CORRIGENDUM -2   Dated: 06.09.2024

RFP for Supply, Implementation and Maintenance of Integrated Queue Management System

ANNEXURE - 1

A. SCOPE OF WORK

Sl No	Particulars	Requirements/ Remarks
1	Description of Product/Services	Bank proposes to procure Queue Management Software (QMS) for managing crowd at branches. **SCOPE OF WORK** **A. FUNCTIONAL REQUIREMENTS:** 1. Integrated QMS to be implemented in phases in 100 branches initially with an option of scalability up to 25% of targeted branches. 2. The bidder should provide Integrated Queue Management System, including but not limited to providing of the required hardware, software, databases, third party utilities, if any and installation, testing commissioning, warranty, annual maintenance, required/guaranteed uptime, etc. The system will have to be integrated with the existing core banking system of the Bank through middleware APIs. The bidder will liaison and implement necessary configuration with the network and other hardware bidders of the Bank. Every system should be integrated as a single unit and it should be installed at a level convenient for the customers to stand and operate. Bidder would be responsible for integration with the middleware. 3. Supply, installation, commissioning, and implementation of QMS including its maintenance, administration, support and upgradation with no additional cost during the entire contract period of 3 years. 4. The bidder should maintain the system during the entire period. During the said period, the bidder is bound to do all the hardware spares replacement in order to maintain the required uptime, without extra cost to the Bank covering all parts and labor from the date of acceptance of the systems by the Bank at the respective locations i.e. on-site comprehensive warranty. wise/ Region wise or from a single centralized location. 5. The Bidder should specify various infrastructure requirements which need to be provided for commissioning and smooth functioning of the equipment. This will include site requirements, power, cables, connectors, network cards, ports, environmental conditions, illumination, earthling etc.

		6. The bidder shall deliver systems at the respective sites as per the delivery schedule on receipt of the purchase order from the Bank.
		7. Customization of the solution as per requirement of the bank including necessary configuration with the network and other hardware vendors of the bank to be ensured by the successful vendor without any additional cost to the bank. It will be responsibility of the successful bidder to comply all the regulatory guidelines/ requirements being issued by the regulatory bodies such as RBI/ DFS etc. during the complete tenor of the contract period.
		8. The QMS solution capable of generating token through digital / physical and QR (Quick Response) code and token to contain branch name, code, service(s) selected etc.
		9. User interface design to be customized and token display as per the requirement of the bank. Feasibility/option of display of services in all scheduled languages as per requirement of the bank.
		10. User interface for token issuance through IB/MB/Website should display list of branches with the availability of services at these branches with an option to choose the branch, product / service, giving expected wait time.
		11. Solution capable of giving information on estimated wait time on the physical token number and the wait time on real time basis in digital mode.
		12. Solution should have facility of assigning benchmark times for the services available in QMS.
		13. Solution to support display of tokens issued, served, waiting and publicity material on a TV / display screen placed at branches and audio and video output for serving token numbers.
		14. Option of token prioritization for HNIs / Valued customers/ Senior citizens etc. or as decided by the bank. HNIs and Senior citizens to get priority over general customers in token callings.
		15. Facility of token calling, switching between tokens, token forwarding to desired counter by the user at the branch.
		16. Option for pre-booking / appointment by customers for select services to be availed in digital channels.
		17. Remote Monitoring System should be capable of monitoring the uptime of all the machines configured on the Bank's network on real time basis from a centralized location. The penalties will be applied based on this report. Automatic call logging and closing facility should be available in the Remote Monitoring System. All related logs to be stored for a period of at least 6 months and in case of any dispute / enquiry / inspection requirement, it should be promptly made available on demand.
		18. The bidder has to obtain transit insurance cover for the Systems from their factory / go-down to the site and such insurance cover should be available till installation of the Systems.
		19. Provision of remote monitoring and resolution in case of failure / breakdown with real-time information of tokens issued / served / wait time etc.
		20. A dashboard for monitoring and MIS generation on real time basis to be made available.

21. MIS on waiting tokens, expected time, service time, service wise footfall at the branch and other information related to tokens etc. on real time.
22. Bidder should have ability to generate MIS reports periodically for example: wait time, service time, token issued, served, waiting etc. on real time basis.
23. Bidder shall provide Bank with requisite MIS and Reports as per the formats prescribed by the 3rd party auditors, security audit of application, Regulatory bodies, Govt. etc.
24. Feasibility to integrate with the bank's feedback system for obtaining feedback from customers after availing services.
25. Provision of Holiday Master for management and control of holidays at targeted regions / branches.
26. Feasibility to integrate with Dashboard to have 360-degree view of Customer Portfolio and Pending compliances.
27. Feasibility to integrate with Banks CBS through middleware APIs.
28. All changes related to printing and other alignments should be done in the Systems application without touching the CBS application.
29. The Systems application should not store any data related to customer and only logs to be stored in Database. If there are any personalized messages with name/ Customer Number/Account number is inherited from/displayed in QMS then data must be stored in DB in encrypted format.
30. No remote access to the Bank's resources/infrastructure will be provided to the vendor at any stage of development/ implementation/ support for the proposed solution. Vendor has to make all the activities related to development/ implementation/ support at the Bank's site only.
31. Integration of the application and related infrastructure with our SIEM, SOAR and CLMS will be responsibility of the vendor.
32. The bidder shall customize the Systems with the Bank logo and stickers along with the installation.
33. For display of the messages, the languages should be configurable in Hindi, English and the regional languages (specified by the Bank) as per the Bank requirements, which are to be preloaded in the systems.
34. For voice enabled audio, the languages should be configurable in Hindi, English and the regional languages (specified by the Bank) as per the Bank requirements, which are to be preloaded in the Systems. Clarity on Voice to be ensured.
35. Detailed log report for the activities in the Systems is to be generated and stored locally in Systems. This log file should be in a normal readable format and to be accessible by the Bank in case of need. Log must be in non-editable format and PII must be encrypted and must not be stored in plain text.
36. Sufficient Receipt roll Stationery need to be stocked at the branch. Stationery replenishment cost needs to be factored in the Monthly Rental Charges
37. Bidder to carry out addition of services and modification of Menus / Services at no additional cost to bank.

B. TECHNICAL REQUIREMENTS:

1. Feasibility to integrate with Bank's customer facing platforms such as INDIAN BANK MOBILE APP / INB / WEBSITE via API's through bank's middleware(ESB). The solution is expected to expose REST API for creation/query/listing/closure/reassignment of tokens/queue which will be consumed by bank channels and applications.

2. The solution to be deployable on Bank's on-premises private cloud locations.

3. The QMS solutions should be provided with the proposed hardware at the banks by the vendor.

4. Support maintenance activities like day end, month end, quarter ends, and year ends, uploads, downloads, trouble shooting, problem resolution, servicing and maintenance.

5. Provide support during the period of the contract for configuration changes, version upgradations, performance monitoring, troubleshooting, bug fixing, patch installation and liaison with bank officials for various support issues etc.

6. Bidder will be responsible to provide the hardware (server, storage and network) sizing for the proposed Solution for Bank. The sizing needs to be done based on Bank's requirements, business growth, optimized power usage and scalability. The bidder should provide the detail of Hardware required, peripherals, server types, configuration, storage space and any other information as may be required for the solution.

7. Bidder should Design, setup and manage environments for various types of testing's including but not limited to SIT (Systems Integration testing), API Testing, Database Testing, UAT (User Acceptance Testing), Load/performance testing, etc.

8. Provide comprehensive documentation of the application including but not limited to, the application architecture, description of the interfaces, the data model, database table structure, data flow diagrams, complete description of the data elements (metadata), user manual for all stakeholders.

9. The bidder must provide the technology upgrade to the Bank from time to time and certify that the technology or platform or solution being deployed is up to date.

10. Provide minor releases at every quarter for bug fixes, patch releases and product upgrades with new features/ functionalities every year or as per the frequency mutually agreed between the Bank and the Bidder without any cost.

11. Vendor to ensure strict adherence to data privacy as per applicable laws and regulations. Bank may require confirmation from vendor of the same from time to time and should be allowed to perform an audit for the same.

12. Vendor to implement all the practices and systems required for data security of INDIAN BANK clients. In case of a breach vendor to be responsible and Bank need to be indemnified.

13. Bidder should ensure that any software/product/company certification that is required from an Information Security (IS) perspective has to be adhered to.

14. Post implementation scope to indicatively include but not limited to support for the following: (a) Upgrades, (b) maintenance, (c) System monitoring, (d) Troubleshooting & Performance Tuning, (e) Advisories on software upgrades & vulnerabilities, (f) Conducting DR Drills & support for the same, (g) Any support required to make systems & software up and running, data backup & replication of data to DR etc.

15. Perform closure of Gaps identified as part of information security audits without any cost.

16. If the "End of Support" of supplied software version is declared within the contract period of 3 years, new version with all the existing customizations should be implemented by the Bidder with no extra cost to the Bank.

17. If "End of support" is declared for other operating systems, databases then solution should support the upgraded versions as and when required by bank.

18. The bidder will be responsible for Backup of Application and Data Base as per the requirement of the Bank.

19. The Bidder shall provide detailed drawing of the installed setup after completion of the project. This will also include the printout of important configuration settings of the servers.

20. Bidder's onsite resource should support in rectification of deficiencies pointed during periodic VAPT (External & Internal), IS Audit, Security Audit, various compliances specially government and regulatory, cyber related and likewise., to the Bank during the contract period at no additional cost to the Bank.

21. Bidder should either provide source code with necessary documentation or keep it under escrow arrangement. An escrow arrangement is a tripartite agreement between the Bank, Software vendor and the escrow agent. By this arrangement, the source code of application is kept with escrow agent, which can be made available to the Bank in the event the vendor goes out of business. The Successful Bidder is required to execute documents /agreements in this regard as prescribed by Bank from time to time.

22. Bidder should carry out preventive and corrective maintenance activities to ensure that all Software/System perform without defect or interruption for ensuring availability of systems. System/Solution health check-up twice a year by Bidder/Vendor at no extra cost shall be conducted.

23. Implementation and maintenance of setup at primary and DR sites. Clearance of solution architecture from Bank ITD Dept.

24. Fixing of Comprehensive Security Review findings, after first setup and thereafter as and when carried out by Information System Security Department of the Bank without any cost.

25. Provide exit management and reverse transition during the end of the contract.

		C. OTHER REQUIREMENTS: 1. Provide one day functional and technical training to the Core teams (including but not limited to Operations and IT teams) as identified by Bank from time to time. 2. Provide knowledge transfer in the form of KT (knowledge Transfer) sessions, Train the Trainer sessions, comprehensive documentation on the solution. 3. Successful bidder to ensure: - I) Three years of lock in period of Services as per RFP II) The term can be extended for another three years on mutually agreed terms on need basis of the BANK. 4. Bidder to provide 16x6x365 (366) support for implementation, Integration, Maintenance, Administration, Onsite Support and Licences for QMS for the entire contract period of 3 years (Sunday support may not be required). 5. To Provide centralized back-office support through dedicated team. 6. Bidder would ensure that all audit finding reports submitted by teams/agencies as appointed by the bank, would be acted upon promptly. 7. An escalation mechanism should be in place for unresolved issues and necessary reports should be submitted as decided by the Bank. 8. The system to be made available 24x7x365(366). Penalty to be imposed as per the availability slab mentioned in Annexure J (penalties). 9. Step-by-step process and workflow with screenshots and any such requirements of the bank. 10. Bidder will be responsible to respond to emergency events on urgent basis as per the SLA.
2	Description of Deliverables	1. Queue Management Solution software with the proposed hardware at the head office and the branches. 2. Installation, commissioning and maintenance of software and hardware solution at the targeted locations. 3. Provide one day functional and technical training to the Core teams (including but not limited to Operations and IT teams) as identified by Bank from time to time.
3	Third-Party Components	Bidder should provide and describe all third-party items, components, materials and licences etc. as part of deliverables as per project plan without any additional cost to the bank during the entire contract period of 3 years.
4	Term of the Project - Project Schedule; Milestones and delivery locations	Bidder should submit final project implementation plan within 1 month of PO.

5	Warranty Term	Warranty covered under OPEX model for the contract period of 3 years and are to be extended for another three years on mutually agreed terms and conditions as per need of the BANK.
6	Annual Maintenance (AMC) Term	The selected bidder shall support the Software Solution during the period of warranty from the date of acceptance of the Software Solution by the bank. The support needed for this period is 24x7x365
7	Integration / Requirements	Application integration requirements would be undertaken by the vendor without additional cost to the Bank.
8	Help Desk Requirements	a) 16 x 6x 365 days per year, online / offline support facility as required by the bank. b) 3 Resources for onsite infra support / back end support. The resources mentioned is tentative and may increase / decrease. These resources will provide end to end daily support for all branches / operating units in co-ordination with all stake holders such as operation team, IT team etc. Onsite resources can also be required to be deployed at any location in India as suggested by the Bank c) E-mail and SMS should be sent for non-functioning of system or as decided by the Bank. A troubleshooting ticket mechanism should be introduced with all details / updates till closures of the incident. d) Bidder staff should be well trained to effectively handle queries raised by the Bank
9	Future Change Request (CR)	Post implementation any further development in the solution will be compensated at the rate of Rs. 3000 per man day.
10	MIS Report Generation requirement	Dashboard for real time monitoring of customer's footfall, wait time, service time, down-time log, user's performance logs etc. a. Branch-wise, Region-wise, Circle-wise MIS report. b. Employee-wise ticket generated, served report, token paused, Peak Hour Report, Real Time Analysis, Peak Time Analysis, etc. c. Report on active / non-active counters, lapsed / pending tokens etc. d. Branch-wise / Region-wise/ Network-wise etc. employee efficiency report. e. Graphical representation view of data / reports with detailed parameterized drill down option. f. Reports on trends of footfalls. g. Forecasting of footfalls based on historical data on queue for predicting branch performance (Usage of AI/ML for prediction is desirable). h. Comparative analysis report branch-wise / Region-wise / Statewise etc. i. Ranking / Scoring branch-wise report. j. All other reports / customization as and when required by the bank. All MIS reports should be customizable and available in formatted PDF, txt, HTML, CSV, excel, XML etc. and should be downloadable. Should support standard formats available in the industry. Dashboard for Bank employees to have 360-degree view of customer portfolio pending compliances at customer end.

11	In case of Transaction System	Not applicable
12	Performance Requirements	24x7x365 uptime of the solution is required
13	Scalability Requirements	1. The QMS solution will be implemented in 100 branches and further it can be extended to other 25% branches or more on the same T&C within the validity period. 2. Users / Employees from all targeted branches, its controllers and other operating units to use the solution
14	Regulatory / Compliance Requirements	As and where applicable
15	Security Requirements	1. Confidentiality, Integrity and Non-repudiation of data to be ensured using industry best cryptographic controls with key algorithm / mechanism. 2. The solution should have option to configure supported platforms (i.e. OSs) as per Bank's defined policy and requirement. 3. The solution should support secure API integration guidelines, wherever applicable. 4. The Application security should be in line with or similar to as specified in ISO / IEC 27034. 5. Solution should be flexible to customization as per Bank's IS Policy and regulatory / compliance. 6. Remote monitoring, resolution and helpdesk support where solution access is required to be from Bank's own premise location only. 7. Proposed solution integration with Bank's existing platform such as INDIAN BANK MOBILE APP, INB / WEBSITE etc. should be in line with respective platforms IS security controls. 8. Any hardware based client facing endpoint as part of solution should follow Bank's defined policy for connecting endpoints to Bank's network. 9. Inputs from customers to be kept minimum during the token generation from available options 10. Digital / Printed tokens should include customer specific identifier, validity details etc. to ensure authenticity and integrity of the token presented to the branches. 11. Data security / confidentiality should be ensured in Data at Rest, in Motion and in Use. 12. Solution should support payload encryption for customer sensitive data. 13. Parameter validation should be in place at solution GUI (Graphic user interface) to check and validate the request received to restrict intended input. 14. Solution should support restricted communication for application components at firewall based on application tier and other entries (such as SMS,

email, INDIAN BANK MOBILE APP etc.) with specific secure ports allowed at firewall level. The default logical ports need to be modified based on the criticality.

15. Application deployment should follow 3 tier architecture and logical segregation / restriction (i.e. Micro-segmentation) should be ensured within standard 3 tier architecture as applicable.

16. Software / Agents proposed to be used in the solution should not be in blacklisted category at Bank level and should not affect application availability at any stage of solution deployment or being used for monitoring.

17. Session should be managed properly to facilitate secure interactions and prevent session replay attacks in case of integration with Bank's existing platforms.

18. Solution should maintain and secure complete log / audit trail for user activities to create audit trail for DFRA (Digital Forensic Readiness Assessment).

19. All IT assets of the proposed solution should have provision to integrate with Bank's own security solution such as PIMS (Privileged Identity Management), SOC (Security Operations Center), DAM (Database Activity Management), ITAM (IT Asset Management) and have latest SCDs (Secured Configuration Documents) to be configured

16	Limited Trial / Pilot Requirements	The bidder should conduct successful pilot of the end-to-end solution for 10 days after UAT signoff and before Go-Live.
17	Review and Testing; Acceptance	a. After integration and implementation of the proposed solution, the bidder shall be required to perform User Acceptance Test and demonstrate all the functionalities, required as per this RFP and contract document of the proposed solution. b. On evaluation of the User Acceptance Test results and if required in view of the performance of the proposed solution, as observed during the User Acceptance Test, the Vendor shall provide necessary solution at his own cost thereof, to ensure the performance of the proposed solution is meeting the requirement, as envisaged in this document
18	Backup system / POC / test & training system / DR system	The system should have capability of backup and archival as per Bank's requirement. b. The solution should be implemented with UAT, Production, DR instances and any other instance which may be required in future.
19	Training	1. One-day training to the all the functionaries at Zones/ Branches required before implementation of the solution 2. Knowledge transfer ("KT") sessions to the staff of the bank. These trainings/KTs would involve (but not limited to), Product usage, Installation and Configuration. The type of trainings, KTs, schedule, coverage, etc. would be finalized between Bank and the bidder during the contract phase of the project.
20	Payment schedule	Payment milestones as mentioned at the end of **Annexure F** below.

B. HARDWARE SPECIFICATION

<table>
<tr><td rowspan="8">1. For Branches KIOSK to print Physical Token:</td><td>Token Kiosk</td><td>Specification</td></tr>
<tr><td>KIOSK</td><td>Industrial Grade PC with fan less design unit, i3 Processor, OS Windows 11 or higher.</td></tr>
<tr><td>Memory</td><td>8 GB min</td></tr>
<tr><td>Hard Drive</td><td>500 GB SSD min</td></tr>
<tr><td>Operating System</td><td>Windows 11</td></tr>
<tr><td>Database</td><td>N/A</td></tr>
<tr><td>Display Unit</td><td>18.5 inch LCD screen with Touchscreen (SAW)</td></tr>
<tr><td rowspan="3">Printer</td><td>High speed 3-inch printer with auto cutter feature and support at least 500 receipts without a refill. Preference for drop in design for easy paper loading.</td></tr>
</table>

	Printer	System should dispense printed tokens with Bank's Branding as well as E-Token via SMS (SMS will contain Token No. and Bank's promotional Message till 160 Character)

		Specification
2. LED TV:		32 " Inches
		1 GB Memory
		Duel HDMI Port
		Android based

TECHNICAL & FUNCTIONAL SPECIFICATIONS

Note: Bidders must ascertain that they are fulfilling the Technical/Functional requirements, then only provide the compliance remarks as "YES". Also, provide the details how the technical requirements are being fulfilled. Giving false compliance of technical requirements will lead to disqualification at any stage, before or after procurement.

Sr. No	Expected Module	Required Functionalities/ Features in proposed QMS	Requirement	Compliance-Readily available in proposed solution (Yes/No)	Description of functionality and Page number with section/ subsection of technical bid response covered (Mandatory for each point where compliance is yes)	Maximum marks (2 each for desirable)
1.	Technology Platform	3-tier Architecture in end to end setup of proposed QMS solution.	Critical & Mandatory			
2.	Technology Platform	QMS Application should be scalable to support as per RFP sizing of QMS customers.	Critical & Mandatory			
3.	Technology Platform	Application must not have Dependency on Thick Client/EXE in setup	Critical & Mandatory			
4.	Technology Platform	Encryption of PII/SPDI (Protection of personally identifiable information / Sensitive personal data and information) Data at rest, motion and in use	Critical & Mandatory			
5.	Technology Platform	Payload encryption should be available in Application	Critical & Mandatory			
6.	Technology Platform	DR active- active /High availability mode in application and database/clustering configuration in proposed setup	Critical & Mandatory			
7.	Technology Platform	Data consistency across all modules of application	Critical & Mandatory			

8.	Technology Platform	Login authentication should be using bank's Active Directory	Critical & Mandatory			
9.	Technology Platform	Licensing should be perpetual and not based on usage including 3rd party tools for all modules as per sizing of RFP and Bank future requirements etc. mentioned in RFP	Critical & Mandatory			
10.	Technology Platform	Application Source code review will be done by Bank and IT -partner should ready for it. HP Fortify tool or similar tool may be used by the Bank to scan source code deployed for QMS at Bank location or bidder location and observation need to be closed to get Go-live permission on QMS from bank ISSD.	Critical & Mandatory			
11	Technology Platform	General Data Protection Regulation related compliance requirement met in QMS solution	Critical & Mandatory			
12	Technology Platform	QMS Application should be scalable to support existing branches and its corresponding users, which may increase in future too as per Bank requirement	Critical & Mandatory			
13	Technology Platform	Capability of API integration of QMS with any of bank's application	Critical & Mandatory			
14	Technology Platform	Data privacy to be ensured. Application wide masking of PII data or any other data required by bank	Critical & Mandatory			
15	Technology Platform	Entire process of QMS should be automatic with no manual intervention	Critical & Mandatory			
16	Technology Platform	No limitation on the usage of QMS system on Users concurrency basis	Critical & Mandatory			
17	Technology Platform	Product is latest OWASP (Open Worldwide Application	Critical & Mandatory			

		Security Project) guidelines compliant				
18	Technology Platform	Password policy as per bank's ISD guidelines	Critical & Mandatory			
19	Technology Platform	Standard Secure coding practices have been followed in application	Critical & Mandatory			
20	Technology Platform	User access control: Role based access, menu based access, hierarchy based access etc	Critical & Mandatory			
21	Data Management	Data should be in sync across all delivery modules viz., Indian Bank Mobile app / /INB / WEBSITE / etc	Critical & Mandatory			
22	Data Management	Risk & Regulatory reports as required by regulators or bank	Critical & Mandatory			
23	Data Management	Storage: Ability for easy storage and retrieval of information, plans, data for each module mentioned in the scope	Critical & Mandatory			
24	Common Features	Solution customizable as per requirement of the bank	Critical & Mandatory			
25	Common Features	User interface in English, Hindi and in all scheduled languages as per requirement of the bank. Language should be configurable from a central location	Critical & Mandatory			
26	Common Features	The Solution capable of generating token through digital / physical and QR (Quick Response) code. Tokens with bank's branding and promotional messages	Critical & Mandatory			
27	Common Features	Token numbers should be alphanumeric for easy identifications of services and customer	Critical & Mandatory			
28	Common Features	Token should be printed in the language option selected by the customer	Critical & Mandatory			
29	Common Features	The token display at counters would clearly show the tokens that have been called to their respective counters	Critical & Mandatory			

30	Common Features	Voice announcement of tokens in language selected by the customer at the time of taking the token	Critical & Mandatory			
31	Common Features	Solution should support Auto Calling of tokens. Once a token is served, next token to be called automatically. Counter staff can stop or pause operations after entering pre-defined reasons configurable centrally	Critical & Mandatory			
32	Common Features	Solution capable of giving information on estimated wait time on the physical token number and the wait time on real time basis in digital token	Critical & Mandatory			
33	Common Features	Solution to support display of tokens issued, served, waiting on a TV / display screen placed at branches with audio and video output for serving token numbers	Critical & Mandatory			
34	Common Features	Option of token prioritization for HNIs / Valued customers/ Senior citizens etc	Critical & Mandatory			
35	Common Features	Option for pre-booking / appointment by customers for select services to be availed. Bidder to provide the API which will be integrated to other bank's internal channels.	Critical & Mandatory			
36	Common Features	Solution deployable in the bank's existing or proposed hardware (Computer / Tablet)	Critical & Mandatory			
37	Common Features	Availability of a dashboard for monitoring and MIS generation on real time basis. MIS on waiting tokens, pause time, reports, service time, employee-wise reports, service-wise footfall at the branch and other information related to tokens etc. on real time	Critical & Mandatory			
38	Common Features	User interface for token issuance to display list of branches with the availability	Critical & Mandatory			

		of services at these branches with an option to choose the branch, product / service, giving expected wait time				
39	Common Features	Readily be able to integrate with banks's other application like Indian Bank Mobile app, INB / WEBSITE, or any other module suggested by bank	Critical & Mandatory			
40	Common Features	Branch Manager / controllers to have supervisor view of what tickets are being served at any given point	Critical & Mandatory			
41	Common Features	Performance of the application should be smooth and scalable if load increase	Desirable			
42	Common Features	Better Support keeping clientside developer for deployment	Desirable			
43	Common Features	Capability to incorporate changes in UI/UX (User interface / User experience) of solution as per Bank inputs and INDIAN BANK MOBILE APP, INB / WEBSITE related suggestions	Desirable			
44	Common Features	Customer feedback capturing functionality. Functionality to take feedback from customers should be available in QMS solution. QMS should have the feature to configure feedback questions and ratings as per business requirement	Desirable			
45	Common Features	MIS reporting at different hierarchy levels. Remote Monitoring System should be capable of monitoring the uptime of all the machines configured on the Bank's network on real time basis from a centralized location. The penalties will be applied based on this report. Automatic call logging and closing facility should be available in the Remote Monitoring System	Desirable			

46	Common Features	All types of reports pertaining to customer visit, queue allotment, teller performance etc., or any other kind of report required by bank from time to time	Desirable			
47	Common Features	Search: Robust Search functionality across all the modules mentioned in the scope	Desirable			
48	Common Features	Sort and Filter: Option for sorting and filtering the data in each of the modules by customer and bank users	Desirable			
49	Common Features	Menu driven ability for creation /addition/removal of users, roles. Menu driven ability for definition of access rights for each role	Desirable			
50	Common Features	Ability to print centrally configurable promotional messages on the token	Desirable			
51	Common Features	Facility to redirect customers and serve out-of-turn tokens and handle missing tokens	Desirable			
52	Common Features	System should keep information of missing tokens and list to be easily accessible on the token calling panel	Desirable			
53	Common Features	Staff should have the option of putting a token on hold in case of missing documents, back office verification, etc., and the same can be re-called again for service	Desirable			
54	Common Features	System should be able to provide a non-interactive live view of real time statistics of all branches. Additionally, it would be an automated flip style view of real-time branch statistics giving complete view of total walk ins, Waiting customers, Average service time, Average wait time, Staff wise efficiency, Total number of active/non-active counters, Pending Tokens etc. System	Desirable			

		should support rich graphical display like pie chart, bar graph etc.				
55	Common Features	System should support report distribution functionality. Allows reports to be distributed to the appropriate stakeholders, either on the fly or on a scheduled basis via email	Desirable			
56	Common Features	All Report Export Functionality in excel, CSV, PDF, TXT in QMS	Desirable			
57	Common Features	The display system should show the promotional videos / images and the called token in clear distinct panels. Dynamic scrolling display to handle larger branches	Desirable			
58	Common Features	The display should support interface for adding Foreign Exchange rates, Term Deposit Rates etc.,	Desirable			
59	Common Features	The display system should support a user interface to add new promotions for a selection of dates/ times. users can create playlist for digital content for selected branch (s)	Desirable			
60	Common Features	The promotional videos should be configurable from the central location for each branch / Circle /location etc	Desirable			
		QMS solution should have easy accessibility on all Mobility devices	Desirable			
61	Common Features	QMS solution should have easy accessibility on all Mobility devices	Desirable			
62	Common Features	QMS solution should easily adjust as per Mobile App/Tablet/Desktop	Desirable			
63	Common Features	QMS solution should be responsive to open on tablet for Bank's teller. No separate tablet app required.	Desirable			

| 64 | Common Features | System should be able to provide configuration like adding /deleting services, change the token machine display properties (colour, width, fonts, etc.), language, change display unit properties (fonts, logo, token no & counter no. layout, etc.) change elements in token (logo, waiting customer count, promotional message, etc.). Ability to deactivate / activate services centrally | Desirable | | | | |
| 65 | Common Features | Proposed Solution should have standard sizing benchmarking defined for Performance testing. Share sample result | Desirable | | | | |

Important: Out of total 65 Technical & Functional Specifications, Sr. No 1 to 40 are mandatory parameters. Sl. No. 41 to 65 are categorized as desirable and carries 2 marks each. If reference page number of technical bid response is not mentioned against above each functionality, then Bank may consider functionality is not available in QMS. In QMS technical bid response, description submitted should match with above mentioned RFP scope functionalities otherwise bank will not consider it for scoring purpose.

All above Critical and Mandatory functionality requirements should be readily available for INDIAN BANK in proposed QMS. The above list is not exhaustive, and features listed above are applicable to QMS wherever applicable. All the technology, framework, interfaces in UAT, Pre-prod and Production with DR should be provided with Queue Management Solution.

Any additional functionality information other than above technical and functional parameters can be shared only for bank information and the same will not be considered for evaluation marking etc.

Following details required for Bank reference:

Sr. No	Required Functionalities / Features	Compliance (Yes/No) and Supporting Documents	Available as part of solution (Yes / No)	Will be Provide as Customization (Yes / No)	Will be provided as Third Party Solution	Feasible (Yes/No
1.	Functioning of Software / Hardware / Network etc	Attached supporting Documents				
2	Licensing details of Software Solution / Service/ Product	Attached supporting Documents				

Seal of Company

The interested solution providers must respond against all these broad categories subject to the adherence of the other terms and conditions mentioned in this RFP. The Solution providers / applicants must clearly specify the category/categories against which the proposal is furnished (in the RFP format), failing which the entries may not be entertained. If the solution is not able to meet some of the parameters mentioned above directly, the solution providers must explicitly mention 3rd party solution if any used as part of proposed solution details and must be able to provide seamless integration to meet the parameters (Though it is not preferred, it will be examined by the bank at its sole discretion, considering the individual weightage for each parameter subject to the adherence of the other terms and conditions mentioned in this RFP).For Bank all 3rd party components used in solution bidder has to provide sufficient Number of licenses as per sizing and AMC support and upgrade and security observation need to be addressed by bidder. The Bidder should describe how proposed solution will meet the required Critical and Mandatory functionalities and provide complete details thereof in the technical bid and mention reference to page no in last column Abovementioned Technical Functionalities to be confirmed by the Bidder and shared in detail with technical bid document. This need to be showcased with relevant Documents/Presentation/Flowcharts/process flow/Demo/POC/Site visit etc. as decided by the Bank. Bidders to confirm that each of the above mentioned Critical and Mandatory requirements are readily available for deployment of proposed INDIAN BANK QMS and the solution is expected to expose REST API for creation/query/listing/closure/reassignment of tokens/queue which will be consumed by bank channels and applications.

D. PAYMENT MILESTONES: - Payment Milestone can be removed since it is OPEX model QMS.

COMMERCIAL BID

The Commercial Bid needs to contain the information listed hereunder and needs to be submitted on portal of Government e- Market Place (GeM) portal.

Name of the Bidder:

S.no	Item	qty	Cost per Unit	Cost for 36 months (Inclusive of taxes)
1	One time cost for setting up the caballing inside the branch for installation of QMS KIOSK comprising of Token Dispenser, Display unit 1 no and Counter Setup.	100		
2	Per Month rental cost for running and maintaining the QMS solution including of hardware and software as per the RFP	100		
3	Cost of Roll as per actual usage on monthly basis.	Per unit		
4	Proposed per month charges of the resources at the head office of Indian Bank as per the commitment by the bidder to maintain the TAT for the services specified in the tender	At Head office		
	*Total Cost of Ownership (inclusive of taxes)			

*This will be the Total Cost of Ownership (TCO)/Total Project Cost should be quoted in the Commercial Bid inclusive of all taxes.

Name & Signature of authorized signatory & Seal of Company

The Extended timeline for submission of bid is as below:

The Corrigendum is effected to this tender Notification Ref: COBOD/RFP/QMS/2024-25/002 dated 08.08.2024 (Gem Auction ID: GEM/2024/B/5266569), the following modification have been made:

1	Date of Corrigendum	06.09.2024, Friday
2	Last Date & Time of Submission of Queries/Clarifications	12.09.2024, Thursday 3.00 P.M
3	Date & Time of Pre Bid Meeting	17.09.2024, Tuesday 3.00P.M
4	Last Date & Time for Submission of Bids in Online Mode	25.09.2024 Wednesday 3.00 P.M
5	Date and Time of Opening of Part A - Technical Bid	25.09.2024 , Wednesday 3.30P.M

The bidders are advised to make a note of the changes made in this amendment and proceed accordingly.

All communications regarding points requiring clarifications and any doubts shall be addressed to QMS@indianbank.co.in by the intending bidders before 15.00 Hours on 12.09.2024.

A pre-bid meeting of the intending bidders will be held as scheduled below to clarify any point/doubt raised by them in respect of this RFP.

Date	Day	Time	Venue
17.09.2024	Tuesday	15.00	Through Video Conference

Note: The Corrigendum shall be Download, Signed, Sealed, and enclosed along with the bid documents

Deputy General Manager (BOD)
Indian Bank, Corporate Office
Banking Operations Dept.
No. 254-260, Avvai Shanmugam Salai,
Royapettah, Chennai – 600014
Ph: Phone: 044-2813-4543/4528
Email: QMS@indianbank.co.in