) and any demand in respect thereof should reach the Bank not later than the above date.

(Signature of the Bank)

NOTE:

1. Bidder should ensure that the seal and CODE No. of the signatory is put by the bankers, before submission of the bank guarantee.
2. Bank Guarantee issued by banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value.



RFP Ref: CO/ITD/3369/R1/2021-22

Date: 21.03.2022

**Annexure - VI
MANUFACTURERS' AUTHORIZATION FORM**

Date:

To
Assistant General Manager
Information Technology Department
Indian Bank, Corporate Office
254-260 Avvai Shanmugam Salai
Royapettah, Chennai- 600 014, India.

Dear Sir,

Sub: Request for Proposal for Supply, installation, configuration and maintenance of Enterprise Document Management System (EDMS).

Ref: Your RFP No. CO/ITD/3369/R1/2021-22 dated 21.03.2022

We _____ who are established and reputable manufacturers of _____ (*name & descriptions of goods offered*) having factories at (*address of factory*) do hereby authorize M/s _____ (*Name and address of Agent*) to submit a Quote/bid, and sign the contract with you for the goods manufactured by us against the above referred RFP (Request for Proposal).

We hereby extend our full warranty & post warranty support as per Conditions of Contract for the goods and services offered for supply by the above firm against this RFP (Request for Proposal). We duly authorize the said firm to act on our behalf in fulfilling all installation, technical support and Annual maintenance obligations required by the Contract.

Yours faithfully,

(Name)

(Name of Manufacturer)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the Bidder in its bid.



RFP Ref: CO/ITD/3369/R1/2021-22

Annexure-VII
INTEGRITY PACT
(To be submitted on Non - Judicial Stamp Paper)

INTEGRITY PACT
Between
Indian Bank hereinafter referred to as "The Bank"
and
M/s Hereinafter referred to as "The Bidder/Contractor"

(RFP Ref No CO/ITD/3369/R1/2021-22 dated 21/03/2022)

Preamble

The Bank intends to award, under laid down organizational procedures, contract/s for Supply, installation, configuration and maintenance of Enterprise Document Management System (EDMS). The Bank values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidders(s) and / or Contractor(s).

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

Section 1 – Commitments of the Bank

1. The Bank commits itself to take all measures necessary to prevent corruption and to observe the following principles:

- a) No employee of the Bank, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b) The Bank will, during the tender process treat all Bidder(s) with equity and reason. The Bank will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c) The Bank will exclude from the process all known prejudiced persons.

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

Section 2 – Commitment of the Bidder(s)/Contractor(s)

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

- a. The Bidder(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Bank's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.



- b. The Bidder(s) / Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
 - c. The Bidder(s) / Contractor(s) will not commit any offence under the relevant IPC/PC Act: further, the Bidder (s) / Contractor (s) will not use improperly, for purpose of competition or personal gain, or pass on to others, any information or documents provided by the Bank as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d. The Bidder (s) / Contractor (s) of foreign origin shall disclose the name and address of the Agents/Representatives in India, if any. Similarly, the Bidder(s)/Contractor (s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further, as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder (s) / Contractor (s). Further as mentioned in the Guidelines, all the payments made to the Indian Agent/Representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed at Annexure.
 - e. The Bidder (s) / Contractor (s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
2. The Bidder (s) / Contractor (s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

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

If the Bidder (s) / Contractor (s), before award or during execution has committed a transgression through a violation of Section 2, above or any other form such as to put his reliability or creditability in question, the Bank is entitled to disqualify the Bidder (s) / Contractor (s) from the tender process.

Section 4– Compensation for Damages

1. If the Bank has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Bank is entitled to demand and recover the damages.
2. If the Bank has terminated the contract according to Section 3, or if the Bank is entitled to terminate the contract according to Section 3, the Bank shall be entitled to demand and recover from the Contractor liquidated damages of the contract value or the amount equivalent to performance Bank Guarantee.

Section 5 – Previous Transgression

1. The Bidders declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprises in India that could justify his exclusion from the tender process.
2. The Bidder agrees that if he makes incorrect statement on this subject, bidder is liable to be disqualified from the tender process or the contract, if already awarded, is liable to be terminated for such reason.

3. The imposition and duration of the execution of the bidder will be determined by the bidder based on the severity of transgression.
4. The Bidder/Contractor acknowledges and undertakes to respect and uphold the Bank absolute right to resort to and impose such exclusion.
5. Apart from the above, the Bank may take action for banning of business dealings/holiday listing of the Bidder/ Contractor as deemed fit by the Bank.
6. If the Bidder/Contractor can prove that he has resorted/recouped the damage caused by him and has implemented a suitable corruption prevention system, the Bank may, at its own discretion, as per laid down organizational procedures, revoke the exclusion prematurely.

Section 6 – Equal treatment of all Bidders/Contractors/Sub-Contractors

1. The Bidder(s)/Contractor(s) undertake(s) to demand from all sub-contractors a commitment in conformity with this Integrity Pact, and to submit it to the Bank before contract signing. The Bidder(s)/Contractor(s) shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub-contractors/Sub-vendors.
2. The Bank will enter into agreement with identical conditions as this one with all Bidders/Contractors.
3. The Bank will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

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

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

Section 8 – Independent External Monitor / Monitors

1. The Bank appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. It will be obligatory for him to treat the information and documents of the Bidders/Contractors as confidential. He reports to the Authority designated by the Bank.
3. The Bidder(s)/Contractor(s) accept that the Monitor has the right to access without restriction to all Project documentations of the Bank including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidders/Contractors/Subcontractors(s) with confidentiality.
4. The Bank will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the

contractual relations between the Bank and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

5. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Bank and request the Management to discontinue or take corrective action, or to take other relevant action. The Monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
6. The Monitor will submit a written report to the Authority designated by the Bank, within 8 to 10 weeks from the date of reference or intimation to him by the Bank and, should the occasion arise submit proposals for correcting problematic situations.
7. If the Monitor has reported to Authority designated by the Bank, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Authority designated by the Bank has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
8. The word '**Monitor**' would include both singular and plural.

Section 9 – Pact Duration

This pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded on whomsoever it may be.

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

Section 10 – Examination of Books of Accounts

In case of any allegation of, violation of any provisions of this Integrity Pact or payment of commission, the Bank or its agencies shall be entitled to examine the Books of Accounts of the Bidder and the Bidder shall provide necessary information of the relevant financial documents in English and shall extend all possible help for the purpose of such examination.

Section 11 – Other provisions

1. This agreement is subject to Indian Law, Place of performance and jurisdiction is the Corporate Office of the Bank, i.e. Chennai.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a Consortium, this agreement must be signed by all partners or Consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by Board resolution.
4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.
6. Any dispute or difference arising between the parties with regard to the terms of this Agreement/Pact, any action taken by the Bank in accordance with this Agreement/Pact or interpretation thereof shall not be subject to arbitration.

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The parties hereby sign this Integrity Pact aton

(For & On behalf of the Bank)

(For & On behalf of Bidder/Contractor)

(Office Seal)

(Office Seal)

Place -----

Place -----

Date -----

Date -----

Witness 1:

Witness 1:

(Name & Address) -----

(Name & Address) -----

Witness 2:

Witness 2:

(Name & Address) -----

(Name & Address) -----



**Annexure-VIII
SERVICE LEVEL AGREEMENT**

THIS AGREEMENT made theday of.....,2022 between Indian Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970 having its Corporate Office at 254-260, Avvai Shanmugam Salai, Chennai 600014 (hereinafter "the purchaser/Bank") which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors in title and assigns, of the one part

and

M/s,("Name of Supplier") (hereinafter called "The Supplier") which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors in title and permitted assigns, of the other part :

WHEREAS the Bank invited bids vide RFP. No..... for..... (Brief Description of Services to be mentioned) (hereinafter referred to as "the said services") and has finalized and accepted the bid submitted by the Supplier for the provision of the said services

Now therefore, in consideration of the mutual covenants and promises contained herein, the parties hereto more fully agree that supplier shall provide the said services as per the terms provided hereunder.

NOW THIS SERVICE LEVEL AGREEMENT WITNESSETH AS FOLLOWS:

- The SLA specifies the expected levels of service to be provided by the Supplier to the Bank. This expected level is also called the baseline. Any degradation in the performance of the product and services is subject to levying penalties.

Payments to the Supplier are linked to the compliance with the SLA metrics. During the contract period, it is envisaged that there could be changes to the SLAs, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e. The Bank and Supplier. The Supplier shall maintain the stated service levels to provide quality service. Supplier shall provide access to the Bank or its designated personnel to the tools used for SLA monitoring.

The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. The Supplier is expected to provide the following service levels. In case the service levels defined in the tables below cannot be achieved, it shall result in a breach of contract and invoke the penalty clause.

The successful bidder is bound and to comply the Service Levels as described below:

1. Both the bidder and OEM will be totally responsible for the maintenance, configuration and fault free operations of supplied Solution and its maintenance during the warranty and post warranty (AMC/ATS period) period.
2. Any technical glitch/ issue in installed solution (EDMS) should be attended on priority and should be covered under warranty/AMC.

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3. The bidder has to maintain a guaranteed minimum uptime of 99% for EDMS solutions supplied under this RFP to avoid any business disruption due to breakdown of system or degraded performance impacting business or unavailability of data. The calculation of uptime will be on a monthly basis.
4. The issue/ break down message may be communicated by the Bank team by way over phone / email/ call logging.
5. For penalty calculation, the total time elapsed between the intimation of break down message from Bank side to the vendor and receipt of rectification message from the bidder to Bank side will be considered.
6. During the warranty period, the penalty will be deducted in FMS payment. In case, Bank is unable to adjust penalty in FMS payment, the Bank at its discretion may invoke the Performance Bank Guarantee (PBG) to deduct the penalty amount.
7. Post warranty period, the penalty will be deducted in FMS/AMC/ATS payment. In case, the Bank is unable to adjust penalty in FMS/AMC/ATS payment, the Bank at its discretion may invoke the Performance Bank Guarantee (PBG) to deduct the penalty amount.
8. If the support services are not provided on 24*7 basis and/or satisfactory services are not provided, the Bank with its discretion may reject the proposal / terminate the contract, without assigning any reason.
9. The bidder is required to mandatorily conduct quarterly preventive and breakdown maintenance activities to ensure (without any impact on day to day operations) to maintain uptime of 99% uptime on monthly basis covering 24*7*365 days.
10. For calculation of uptime (penalty), planned/ scheduled down time will be exempted. Bank will pay the bidder after deducting the calculated penalty from the payable amount.
11. If the bidder, having been notified, fails to remedy the defect(s) within the 4 hours' time duration from the incident, the Bank may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights, which the Bank may have against the supplier under the Contract.
12. For any infrastructure related issues (CPU/Memory/Storage utilization etc.) which are not in scope of the bidder, Onsite resources to inform the Bank immediately and co-ordinate with concerned team/vendor for resolving the same.

Service Area	Service Level	Penalty
Availability Management		
Uptime of the solution for High availability setup	Uptime % of application calculated on monthly basis for each solution.	Penalty shall be applicable in % (as mentioned below) of monthly contract value. If the uptime is below 98%, the Bank shall have full right to terminate the contract with the Bidder.
	99% to 100%	NA
	Below to 99%	1 % deduction of monthly contract value for the solution for every reduction in uptime by 0.5 % in

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		uptime. Uptime shall be calculated monthly
Manpower Management		
Manpower Services	<p>The bidder has to provide experienced manpower at Bank premises as per RFP. Any gap will attract penalties.</p> <p>In case the onsite resources go on leave/absent, replacements having equivalent or more experienced and qualification has to be arranged by the bidder to ensure regular functioning of the bank operation. Incase replacements are not arranged, bank shall pay only the proportionate amount of onsite resource charges during the month</p>	The Bank shall impose penalty of 5% of FMS charges payable to the absent resource for that month for eachday of the absence.
Closure of VA / PT, and SCD Points on all / Software/ Middleware	<p>All identified vulnerabilities over underlying hardware / software / Middleware to be patched as per respective OEM recommendations. Failure to close these calls within timelines will attract penalties based on criticality of calls.</p> <p>1.Critical Category-7 Days 2.High Category-15 Days 3.Medium - 30 Days 4.Low - 60 Days</p>	<p>For breaches for timelines under Critical & High Category</p> <p>– Penalty of Rs.300 per day per vulnerability for delay in mitigation/ fixing vulnerabilities.</p> <p>For breaches for timelines under Medium Category –</p> <p>Penalty of Rs.200 per day per vulnerability for delay in mitigation/ fixing vulnerabilities.</p> <p>For breaches for timelines under Low Category –</p> <p>Penalty of Rs.100 per day per vulnerability for delay in mitigation/ fixing vulnerabilities.</p>

“Monthly Contract Value” will be as under-

AMC/ATS of License Cost/12 + FMS Cost/12 (divided by 12 for getting monthly amount out of yearly amount)

Penalty Cap on SLA: - 100% * Monthly Contract Value (calculated on Monthly basis).

The following documents shall be deemed to be form and be read and construed as part and parcel of this agreement viz;

a) RFP No. CO/ITD/3369/R1/2021-22 dated 21/03/2022 for.....



RFP Ref: CO/ITD/3369/R1/2021-22

Date: 21.03.2022

- b) The Bid Form and the price schedule submitted by the Bidder
- c) The Purchaser's notification of award/Purchase Order
- d) Contract form dated
- e) NDA form dated

In the event of any conflict between the RFP and this Agreement, the provisions contained in the RFP shall prevail over this agreement.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the

said..... (for Indian Bank)

In the presence of:

Signed, Sealed and Delivered by the

said (for The Supplier)

In the presence of:



**Annexure-IX
NON DISCLOSURE AGREEMENT**

(RFP Ref. No.)

THIS AGREEMENT made and entered into aton this the.....day of.....2022 between **INDIAN BANK**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at No.254-260, Avvai ShanmugamSalai, Royapettah, Chennai – 600 014, hereinafter called the "**BANK**" which term shall wherever the context so require includes its successors and assigns

AND

M/s..... Limited a company registered under the Companies Act having its registered office at..... hereinafter called the "Supplier" which term shall wherever the context so require includes its successors and assigns, **WITNESSETH:**

WHEREAS

The Bank is interalia engaged in the business of banking and intends to procure Enterprise Document Management System (EDMS).

M/s..... Limited has been engaged in the business of Supply, installation, configuration and maintenance of Enterprise Document Management System (EDMS).

The parties have entered into agreement dated _____ for Supply, installation, configuration and maintenance of Enterprise Document Management System (EDMS) "(herein after referred to as "purpose")" and have established business relationship between themselves. In course of the said purpose, it is anticipated that each party may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information. The parties have agreed that disclosure and use of such confidential information shall be made and on the terms and conditions of this agreement.

NOW THEREFORE THIS AGREEMENT WITNESSETH and it is hereby agreed by and between the parties hereto as follows:

1. Confidential information

Confidential Information means all information disclosed/ furnished by either party to another party in connection with the Purpose. Confidential Information shall include customer data, any copy, abstract, extract, sample, note or module thereof and all electronic material or records, tenders and other written, printed or tangible thereof and include all information or material that has or could have commercial value or other utility in the business in which disclosing party is engaged.

Receiving party may use the information solely for and in connection with the Purpose.

2. Use of Confidential Information

Each party agrees not to use the other's confidential information for any purpose other than for the specific purpose. Any other use of such confidential information by any party shall be made only upon the prior written consent from the authorized representative of the other party or pursuant to subsequent agreement. Between the Parties hereto.

The receiving party shall not commercially use or disclose for commercial purpose any confidential information or any materials derived there from, to any other person or entity



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other than persons in the direct employment of the Receiving Party who have a need to access to and knowledge of the confidential information solely for the purpose authorized above. The Receiving Party may disclose confidential information to consultants only if the consultant has executed non-disclosure agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these and such consultant should also be liable to the original disclosing party for any unauthorized use or disclosure. The Receiving party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing party's confidential information in violation of the terms of this Agreement.

Neither party shall make news release, public announcements, give interviews, issue or publish advertisements or Agreement, the contents/provisions thereof, other information relating to this agreement, the purpose, the Confidential information or other matter of this agreement, without the prior written approval of the other party.

3.Exemptions

The obligations imposed upon either party herein shall not apply to information, technical data or know how whether or not designated as confidential, that:

Is already known to the Receiving party at the time of the disclosure without an obligation of confidentiality

Is or becomes publicly known through no unauthorized act of the Receiving party

Is rightfully received from a third party without restriction and without breach of this agreement

Is independently developed by the Receiving party without use of the other party's confidential information and is so documented

Is disclosed without similar restrictions to a third party by the Party owning the confidential information

Is approved for release by written authorization of the disclosing party; or

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

4. Term

This agreement shall be effective from the date of the execution of this agreement and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the parties. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or all disclosures or uses of confidential information and at the request of the disclosing party, the receiving party shall promptly return or destroy all written, graphic or other tangible forms of the confidential information and all copies, abstracts, extracts, samples, note or modules thereof.

Notwithstanding the above, the obligations of the receiving party respecting disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain.



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Date: 21.03.2022

5. Title and Proprietary rights

Notwithstanding the disclosure of any confidential information by the disclosing party to the receiving party, the disclosing party shall retain title and all intellectual property and proprietary rights in the confidential information. No license under any trademark, patent or copyright or application for same which are or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.

6. Return of confidential information

Upon written demand of the disclosing party, the receiving party shall (I) cease using the confidential information (ii) return the confidential information and all copies, abstracts, extracts, samples, note or modules thereof to the disclosing party within seven (7) days after receipt of notice and (iii) upon request of the disclosing party, certify in writing that the receiving party has complied with the obligations set forth in this paragraph.

7. Remedies

The receiving party acknowledges that if the receiving party fails to comply with any of its obligations hereunder, the disclosing party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The receiving party agrees that, in addition to all other remedies provided at law or in equity, the disclosing party shall be entitled to injunctive relief hereunder.

8. Entire agreement: This agreement constitutes the entire agreement between the parties relating to the matter discussed herein and supersedes any and all prior oral discussion and/or written correspondence or agreements between the parties. This agreement may be amended or modified only with the mutual written consent of the parties. Neither this agreement nor any rights, benefits and obligations granted hereunder shall be assignable or otherwise transferable.

9. Severability

If any provision herein becomes invalid, illegal or unenforceable under any law, the validity, legality and enforceability of the remaining provisions and this agreement shall not be affected or impaired.

10. Jurisdiction

Any dispute arising out of this order will be under the jurisdiction of Courts of Law in Chennai.

11. Indemnity clause

"The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants."

12. Governing laws

The provisions of this agreement shall be governed by the laws of India.

In witness whereof, the parties hereto have set their hands through their authorised signatories

BANK
M/s



RFP Ref: CO/ITD/3369/R1/2021-22

Date: 21.03.2022

**ANNEXURE – X
DECLARATION FOR MSE BENEFITS**

(To be submitted on the letter head of the bidder signed by Director/Company Secretary)

To,
Assistant General Manager
Information Technology Department
Indian Bank, Corporate Office
254-260 Avvai Shanmugam Salai
Royapettah, Chennai- 600 014, India.

Sub: Request for Proposal for Supply, installation, configuration and maintenance of Enterprise Document Management System (EDMS).

Ref: Your RFP No. CO/ITD/3369/R1/2021-22 dated 21.03.2022

Dear Sir,

This has reference to our bid submitted in response to your Request for Proposal (RFP) Ref. No. CO/ITD/3369/R1/2021-22 dated 21.03.2022 floated for Supply, installation, configuration and maintenance of Enterprise Document Management System (EDMS). We have carefully gone through the contents of the above referred RFP and hereby undertake and confirm that, as per the Govt. Of India guidelines, we are eligible to avail the following MSE benefits in response to your RFP floated, as referred above.

- a) Issue of Tender Documents to MSEs free of Cost
- b) Exemption from submission of Bid Security

In case, at any later stage, it is found or established that, the above undertaking is not true then Bank may take any suitable actions against us viz. Legal action, Cancellation of Notification of Award/Purchase Order/Contract (if issued any), Blacklisting & debarment from future tender/s etc.

Yours Sincerely
For M/s _____

Signature
Name:
Designation: Director/Company Secretary
Place:
Date:
Seal & Stamp



ANNEXURE-XI

**DECLARATION ON PROCUREMENT FROM A BIDDER OF A COUNTRY WHICH SHARES A
LAND BORDER WITH INDIA**

**(THE BIDDER SHOULD GIVE THE FOLLOWING UNDERTAKING/CERTIFICATE ON ITS
LETTER HEAD)**

To,
Assistant General Manager
Information Technology Department
Indian Bank, Corporate Office
254-260 Avvai Shanmugam Salai
Royapettah, Chennai- 600 014, India.

Date

Dear Sir,

Sub: Request for Proposal for Supply, installation, configuration and maintenance of
Enterprise Document Management System (EDMS).

Ref: Your RFP No. CO/ITD/3369/R1/2021-22 dated 21.03.2022

We have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India as per the O.M.No.F.No.6/18/2019-PPD dated 23.07.2020; We certify that << name of the bidder>> & << name of the OEM>> are not from such a country or, if from such a country, have been registered with the Competent Authority. We hereby certify that we and our OEM fulfils all requirements in this regard and are eligible to be considered. [Evidence of valid registration by the Competent Authority shall be attached, wherever applicable]

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:



ANNEXURE-XII

**INSTALLATION CERTIFICATE FOR ISSUE BY THE BRANCH AFTER SUCCESSFUL
INSTALLATION OF ENTERPRISE DOCUMENT MANAGEMENT SYSTEM**

Date:

Sub: Certificate of installation of Enterprise Document Management System

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

- (a) Contract No. _____ dated _____
(b) Description of the Solution: Enterprise Document Management System
(c) Quantity _____
(d) Date of delivery _____
(e) Date of installation and proving test _____

2. Details of accessories/spares not yet supplied:

2. The proving test has been done to our entire satisfaction and operators have been trained as per contract terms.

Signature _____
Name _____

Designation with stamp _____



RFP Ref: CO/ITD/3369/R1/2021-22

Date: 21.03.2022

ANNEXURE-XIII

Certificate of Local Content as per Make in India Guidelines (For Individual Components)

To,
Assistant General Manager
Information Technology Department
Indian Bank, Corporate Office
254-260 Avvai Shanmugam Salai
Royapettah, Chennai- 600 014, India.

Date

Dear Sir,

Sub: Request for Proposal for Supply, installation, configuration and maintenance of Enterprise Document Management System (EDMS).

Ref: Your RFP No. CO/ITD/3369/R1/2021-22 dated 21.03.2022

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

The details of location(s) at which the local value addition is made are as under

S. No.	Make and Model	Name of Place

This certificate is submitted in reference to the Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion order number P-45021/ 2/2017-B.E.-II dated 15th June 2017 for the Public Procurement (Preference to Make in India), Order 2017, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 28th May 2018, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 29th May 2019 and subsequent revision order no DPIIT Order No. P-45021/2/2017-PP(BE-II) dated June 04, 2020 and subsequent revision order no DPIIT Order No. P-45021/2/2017-PP(BE-II) dated September 16, 2020 & its amendments/clarifications issued (if any), referred to hereinabove.

For
Bidder

Signature of authorised signatory
Name and Designation:
Seal:

For

statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (In respect of suppliers other than companies)

Signature of authorised signatory
Name:
Seal:
Date:



RFP Ref: CO/ITD/3369/R1/2021-22

ANNEXURE-XIV

Certificate of Local Content as per Make in India Guidelines (For Complete Solution)

To,
Assistant General Manager
Information Technology Department
Indian Bank, Corporate Office
254-260 Avvai Shanmugam Salai
Royapettah, Chennai- 600 014, India.

Date

Dear Sir,

Sub: Request for Proposal for Supply, installation, configuration and maintenance of Enterprise Document Management System (EDMS).

Ref: Your RFP No. CO/ITD/3369/R1/2021-22 dated 21.03.2022

This is to certify that the complete proposed solution is having the local content of _____ % as defined in the above mentioned RFP.

The details of location(s) at which the local value addition is made are as under

S.No.	Make and Model	Name of Place

This certificate is submitted in reference to the Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion order number P-45021/ 2/2017-B.E.-II dated 15th June 2017 for the Public Procurement (Preference to Make in India), Order 2017, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 28th May 2018, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 29th May 2019 and subsequent revision order no DPIIT Order No. P-45021/2/2017-PP(BE-II) dated June 04, 2020 and subsequent revision order no DPIIT Order No. P-45021/2/2017-PP(BE-II) dated September 16, 2020 & its amendments/clarifications issued (if any), referred to hereinabove.

For Bidder

Signature of authorised signatory

Name and Designation:

Seal:

Date:

For

statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (In respect of suppliers other than companies)



RFP Ref: CO/ITD/3369/R1/2021-22
CHECKLIST for TECHNICAL BID

S.No.	Criteria	Documents to be submitted as proof
1.	The Bidder should be a Public/Private Limited Company and should be in existence in India for the last 3 years (as on 31.12.2021). In case of mergers / acquisitions / restructuring or name change, the date of establishment of earlier/original limited company can be taken into account.	Copy of Certificate of Incorporation issued by the ROC and Articles of Association should be submitted.
2.	The Bidder should be Net profit earning organization in each of the last three Financial years (2018-19, 2019-20 & 2020-21).	Audited Profit & Loss Statement along with auditor/chartered accountant certificate.
3.	The Bidder should not have been blacklisted by any Government Department / PSU / Banks currently.	Self-Declaration as per the format given in Annexure-II should be attached.
4.	The Annual turnover should be more than Rs.45 crores for each of the last three Financial years (2018-19, 2019-20 & 2020-21).	Copy of Audited Balance Sheet with auditor/chartered accountant certificate.
5.	The Bidder should be an Original Equipment Manufacturer (OEM) or Authorized partner/reseller for EDMS being quoted in the bid.	MAF as per format given in Annexure-VI should be attached. If bidder is OEM, then declaration for the same may be submitted.
6.	The Bidder should have implemented proposed Enterprise Document Management System (EDMS) in a minimum two Scheduled Commercial Bank/ Financial Institutions/ Government Organizations in India within last three years, with more than 10000 Active users in each of the implementations as on the date of the issue of tender.	Purchase Order copy and satisfactory letter from the concerned organization for having implemented proposed EDMS solution is to be submitted.
7.	The bidder should have service center in Chennai.	The Postal Address of the service center along with proof of address should be provided with the bid.
8.	Technical & Functional Specification	Compliance to be given as per Part – I
9.	Bid Security	Bid Security to be submitted as per Annexure-V
10.	Bid Form	As per Annexure-I
11.	Escalation Matrix of Bidder	Escalation Matrix of Bidder to be submitted on bidder's letter head
12.	Integrity Pact	Integrity Pact to be submitted as per Annexure-VII
13.	Declaration regarding Land Border Compliance	Declaration to be submitted as per Annexure-XI
14.	Declaration regarding MSE Benefits (If Applicable)	Declaration to be submitted as per Annexure-X
15.	Indicative Commercial Bid	Indicative Commercial Bid to be submitted as per Part-II
16.	Certificate Regarding Local Content	To be submitted as per Annexure-XIII and Annexure-XIV

RFP Ref: CO/ITD/3369/R1/2021-22

Date: 21.03.2022

17.	Copy of RFP & Clarifications and amendments issued by the Bank	To be sealed and signed by the Authorised Official of the Bidder
18.	A certificate to the effect that the Authorized Signatory has authority to bind the company should also be attached along with the technical bid	POA or certificate to the effect that the Authorized Signatory has authority to bind the company to be uploaded with technical bid