



A L L A H A B A D B A N K

DEPARTMENT OF INFORMATION TECHNOLOGY

**HEAD OFFICE
2, NETAJI SUBHAS ROAD,
KOLKATA - 700001
INDIA**

**REQUEST FOR PROPOSAL (RFP)
FOR
ENGAGEMENT OF SERVICE PROVIDER
FOR
RECONCILIATION, SETTLEMENT AND DISPUTE MANAGEMENT
OF
TRANSACTIONS OF ALTERNATE CHANNELS & PAYMENT SYSTEMS**

RFP Ref. No. NO: HO/DIT/Recon/2018-19/108

Dated: 17.07.2018



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SECTION-I
INVITATION FOR BIDS (IFB)

REF NO: NO: HO/DIT/Recon/2018-19/108

DATE: 17.07.2018

1. Definitions: In the RFP following terms shall be interpreted as indicated:
 - (i) 'Bank' means unless excluded by and repugnant context or the meaning thereof, shall mean 'Allahabad Bank', described in more detail in clause 1.1 of Section-II and which has invited Bids under this Request for Proposal and shall be deemed to include its successor and assignee.
 - (ii) 'RFP' or 'Tender' means Request for Proposal for Selection of Service Provider for "Outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems" in the Bank.
 - (iii) 'Respondent' means the vendor submitting bid in response to RFP.
 - (iv) 'Proposal' means the Technical Proposal and the Indicative Commercial Bid along with Reverse Auction of commercial bids as per the formats prescribed in the RFP
 - (v) 'Bidder' means a vendor submitting the proposal in response of RFP
 - (vi) 'Successful Bidder' means the Bidder whose Reverse Auction Commercial Bid is accepted by the Bank.
 - (vii) 'Selected Bidder' or 'successful bidder' means the Bidder whose Reverse Auction Commercial Bid is accepted by the Bank for Outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems as per this RFP.
 - (viii) 'Contract' means the agreement signed by successful Bidder and the Bank at the conclusion of Bidding process, wherever required
 - (ix) 'Solution' means application and/or services provided for Outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems as per this RFP.
 - (x) 'Purchaser' means Allahabad Bank
 - (xi) 'Recipient' means to whom the RFP document is issued by the Bank or who has downloaded RFP and submitted bid cost.
 - (xii) 'Offer or Bid' means response to RFP document submitted by Bidder or Respondent to the Bank.
 - (xiii) 'Vendor' means the individual or firm submitting the proposal in response of RFP
 - (xiv) 'Selected Vendor' means the Bidder whose Reverse Auction Commercial Bid is accepted by the Bank for Outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems as per this RFP.
 - (xv) 'EMD' means Earnest Money Deposit.
 - (xvi) 'SLA' means Service Level Agreement.
 - (xvii) 'AMC' means Annual Maintenance Contract.
 - (xviii) 'ATS' means Annual Technical Support.
 - (xix) 'TCO' means Total Cost of Ownership.
 - (xx) 'ISO' means International Organization for Standardization.
 - (xxi) 'OSD' means Original Solution Developer.
 - (xxii) 'TAT' Turn Around Time
2. The Bank intends to engage a service provider for outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems. In connection to this, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal', 'Indicative Commercial Bid' and 'Reverse Auction of Commercial Bid' i.e. 'Final Commercial Bid') for selection of service provider for Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems in the Bank as per the Terms & Conditions, Technical Specifications & Functional requirements and Scope of Work described elsewhere in this document.
3. Bank intends to select a vendor who can conceptualize, design, implement and manage a robust solution for Outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems for the Allahabad Bank.
4. The RFP document is not a recommendation, offer or invitation to enter into a contract agreement or



any other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and selected Bidder as identified by the Bank after completion of the selection process as detailed in the document.

5. In this connection, sealed technical bid, online indicative commercial bid and reverse auction of commercial bids are invited from eligible bidders for Outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems.
6. A complete set of Request for Proposal (RFP) can be obtained from following address during office hours on all working days either in person or by post on submission of a written application along with a non-refundable fee of **Rs.2,500/-** (Rupees Two Thousand Five Hundred Only) (Rs.500/- extra in case it is to be sent by Courier/ Post) in the form of Demand Draft or Banker's Cheque in favour of Allahabad Bank payable at Kolkata.

Department of Information Technology
2nd Floor, Head Office,
Allahabad Bank
2, Netaji Subhas Road,
Kolkata - 700001

7. Bidders who purchase the RFP in their names only are eligible for submission of bid.
8. The bidder who downloads the RFP from bank's website www.allahabadbank.in, is required to submit a non-refundable fee of Rs.2,500/- in the form of DD or Banker's cheque, in favour of Allahabad Bank payable at Kolkata, during office hours within the last date and time of submission of bid, failing of which the bid of the concerned bidder will not be entertained. The hard copy of this document (RFP) procured from the bank only, will be treated as authenticated copy for all purposes.
9. The Sealed Technical Bid and Online Indicative Commercial Bid (uploading) must be submitted giving full particulars within the time period specified below. Masked indicative commercial bid (Annexure-VI) must be submitted with technical bid.
10. All bids must be accompanied by a bid security as specified in the RFP and must be delivered during office hours at the above address on or before specified date and time indicated below.
11. No further discussion/interface will be granted to bidders whose bids have been technically disqualified.
12. The Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever.
13. Bank reserve the right to annul the Bidding process at any stage prior to Award of Notification or Purchase Order without assigning any reasons whatsoever.
14. Eligibility cum Technical bid will be opened on tender (technical bid) opening date, in the presence of the vendor's representatives who choose to attend the opening of technical bid. Technically qualified bids will be taken up for further processing and suitable date & time will be advised to the bidders for product demonstration to ensure that it provides the functionality required by the Bank as per scope of the work clause 4 of the COP. After evaluation of the product the Indicative Commercial Bids of qualified bidders will be opened in the presence of the technically qualified bidder's representatives on separate date and time which will be notified separately.
15. After opening of Indicative Commercial Bids, the bank will organize Reverse Auction of the Commercial Bids and the technically qualified bidders will be allowed to participate in reverse auction.

16. RFP details are mentioned below:

RFP Reference Number	HO/DIT/Recon/2018-19/108 dated: 17.07.2018
Fee for RFP document or bid cost (non-refundable) by Demand Draft/Banker Cheque only	Rs.2,500/- including GST. (Rs. Two Thousand Five Hundred only)
Bid Security (interest free)	Rs.15,00,000/- (Rs. Fifteen Lakhs only)
Date of Commencement of Sale of RFP & Availability of RFP document on Bank's website	17/07/2018 12:00 Hours IST
Date & Time of Pre-Bid Meeting	24/07/2018 15:30 Hours IST
Last date & Time for sale of RFP	06/08/2018 13:00 Hours IST
Last date & Time for submission of Sealed Technical Bid & Online submission of Indicative Commercial Bid	06/08/2018 15:30 Hours IST
Date & time of opening of Technical Bid	06/08/2018 16:00 Hours IST
Date and Time of Opening of Indicative Commercial Bid and Reverse Auction of the Commercial Bids.	To be notified later to Technically qualified bidders.
Place of submission & Opening of Bids	Department of Information Technology, 2 nd Floor, Head Office, Allahabad Bank 2, Netaji Subhas Road, Kolkata-700001 (West Bengal), India
Address for Communication	As above Tel : +91-33-2231 9235 E-mail : hodit.ib@allahabadbank.in

Note: The above dates are tentative and subjected to change without any prior notice or intimation. Bidders should check website www.allahabadbank.in for any changes / addendums to the above dates and/or any other changes to this RFP.

Asstt. General Manager (IT)
Department of Information Technology
Head Office , Allahabad Bank
Kolkata

SECTION II

INSTRUCTION TO BIDDERS (ITB)

I N D E X

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SECTION- II
INSTRUCTION TO BIDDERS (ITB)

1. INTRODUCTION

- 1.1** Allahabad Bank, ALLAHABAD BANK, a body corporate established under the Banking Companies (Acquisition and Transfer of Undertaking) Act 1970, having its Head Office at 2, Netaji Subhas Road, Kolkata-700001, India, hereinafter referred to as “Bank” a leading Public Sector Bank, having its presence throughout the country, intends to engage a service provider for Outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems in the Bank. In connection to this, Bank invites sealed offers (‘Conformity to Eligibility Criteria’, ‘Technical Proposal’ and ‘Commercial Bid’) for selection of service provider for “Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems” in the Bank and identifying as per the Terms & Conditions, Technical Specifications, Functional Requirements and Scope of Work described elsewhere in this document.
- 1.2** This RFP is meant for the exclusive purpose of bidding as per the terms & conditions indicated. It shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.
- 1.3** The Bank will have the right to reject any or all the bids, received in response to this invitation, and its decision in this regard shall be final and binding.
- 1.4** This request for proposal document (‘RFP document’ or RFP) has been prepared solely for the purpose of enabling Allahabad Bank (‘Bank’) to select service provider for “Outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems” in the Bank.

2. Amendment:

The Bank may update or revise the RFP document or any part of it through Addendums. The Recipient acknowledges that any such revised or amended document is subject to the same terms and conditions as this original and subject to the same confidentiality undertaking.

3. DISCLAIMER

- 3.1** Information provided in this RFP is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. Allahabad Bank does not own any responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. Further, the Bank also does not accept liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
- 3.2** Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of the Bank or any of its officers, employees, contractors, agents, or advisers.
- 3.3** The Bank and its officers, employees, contractors, agents and advisers disclaim any liability, pecuniary or otherwise that may accrue or arise from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting due to the information contained herein and/or by virtue of copying, adopting, reproducing, any of the material which may be the copyright material or any other Intellectual Property of a third party who may claim ownership of the same.
- 3.4** The purpose of this RFP is to provide the Bidder(s) with information to assist them in formulation of their proposals (the Bids). This RFP does not claim to contain all the information each Bidder may require. Each Bidder should, at its own costs without any right to claim reimbursement/refund etc., conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP and wherever felt necessary may 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.

- 3.5 The Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

4. **COSTS BORNE BY RESPONDENTS**

The Bidder shall bear all costs associated with the preparation and submission of its bid and the Purchaser will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

5. **NO LEGAL RELATIONSHIP**

No binding legal relationship shall exist between any of the Respondents and the Bank until execution of a contract or Bid Form (**Annexure-I**) to the satisfaction of the bank.

6. **RECIPIENTS' OBLIGATION TO INFORM ITSELF**

It is the Recipient's responsibility to conduct all necessary investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

7. **LIABILITIES OF BANK**

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

8. **ELIGIBLE BIDDERS**

A bidder before submitting the bid must ensure that it fulfills the eligibility criteria as per **Annexure-II** for being eligible for participation in the bidding process the bidder.

9. **TWO BID SYSTEM TENDER**

- 9.1 The Bidders are required to submit the Technical Bid in physical form well before the last date and time mentioned, whereas for the Indicative Commercial Bid submission, Bank will adopt the E-Tendering process the Indicative Commercial Bid is required to be submitted online on or before the last date and time mentioned in the RFP.

- 9.2 Technical Bid in duplicate duly sealed and super-scribed '**Bid for Outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems in Allahabad Bank - Technical Bids**' shall be submitted as per bid details given in the RFP. The original and duplicate bids should be submitted in separate inner envelopes mentioning 'Original Technical Bid' and 'Copy Technical Bid' clearly. **Softcopy of the Technical Bid in MS-Word format should be submitted in a CD(R)/DVD (R), properly super-scribing Bidder's Name and Bid for Outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems in Allahabad Bank - Technical Bids**', in the inner envelope containing Original Technical Bid".

- 9.3 The tender not submitted in the prescribed format or incomplete in detail is liable for rejection. Allahabad Bank is not responsible for non receipt of quotations within the specified date and time due to any reason including postal delays or holidays.

- 9.4 The Technical Bid and Indicative Commercial Bid should be prepared in an organized, structured and neat manner.

- 9.5 The Technical Bid including Brochures/leaflets etc. should be submitted in Technical Bid as a bound document and not in a loose form.

- 9.6 All the pages of the Technical bid should be serially numbered indicating beginning and ending page on each and every page.

- 9.7 Proper index of documents submitted should be provided.

9.8 **Technical Bid**

It is mandatory to provide the technical details in the exact format of Technical Specifications and Functional Requirements as given in the RFP (**Annexure-III**). Correct technical information of the solution being offered must be filled in. **Filling of the information using terms such as "OK", "Accepted", "Complied", "Noted", "As given in Brochure/ manual" is not acceptable.** The

Bank reserves the right to treat offers, not adhering to these guidelines, **as unacceptable.**

All the formats need to be filled in exactly as per the pro-forma given in the Annexure and any deviation is likely to cause rejection of the bid.

The Bank shall not allow/permit changes in the technical specifications and functionality once it is submitted.

The offer may not be evaluated by the bank in case of non-adherence to the format or partial submission of technical details as per the format given in the offer.

The relevant product information, version number, printed product brochure, technical specification sheets, documents in support of various certifications wherever applicable as asked for by the bank etc. should be submitted along with the offer. Non-submission or partial submission of this information along with the offer may result in disqualification.

The implementation, successful operation and maintenance of relevant solution will be the sole responsibility of the bidder. The Bank will not enter into any separate contract for implementation, successful operation, maintenance and support services etc. through any third party. **The Technical Bid must NOT contain any price information.**

9.9 ACCEPTANCE OF TERMS & DEVIATION

Recipient shall, by responding to the Bank with a submission, be deemed to have accepted the terms of this document in totality without any condition whatsoever. Any deviation from the printed specifications and Terms & Conditions should be clearly mentioned in the offer document as per the deviation statement as per **Annexure-IV**. Deviation specified only in deviation statement will be taken into consideration.

9.10 The Technical Bid is further divided into three sections and shall comprise of the following documents -

Section	Item	Format
Bid Form and Eligibility Criteria	Bid Form	Annexure-I
	Eligibility Criteria with all Annexure, Certificates and Enclosures	Annexure-II to IIF
Technical Section		
	Technical Specifications and functional Requirements	Annexure-III
	Acceptance of terms & conditions and deviation statement	Annexure-IV
	Bank Guarantee Towards Bid Security	Annexure -V
	Masked Indicative Commercial Bid (without Price)	Annexure - VI
	Technical documentation Details (Manuals, Brochures, leaflets etc.)	To be enclosed
	RFP and subsequent addendums signed & stamped on every page by the authorized representative of the Bidder	

9.11 INDICATIVE COMMERCIAL BID:

The bidder has to submit the indicative commercial bid online.

The Indicative Commercial Bid should give all relevant price information and should not contradict the Technical Bid and masked indicative commercial bid (Annexure - VI) in any manner. The prices should be quoted in Indian paise only.

The bidders are advised in their own interest, to quote the best possible offer for each of the item offered.

The Online Indicative Commercial Bid shall comprise of the following documents -

Item	Format
Indicative Commercial Bid	Annexure -VII

10. NON –TRANSFERABLE TENDER:

This tender document is not transferable. Only the vendor, who has purchased this tender, is entitled to quote.

11. ALTERNATIVE OFFERS :

Each offer should specify **only a single solution for each service** which is cost-effective and meets the tender specification and **should not include any alternatives.**

12. ERASURES AND ALTERATIONS:

The offers containing unauthenticated erasures or alterations will not be considered. Therefore, there should be no unauthenticated hand written material, corrections or alterations in the offer. If such unauthenticated erasures or alterations are present, these should be initialed by the person or persons authorized for signing the bid. Any deviation may lead to the rejection of the bid.

13. COST OF BIDDING:

The Bidder shall bear all costs associated with the preparation and submission of its bid and the Purchaser will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

14. CONTENTS OF RFP:

14.1 The solution and services required, bidding procedures and contract terms are prescribed in the RFP. In addition to the invitation for Bids, the RFP includes -

- a) Instruction to Bidders (ITB): {Section II}
- b) Conditions of Contract (COC): (Section III)
- c) Conditions of Procurement (COP): (Section IV)
- d) Schedule of Requirement with Technical Specifications and Functional Requirements (Section V)
- e) Forms (Annexure – I to Annexure – XII) (Section VI)

14.2 The Bidder is expected to examine all instructions, forms, terms and specifications in the Bidding Documents. Failure to furnish all information required by the RFP or submission of a bid not substantially responsive to the RFP in every respect will be at the Bidder's risk and may result in the rejection of its bid.

15. CLARIFICATION OF RFP :

A prospective bidder requiring any clarification of the RFP may notify the Purchaser in writing or by fax/e-mail at the Purchaser's mailing address indicated in the invitation for bids (IFB). The Bank will respond in writing, to any request (received in writing along with soft copy only), for clarification of the RFP, which it receives 2 (two) working days prior to the date of Pre-Bid Meeting.

16. PRE-BID MEET :

16.1 Only the prospective bidders, **who have purchased a copy of the RFP**, will be eligible to attend a pre-bid meeting to be held, as indicated in the Bid Data Sheet, after publication of RFP and well before the last date for receipt of bids. Up to a maximum of two representatives of each prospective bidder will be permitted to attend the pre-bid meeting. However the Bank, at its discretion, may permit any additional representative of any prospective bidder or any representative of service provider to attend the pre-bid meeting.

16.2 The purpose of the meeting is to clarify issues and to answer questions on any matter that may be raised up to that stage. The issues/questions to be raised must be in writing along with soft copy of the same. The Purchaser will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the bidders in the meeting.

16.3 Clarifications including the text of the questions raised (without identifying the source of inquiry) will be sent to all prospective bidders who have purchased the RFP, allowing at least seven days time, prior to the last date for receipt of bids.

16.4 Non-attendance at the Pre-bid Meeting will not be a cause for disqualification of a bidder.

17. AMENDMENT OF RFP:

- 17.1 Any modification of the RFP, which may become necessary as a result of the Pre-bid Meeting or otherwise, shall be made by the Purchaser exclusively through the issue of an Addendum/ Corrigendum. 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 requested by a prospective Bidder, may modify the RFP, by amendment. For any amendment, notice will be published on banks website (allahabadbank.in) only and bidders have to check the site regularly.
- 17.2 All prospective Bidders who have purchased the RFP will be notified of the amendment in writing or by fax or e-mail and will be binding on them.
- 17.3 In case of amendment(s) taking place in the RFP, the Purchaser at its sole discretion, may extend the deadline for the submission of bids to ensure availability of reasonable time to the prospective bidders for preparing their bids.

18. LANGUAGE OF BID :

The bid prepared by the Bidder, all correspondence and documents relating to the bid exchanged by the Bidder & the Bank, shall be written in English.

19. BID SECURITY :

- 19.1 The bidder shall furnish a bid security (as per the **Annexure-V**) of Rs. 15,00,000/- (Rupees Fifteen Lakhs only), as a part of their bid.
- 19.2 The bid security is required to protect the Purchaser against risk of bidder's conduct during the period of bid validity.
- 19.3 The bid security shall be denominated in INDIAN RUPEES only and shall be in the form of Bank Guarantee, issued by a Scheduled Commercial Bank located in India (other than Allahabad Bank), as per the format given in **Annexure-V** and should be valid for sixty (60) days, beyond the validity of the bid.
- 19.4 Any bid not secured in accordance with ITB Clause-19.1 and 19.3 above will be rejected by the Purchaser as non-responsive.
- 19.5 The Bid security shall be forfeited:
 - (a) If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form;

Or

 - (b) In case of successful bidder, if the bidder:
 - (i) fails or refuses to sign the Contract Form;

Or

 - (ii) fails or refuses to furnish the Performance security , in accordance with the Terms & Conditions of the RFP or Contract
- 19.6 In exceptional circumstances, the Bank may solicit the Bidders' consent to an extension of the period of validity of the bid and bid security. The request and the responses thereto shall be made in writing or by fax/ email. The bid security provided under ITB Clause-21 shall also be suitably extended. A bidder granting the request will not be required nor permitted to modify its bid.
- 19.7 The Bid Security of the unsuccessful bidders will be discharged upon completion of bid-evaluation process. The Successful bidder however will be required to submit the performance security for the period of contract as per clause 21 below.

20. VALIDITY OF BID:

The bid shall remain valid for 180 days after the scheduled date of opening of Technical Bid prescribed by the Bank. Therefore, the bid security will have to be submitted for a period of (180+60) days. **A bid valid for a shorter period shall be rejected by the Purchaser as non responsive.**

21. PERFORMANCE SECURITY:

- 21.1 Successful bidder also has to furnish a Performance security in the form of Bank Guarantee as per



the **Annexure-X**) of Rs. 30 Lakh (Rupees Thirt Lakh only) issued by any reputed Scheduled Commercial Bank in India (other than Allahabad Bank) in favour of Allahabad Bank. The Guarantee shall be valid for the entire period of contract and 90 days from the effective date of the contract. Performance security valid for a shorter period shall be rejected by the Bank, as non responsive.

- 21.2** In case the Bank decides to extend the period of contract, the Performance security will have to be accordingly extended i.e. it should be valid up to the period of extension+ 90 days.
- 21.3** The Performance security is required to protect the Purchaser against risk of selected vendor's conduct during the period of Contract.
- 21.4** Any bid, in the due course, not secured in accordance with ITB Clause-19.1 above will be rejected by the Purchaser as non-responsive.
- 21.5** The selected vendor's performance security will be discharged upon completion of contract validity, subject to successful performance of the obligations as selected vendor.
- 21.6** The performance security may be forfeited if the selected vendor fails
- a) To sign the contract in accordance with ITB Clause-39
- Or
- b) To perform obligations as selected vendor.

22. FORMAT AND SIGNING OF BID:

- 22.1** The Bidder shall prepare two copies of the Technical bid, clearly marking each "Original Technical Bid" and "Copy Technical Bid" as appropriate. In the event of any discrepancy between them, the original shall govern. Original copy of Bid Security should be submitted with the Original Technical Bid.
- 22.2** The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorised to bind the Bidder to the Contract. All pages of the Bid, except for un-amended printed literature shall be initialled by the person or persons signing the bid.
- 22.3** The bid shall contain no interlineations, erasures or overwriting, except as necessary to correct errors made by the bidder, in which case such corrections shall be initialled by the person or persons signing the bid.

23. SUBMISSION OF BIDS :

Bidders are required to submit the Technical Bid in physical form, whereas the Commercial Bid is required to be submitted online on or before the last date and time mentioned in RFP.

23.1 SUBMISSION OF TECHNICAL BID:

- 23.1.1** The Bidders shall seal the original Technical Bid and copy Technical Bid separately. Thus there will be two outer envelopes named as Original Technical Bid and Copy Technical Bid.
- 23.1.2** If above bids are found not properly sealed in respective inner envelopes, the bid is liable for rejection.
- 23.1.3** The two Outer envelopes for each Pack marked as "ORIGINAL TECHNICAL BID" and "COPY TECHNICAL BID" shall be duly marked as "DO NOT OPEN BEFORE"
- 23.1.4** In addition to the above marking, each envelope must be super-scribed with the following information -
1. Name of the bidder:
 2. Type of offer: Eligibility and Technical offer
 3. Date of submission:
 4. Contact numbers and email address of the single point of contact of the bidder for this RFP. This will enable the Purchaser to return the bid unopened, in case it is declared unacceptable for any reason whatsoever.



All the inner and outer envelopes shall be addressed to the Purchaser at the address given below:

The Assistant General Manager (IT),
Department of Information Technology,
2nd, Floor, Head Office,
Allahabad Bank,
2, Netaji Subhas Road,
Kolkata- 700 001, INDIA

23.1.5 If the outer envelopes are not sealed and marked as required, the Bank will assume no responsibility for the bid's misplacement or premature opening.

23.1.6 If envelope earmarked as "Original Technical Bid" is found to contain "copy technical bid", then that bid will be summarily rejected.

23.1.7 Telex, Cable, Facsimile or E-mail Bids will be rejected.

23.2 SUBMISSION OF ONLINE INDICATIVE COMMERCIAL BID (E-TENDERING)

23.2.1 The Bank will adopt E-Tendering process for online submission of Indicative Commercial Bids. The service provider for e-Tendering process is M/s Antares Systems Limited and the portal address for the same is www.tenderwizard.com/abbank, wherein the necessary details for e-Tendering are available.

23.2.2 The prospective bidders are advised to submit only the indicative commercial bids online. The following steps are to be taken for online submission of Indicative Commercial Bids:

23.2.2.1 Registration with Service Provider Portal www.tenderwizard.com/abbank.

23.2.2.2 The bidder should possess Class III Digital Signature Certificate (Mandatory). (Indicative Commercial Bids will not be recorded without Digital Signature Certificate)

23.2.2.3 In case of any clarification/Assistance please contact M/s Antares Systems Ltd. before the schedule time of Online Bid Submission.

Contact Persons:-

Mr. Kumar Chandan : 09674758720

Mr. Debraj Saha : 09674758721

Helpdesk : 09674758722

E-mail : kumarchandan@antaressystems.com

debrajsaha@antaressystems.com

23.2.3 **Bidders are required to do Tender Request latest by Last Date and time of sale of RFP (12:00 Hours IST on 14/03/2018) at the portal www.tenderwizard.com/abbank. Without the tender request process within the said schedule, the bidder will not be able to submit the Indicative Commercial bid online.**

23.2.4 The prospective bidders are advised to ensure on-line submission of Indicative Commercial Bid (Annexure-VII) only in a single *pdf* file with name "**Comm.pdf**" of size less than 5MB, duly signed and stamped by the authorized signatory latest by the last date and time of submission of Bids.

24. DEADLINE FOR SUBMISSION OF BIDS :

24.1 Bidders must ensure that their Technical Bids are received by the Purchaser at the address specified under ITB Clause 23.1.4, no later than the time and date specified in the IFB. Further they have to ensure that their Indicative Commercial Bid must be submitted online latest by the last date and time of submission of bids. In the event of the specified date for the submission of Bids being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.

24.2 The Purchaser may, at its discretion, extend the deadline for submission of Bids by amending the RFP, in which case all rights and obligations of the Purchaser and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

25. LATE BIDS :

Any bid (Technical or Online Indicative Commercial or both) submitted by the bidder after the deadline for submission of bids prescribed by the Purchaser, pursuant of ITB Clause- 27, will be rejected.

26. MODIFICATION AND WITHDRAWAL OF BIDS :

26.1 The Bidder may modify or withdraw its bid after submission of the bid, provided that written notice of the modification including substitution or withdrawal of the bids is received by the Purchaser prior to the deadline prescribed for submission of bids.

26.2 The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and despatched in accordance with the provisions of ITB Clause -23. A withdrawal notice may also be sent by fax/e-mail but followed by a signed confirmation copy, postmarked not later than the deadline for submission of bids.

26.3 No bid may be modified subsequent to the deadline for submission of Bids.

26.4 No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of Bid validity specified on the Bid Form. Withdrawal of the bid during this interval may result in the Bidder's forfeiture of its Bid security, pursuant to ITB Clause - 19.5.

27. BID OPENING :

27.1 As the Technical bids will be evaluated first for technical suitability, the Purchaser will open only the Technical Bids for those bidders who have submitted successfully the commercial bids as per the schedule mentioned in IFB. The Indicative Commercial bids of only technically qualified bidders will be opened on a later date, subsequent to the technical evaluation. The Purchaser will notify the date and time of opening of the Indicative Commercial bids to the technically qualified bidders.

27.2 Attendance of all the authorised representatives of the bidders who are present at Bid Opening will be taken in a register against name, name of the company and with full signature.

27.3 Each Bid will be numbered serially, signed and dated by the three Officers of the purchaser, on the first page. Each page of the bid will also be initialled with date, by two Officers of the purchase.

27.4 The following details will be announced at the bid opening -

- a) Bidder's names,
- b) Bid Modifications or withdrawals
- c) Technical Details of the Solution (in case of Technical bid opening),
- d) Bid Prices (in case of Indicative Commercial bid opening),
- e) Presence or absence of Bid Security (in case of Technical bid opening) and such other details as the Purchaser, at its discretion, may consider appropriate.

27.5 Alterations in the bids, if any, made by the bidder would be signed legibly to make it perfectly clear that such alterations were present on the bids at the time of opening. It would be ensured that alterations are signed by the bidder/company's executive who has signed the bid or by the bidder/company's representative authorised by the executive who has signed the bid.

27.6 Wherever any erasing or cutting is observed, the substituted words would be encircled and initialled by the bank officer singly and the fact that such erasing / cutting of the original entry were present on the bid at the time of opening should be recorded.

27.7 An "on the spot statement" giving details of the bids opened and other particulars as read out during the opening of the bids will be prepared.

27.8 Bids (and modifications sent pursuant to ITB Clause-26.2) that are not opened and read out at Bid opening shall not be considered further for evaluation, irrespective of the circumstances. Such Bids will be returned unopened to the Bidders.

27.9 Indicative Commercial bids of those bidders who have not been technically qualified will

not be opened for further evaluation.

28. CLARIFICATIONS OF BIDS :

To assist in the scrutiny, evaluation and comparison of offers, the Purchaser may, at its discretion, ask some or all vendors for clarification of their offer. The request for clarification and the response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. If deemed necessary the vendor is required to give presentation on the systems offered.

29. PRELIMINARY EXAMINATION :

29.1 The Purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.

29.2 Bids from Agents without proper authorisation from the manufacturer shall be treated as non-responsive.

29.3 Arithmetical errors will be rectified on the following basis -

29.3.1 If there is 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 the bidder does not accept the correction of errors, its bid will be rejected.

29.3.2 If there is a discrepancy between words and figures, the amount in words will prevail.

29.4 The Purchaser, at its discretion, may waive any minor informality, nonconformity or irregularity in a Bid, which does not prejudice or affect the relative ranking of any Bidder. This shall be binding on all bidders and the Purchaser reserves the rights for such waivers.

29.5 Prior to the detailed evaluation, pursuant to ITB Clause-30, the Purchaser will determine the substantial responsiveness of each bid to the RFP. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms & conditions of the RFP without material deviations. Deviations from or objections or reservations to critical provisions such as those concerning Bid Security, Warranty, Force Majeure, Applicable Law and Taxes & Duties will be deemed to be material deviation. The Purchaser’s determination of a Bid’s responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence.

29.6 If a Bid is not substantially responsive, it will be rejected by the Purchaser and may not subsequently be made responsive by the bidder by correction of the non-conformity.

30. EVALUATION AND COMPARISON OF BIDS:

The Purchaser will evaluate and compare the bids, which have been determined to be substantially responsive, pursuant to ITB Clause-30.

30.1 EVALUATION OF TECHNICAL BIDS:

30.1.1 Evaluation of Technical Bid is to be done on Eligibility criteria (Annexure-II) and Technical and Functional compliance submitted by the bidders as per Technical Specifications and Functional Requirement of Section -V. The various parameters for Eligibility and Technical and Functional evaluation and their weightage are given in the table below. At the sole discretion and determination of the Bank, Bank may add any other relevant criteria for evaluating the proposals received in response to this RFP.

Sl. No.	Particulars	Maximum Marks	Scoring Mechanism
I	Eligibility Evaluation: Bidder’s Competiveness and experience in reconciliation and settlement activities and Manpower Resources	10	Refer below.

II	Technical & Functional requirements specifications (As listed out in Part-B of Annexure-V	80	The rating / marks obtained in the specification sheet will be converted with 2 decimal places to 80%.
III	Technical Presentation of the proposed solution.	10	Demonstration/presentation of available software on the functional requirements
Total Technical Marks (T)		100	

30.1.2 The Bank shall evaluate response to Eligibility criteria. All eligible bidders may be required to make presentations to supplement their bids, showcase overall solution proposed and show a detailed product demonstration as per scope of the work clause 4 of the COP. The bank will schedule presentations and the time and location will be communicated to the bidders. Failure of a bidder to complete a scheduled presentation to the bank may result in rejection of the proposal. The Scoring criteria for Eligibility in terms of Bidder's company standing, competitiveness & experience in reconciliation and settlement of alternate channel and payment system transactions, manpower resources is as under will be as under:

Sl. No.	Evaluation Criteria	Basis of Evaluation	Scoring Methodology	Maximum Score
1	Standing of the company	Certificate of incorporation	A. 5 Yrs to less than 7 Yrs -10 marks B. 7 Yrs to less than 10 Yrs - 20 marks C. 10 Yrs and above- 50 marks	50
2	Number of Scheduled/ Commercial Banks in India where the bidder/OSD implemented the solution and handling at least 5 lakh transaction per day.	Client Credential Letter / Completion Certificate stating the status of implementation	A. 2 Bank - 75 marks B. 3 Banks - 100 marks C. More than 3 banks - 150 marks	150
3	Suitability of key resource & competency	Relevant field experience of resources to be deployed (CVs and necessary supporting documents)	A. 0 Yrs to less than 1 Yrs -15 marks A. 1 Yrs to less than 3 Yrs -25 marks B. 3 Yrs or above -50 marks	50

Note: Total marks earned out of 250 will be equivalent proportionate of total 10 marks.

30.1.3 Bidders have to provide responses against each technical specifications and functional requirement in Technical Specifications and functional requirement (**Annexure-III**) as

under:

- A - If the functionality is **Readily Available** in the solution.
- C - The functionality will be delivered after **Customizations** within 14 weeks of acceptance of the purchase order.
- NC - The functionality is unavailable and cannot be customized.

Scores or Marks will be awarded as per following Matrix:

Readily Available-A	Customizable- C	Non-Customizable- NC
4	2	0

- 30.1.4 Bidder has to put clear response against each requirement, which will be checked while technical evaluation.
- 30.1.5 Only those Bidders who score 80% (80 marks out of 100) or above in the Technical Evaluation round and minimum 60% marks in each of three sections (Eligibility, Technical & functional requirement and Presentation) will be short-listed for opening of Indicative Commercial Bids and online Reverse Auction of the Commercial bids with due communication by the Bank.
- 30.1.6 If at least 3 bidders do not score 80% or more score, then 3 bidders scoring highest marks in total and minimum 40% in each section will be selected at the discretion of the bank.
- 30.1.7 In case none of the participant Bidder score 40% in each section bank on its sole discretion may decide further course of action (may reject all bids).
- 30.1.8 The evaluation team from the Bank might also carry out Reference Site Visits and/or Telephonic interviews with the existing customers of the bidder, at its discretion.
- 30.1.9 The Bank at its discretion may reject the proposal of the Bidder without giving any reasons whatsoever, in case the responses received from the Site Visits are negative.
- 30.1.10 The Bank at its discretion may reject the proposal of the Bidder without giving any reasons whatsoever, in case the responses received from the Site Visits are negative.
- 30.1.11 The evaluation by the Bank will be undertaken by a committee of Officials formed by Bank and its decision is final.
- 30.1.12 The Bank or its representative shall have the right to make Office inspection and testing of solution during technical evaluation process at no extra cost to the Bank to confirm the conformity of the solution offered to the Bank as per requirement/scope of the work and to very responses submitted against Technical and Functional requirements in Annexure-III.

30.2 EVALUATION OF COMMERCIAL BIDS - ONLINE REVERSE AUCTION:

- 30.2.1 The Indicative Commercial bids (Annexure-VII) of all technically qualified bidders pursuant to ITB Clause-30.1 will be opened and online Reverse Auction will be carried out by the Purchaser as per terms & conditions of the Reverse Auction in this RFP.
- 30.2.2 Evaluation of all eligible bidders will be done in Indian Rupees only.
- 30.2.3 **The Commercial Bids post Reverse Auction will be evaluated based on the Administration Fee per point and will be the basis of comparison amongst the eligible Bidders to rank them, in order to determine the lowest evaluated Bid.**
- 30.2.4 Detailed process & rules of online Reverse Auction is provided in Annexure-VIII.

31 PRICE COMPOSITION:

The Bidder is expected to quote unit price in Indian Paise for reconciliation charge per transaction as part of the Indicative commercial Bid and Reverse Auction of Commercial bid inclusive of all costs exclusive of GST, which shall be paid on actual basis on production of bills. Further, receipts of such payments made to relevant authorities must be produced. The Bank will not pay any other taxes, cost or charges.

32 CONTACTING THE PURCHASER:

- 32.1 No Bidder shall contact the Purchaser on any matter relating to its Bid, from the time of the bid opening to the time the Contract of vendors is made.
- 32.2 Any effort by a Bidder to Influence the Purchaser in the Purchaser's bid evaluation, bid comparison or contract award decisions may result in the rejection of the Bidder's bid.

33 CONTRACT OF VENDOR:

- 33.1 After completing the commercial evaluation process as per ITB clause 30.2, the Purchaser will select vendor/bidder who has quoted lowest reconciliation charge per transaction post Reverse auction i.e. in Final Commercial Bid as per format in Annexure-VII in respect of services mentioned in schedule of Requirement. The contract will be valid for 3 (three) years from Go-Live date as per clause 7 of COP.
- 33.2 On completion of 3 (three) years bank have the discretion to renew the contract for further 2 (two) years, after negotiation and mutually agreed reconciliation charge per transaction. However, Bank will have the option to terminate the contract with a notice period of One month.
- 33.3 In case if the vendor does not want to renew the contract it is the responsibility of the vendor to intimate the purchaser six (6) month prior to the expiration of the contract. If purchaser goes for new vendor (after the expiry/termination of contract) for the services of reconciliation and settlement, existing vendor must has to provide all the data and required support in migration of data to new solution/system.

34 PURCHASER'S RIGHT TO VARY SERVICES/MODIFICATION/CUSTOMIZATION AT THE TIME OF AWARD :

The Purchaser reserves the right at the time of award of contract to increase or decrease, the **services and solution offered with some modification or customization** originally specified in the Schedule of Requirements without any change in price or other terms and conditions.

35 PURCHASERS RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS:

The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to Notification of Award/ Purchase order, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Purchaser's action.

36 NOTIFICATION OF AWARD :

- 36.1 Prior to expiration of the period of bid validity, the Purchaser will notify the Selected Bidder in writing or cable/fax/email, further confirmed in writing by registered letter, that the bidder has been selected as vendor by the Purchaser for **Outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems in the Bank.**
- 36.2 The notification of award will constitute the basis for formation of the Contract.
- 36.3 Upon notification of award to selected bidder pursuant to ITB clause 36, the Purchaser will promptly notify each unsuccessful Bidder and will discharge its bid security, pursuant to ITB Clause-19.

37 SIGNING OF CONTRACT

- 37.1 At the same time as the Purchaser notifies the Selected Bidder that its bid has been accepted for contract, the Purchaser will send the Bidder the Contract Form (**Annexure-XI**) incorporating all agreements between the parties and Non Disclosure Agreement (**Annexure-XII**).
- 37.2 Within 10(Ten) days from notification of award, the selected bidder shall sign and date the contract and return it to the Purchaser.
- 37.3 Failure of the Selected Bidder to comply with the requirement of ITB clause 37.1 and 37.2 shall constitute sufficient grounds for the forfeiture of the bid security.

38 PROCUREMENT OF SOLUTION AND SERVICES :

Head Office of the Bank will place purchase order for procurement of services required as required by them, upon the selected vendor, as per Contract prices. The Procurement of services will be governed by "Conditions of Procurement" as given in Section IV of the RFP.



39 NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER:

- 39.1 The Purchaser shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers, including those received late or incomplete offers, without assigning any reason whatsoever.
- 39.2 Purchaser reserves the right to make any changes in the terms and condition of the RFP before submission of bids.
- 39.3 Purchaser will not be obliged to meet and have discussions with any vendor and/or to listen to any representations.

SECTION III
CONDITIONS OF CONTRACT (COC)

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SECTION III
CONDITIONS OF CONTRACT (COC)

1. DEFINITION:

In this Section, the following terms shall be interpreted as indicated:

- (a) "The Contract" means the Contract entered into between the Purchaser and the selected vendor, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein.
- (b) The "Notification of Award" means the Notification send to successful bidder/selected vendor that its bid has accepted to implement solution for Outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems.
- (c) "The Purchase Order" means the purchase order placed upon the selected vendor by Head Office of the Purchaser.
- (d) "The Solution" means "**Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems**" in the bank with all the required functionalities and specifications, which the selected vendor is required to provide to the Purchaser in terms of the purchase order placed upon the Selected vendor by the Purchaser under the Contract.
- (e) "Services" means services ancillary to support the solution such as technical as well as operational manpower required for end to end Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems and other obligations of the selected vendor covered under the Contract.
- (f) "Day" means calendar day.

2. GOVERNING LANGUAGE :

The governing language of the contract shall be English. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in that same language.

3. APPLICABLE LAW :

The contract shall be interpreted in accordance with the laws prevalent in India and shall be subject to the exclusive jurisdiction of Courts in Kolkata.

4. NOTICES :

4.1 Any notice given by one party to the other, pursuant to this Contract, shall be sent to the other party in writing or by cable /fax/email and confirmed in writing to the other party's address specified below.

Purchaser: ASSTT. GENERAL MANAGER (IT)
DEPARTMENT OF INFORMATION TECHNOLOGY
HEAD OFFICE, ALLAHABAD BANK,
2ND FLOOR,
2, N S ROAD, KOLKATA-700001
E-MAIL: hodit.ib@allahabadbank.in

Selected Vendor: To be filled in at the time of contract signing

4.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.

5. SELECTED VENDORS INTEGRITY:

The selected vendor is responsible for and obliged to conduct all contracted activities in accordance with the contract using state of the art methods and economic principles and exercising all means available to achieve the performance specified in the contract.

6. SELECTED VENDORS OBLIGATIONS:

6.1 The Selected vendor is obliged to work closely with the Purchaser's staff, act within its own authority and abide by directives issued by the Purchaser and implementation activities.

6.2 The Selected vendor will abide by the job safety measures prevalent in India and will free the



Purchaser from all demands or responsibilities arising from accidents or loss of life, the cause of which is the selected vendor's negligence. The Selected vendor will pay all indemnities arising from such incidents and will not hold the Purchaser responsible or obligated.

- 6.3 The Selected vendor is responsible for managing the activities of its personnel or subcontracted personnel and will hold itself responsible for any misdemeanors.
- 6.4 The Selected vendor is under obligation to supply solution and services as per the supply orders received from purchaser from time to time within the contract period.
- 6.5 The Selected vendors will treat as confidential, all data and information about the Purchaser, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Purchaser.

7. USE OF CONTRACT DOCUMENTS AND INFORMATION :

- 7.1 The Selected Vendor 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 by the Selected Vendor in the performance of the Contract. Disclosure to any such employed person shall be made in confidence & shall extend only as far as may be necessary for purposes of such performance.

The Selected Vendor shall not, without the Purchaser's prior written consent, make use of any document or information enumerated in Clause 7.1 except for purposes of performing the Contract.

- 7.2 Any document, other than the Contract itself, enumerated in Clause 7.1 shall remain the property of the Purchaser and shall be returned (in all copies) to the Purchaser on completion of the Selected Vendors' performance under the Contract, if so required by the Purchaser.
- 7.3 The Selected Vendor shall permit the Purchaser to inspect the Supplier's accounts and records relating to the performance of the Supplier and to have them audited by auditors appointed by the Purchaser, if so required by the Purchaser.
- 7.4 Bank reserves the right to access all books, records and information relevant to the outsourced activity available with the service provider.

8. PATENT RIGHT :

- 8.1 The Selected Vendors shall indemnify the Purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Solution, Software package or any part thereof in India and abroad.
- 8.2 In the event of any claim asserted by the third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Solution or any part thereof in India, the Selected Vendor shall act expeditiously to extinguish such claims. If the Selected Vendor fails to comply and the Purchaser is required to pay compensation to a third party resulting from such infringement, the Selected Vendor shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Purchaser will give notice to the Selected Vendor of such claims, if it is made, without delay.

9. INSPECTIONS AND TESTS :

- 9.1 The Purchaser or its representative shall have the right to make Office inspection and testing of solution at no extra cost to the Purchaser to confirm the conformity of the solution offered to the requirement of the Purchaser
- 9.2 The inspection and testing will be conducted by the Purchaser, their consultant or any other such person nominated by the Purchaser at its option subject to confidentiality obligations.
- 9.3 The inspection of solution will be conducted on the premises of the selected vendor or its sub contractor(s). All reasonable facilities and assistance, including access to drawings and production data for such inspections shall be furnished by the selected vendor to the inspectors at no charge to the Purchaser.
- 9.4 Bank at its discretion may appoint third party for auditing the activities of onsite/offsite services and operations of entire services provided to the Bank.
- 9.5 Bank reserves the right to conduct audits on the service provider whether by its internal or



external auditors, or by external specialists appointed to act on its behalf. Bank may obtain copies of any audit or review reports and findings made on the service provider in conjunction with the services performed for the bank. The findings of the pre-launch audit need to be rectified by the selected Vendor before going live.

- 9.6 Bank reserves the right to allow the Reserve Bank of India or persons authorized by it to access the bank's documents, records of transactions, and other necessary information given to, stored or processed by the service provider within a reasonable time.
- 9.7 The external and internal auditors of the bank will be given right to review internal controls of the Vendor. Any weaknesses highlighted during the audit must be promptly rectified especially where such weaknesses may affect the integrity/internal controls of the system and/or solution offered to the bank.

10. TERMINATION FOR DEFFAULT :

- 10.1 The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default of 30 days sent to the Vendor, terminate the Contract in whole or in part:
- 10.2 If the Selected Vendor fails to deliver any or all of the Solution and Services within the time period(s) specified in the Contract, or within any extension thereof granted by the Purchaser or
- 10.3 If the Selected Vendor fails to perform any other obligation(s) under the Contract.
- 10.4 If the Selected Vendor, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 10.5 In the event the Purchaser terminates the Contract in whole or in part, pursuant to Clause 10.1 above, the Purchaser may procure, upon such terms and in such manner, as it deems appropriate, Solution and services similar to those undelivered and the vendor shall be liable to the Purchaser for any excess costs for such similar Solution and/or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

11. FORCE MAJEURE :

- 11.1 Notwithstanding the provisions of COP clause 9 and COC clause 10, the selected vendor shall not be liable for forfeiture of its Bid security cum Contract security, liquidated damages or termination for default, if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- 11.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Selected vendor and not involving the Vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 11.3 If a Force Majeure situation arises, the Selected Vendor shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Selected Vendor 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.

12. TERMINATION FOR INSOLVENCY :

The Purchaser may at any time terminate the contract by giving written notice to the selected vendor if the selected vendor becomes bankrupt or otherwise insolvent. In this event, termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Purchaser.

13. TERMINATION FOR CONVENIENCE :

The Purchaser, by written notice sent to the selected Vendor, 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 Purchaser's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.

14. RESOLUTION OF DISPUTES :

- 14.1 The Purchaser and the selected Vendor shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or, in connection with the Contract.



14.2 If, after thirty (30) days from the commencement of such informal negotiations, the Purchaser and the selected vendor have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in clause 22 of COC. These mechanisms may include, but are not restricted to, conciliation mediated by a third party, adjudication in an agreed national forum and/or national arbitration.

15. CONTRACT AMENDMENT :

No variation in or modification of the terms of the Contract shall be made, except by written amendment signed by the parties.

16. ASSIGNMENT :

The Selected vendor shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Purchaser's prior written consent.

17. CORRUPT OR FRAUDULENT PRACTICES :

17.1 As per CVC directives it is required that Bidders/Suppliers/Contractors observes the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy;

(i) "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

(ii) "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Purchaser 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 Purchaser of the benefits of free and open competition.

17.2 The Purchaser will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

17.3 The Purchaser will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing a contract.

18. CHNAGES IN SOLUTION :

Bank shall have the right to make changes to the Solution implemented, provided such charges or do not prevent proper maintenance, from being performed, or unreasonably increase the cost of the selected vendor of performing maintenance service.

19. SECURITY :

The selected Vendor agrees that it and its personnel, will at all times, comply with all security regulations in effect from time at Bank's premises and externally for materials belonging to Bank.

20. CONFIDENTIALITY :

The selected Vendor acknowledges that all material and information which has or will come into its possession or knowledge in connection with this agreement or the performance hereof, whether consisting of conditional and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to Bank will at all times be held by it in strictest confidence and it shall not make use thereof other than for the performance of this agreement and to realize it only to employees requiring such information, and not to realize or disclose it to any other party. The company agrees to take appropriate action with respect to its employee to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement can be fully satisfied. The selected vendor has to sign a Non-Disclosure Agreement (NDA) as per format in Annexure-XII.

21. LIABILITY AND INDEMNITIES :

21.1 The selected vendor represents and warrants that the Solution/Licences/Services hereby sold to not violate or infringe upon any patent, copyright, trade secret, or other property right of any other person or other entity. The selected vendor agrees that it will and hereby indemnify the Purchaser/Bank from any claim, loss or demand action or proceeding directly or indirectly resulting from or arising out of any breach or alleged breach of Contract.



- 21.2 The selected vendor's aggregate liability in connection with the obligations undertaken as a part of RFP regardless of the form or nature of the action giving rise to such liability (whether in contract or otherwise), shall be at actual and limited to the value of the total Contract. This limit shall not apply to third party claims for IP infringement indemnity and Bodily injury (including death) and damage to real property and tangible personal property caused by bidder's gross negligence.
- 21.3 The selected vendor's liability in case of claims against the purchaser/Bank resulting from misconduct/fraud or gross negligence of bidders, its employees and sub-contractors or from infringement of patents, trademarks, copy rights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.
- 21.4 Bidders declares and undertakes that the purchaser/Bank shall not be held liable for and shall stand absolved of any responsibility or claim/litigation arising out of the use of any third party Licences/ Software/Services supplied by the selected vendor as a part of the RFP.

22. ARBITRATION :

All disputes and differences of any kind whatever arising out of or in connection with this agreement shall be referred to arbitration by sole arbitrator. The sole arbitrator shall be appointed by mutual consent of both the parties; in case of disagreement, then the arbitration shall be conducted by panel of three arbitrators, one to be nominated by each party and the two appointed arbitrators shall upon consensus appoint a preceding arbitrator, before commencing the arbitration proceedings. Decision of the arbitrator or the panel shall be final. Such arbitration is to be governed by the provision of the Indian Arbitration Act, 1996, and its rules, as amended from time to time. The language of Arbitration shall be in English.

23. BUSINESS TERMINATION :

In the event that the selected vendor shall cease conducting business in the normal course, or wind up, make a general assignment for the benefit of creditors, suffer or permits the appointment of the receiver for its business or assets or shall avail itself of, or become subject to any proceedings under any acts or statute of any country or state relating to insolvency or the protection of the rights of creditors, then (at the option of Allahabad Bank) this agreement shall terminate and be of no further force and effect and any property or rights of any such other property, tangible or intangible, shall forthwith be returned to the purchaser (Allahabad Bank). The purchaser reserves right to terminate contract with one month notice without citing any reason and adjusting payment of left period, if any, from performance guarantee.



SECTION IV
CONDITIONS OF PROCUREMENT (COP)

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SECTION IV

CONDITIONS OF PROCUREMENT (COP)

1. GOVERNING LANGUAGE :

The governing language of the contract shall be English. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in that same language.

2. APPLICATION :

These Terms & Conditions shall apply to the extent that they are not superseded by provisions in specific purchase order placed by Head office of the Purchaser.

3. STANDARDS :

The Solution supplied in terms of the purchase order placed upon the selected vendor by the Purchaser under this Contract shall conform to the standards mentioned in the Technical Specifications and elsewhere in the RFP.

4. SCOPE OF THE WORK :

4.1 Introduction:

4.1.1 Bank has decided to invite proposal for Outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems of Transaction including Cash Forecasting for ATMs/CASH RECYCLERS on pay per Transaction basis

4.1.2 The selected Bidder would be responsible for the solution in the entirety and would also have to support the requisite certifications etc.

4.1.3 The Bidder should install the application software at DR site provided by Bank, to continue operations in a scenario where the primary place of business is affected by a disaster

4.2 Broad Scope of the Work:

The project is to be executed on an OPEX Model. A Bidder submitting a Bid under this RFP must be capable of handling all activities related to Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems, Cash in ATMs/CASH RECYCLERS through an automated system only. Various Networks, Applications/Channels and Payment Systems to be taken for reconciliation as under:

i) NFS	ii) VISA	iii) MasterCard
iv) PoS/E-Commerce	v) Payment Gateway	vi) ATM, Cash dispenser & CASH Recycler
viii) RuPay	ix) IMPS	x) UPI
xiv) Bharat Bill Payment System (BBPS)	xv) Mobile Banking/emPower	xiii) BHIM
xvi) Internet Banking	xvii) AEPS & NACH	xviii) BHIM Aadhaar & PoS Acquiring
xix) Cash Deposit Kiosk	xx) Aggregator	xxi) Collection Services
xxii) Any other Network/Channel/Application/System being used at present or to be used in future as per bank's requirement or due to any regulatory requirement will be included under scope of the project at bank discretion without any customization charge to the bank. Bidder has to customize for any change in any file formats as per bank's requirement or due to any regulatory requirement without any additional cost to the bank.		

Note: Bank may add or remove any Network/Channel/Application/Payment System from the scope of the work at its own discretion i.e. bank does not guarantee transactions from all Networks/Channels/Applications/Payment Systems are included in reconciliation activity.

4.2.1 Hardware, software and other infrastructure:

Bank will provide required sitting space, physical and IT/Network infrastructure and Operating System along with Server, PC and storage as per the sizing requirement in view of the transaction volume of the bank. Hardware and OS provided by the bank will be upgraded time to time to meet the increasing volume of the transaction. The bidder has to specify the requirement of Hardware and Operating system in Part-A of Annexure-III. Database with ATS/Annual support required for the solution is to be provided by the selected bidder. In view of the Government of

India Notification dated 27th March 2015 (F. No. 1(3)/2014- EG II) on Policy on adoption of Open Source Software for Government of India, bidders are advised to consider proposing Open Source Database for the solution in reply to this RFP. Bidders are to specify requirement for hardware and Operating System. Installation and Management of Operating System, Database including replication to Disaster Recovery site have to be carried out by the bidder. DC site will be in Mumbai and DR in Lucknow. The bidder has to provide reconciliation solution and necessary manpower to be charged to the bank on an opex model i.e. per transaction basis. Bank will be conducting VAPT (Vulnerability Assessment and Penetration Testing) and /or IS Audit of the solution on regular interval. Bidder has to close the observations made by Auditors for the proposed solution which include application, Operating System (OS), Database etc. without any cost to the Bank.

The solution to be provided should comply with Reserve Bank of India/IBA/Govt. of India, NPCI and VISA/Master guidelines. The activities relating Settlement, Reconciliation & Dispute Management of Transactions of various Networks/Channels/Applications/Systems, Cash in ATMs/CASH RECYCLERS/Cash Deposit Kiosks & Other Payment Systems includes:

- The project is to be executed on an OPEX Model; where in the required application reconciliation software and the manpower for reconciliation services is to be supplied by the bidder and sized to meet the current and projected requirement. **The minimum 8 manpower is to be provided for Phase-I and minimum 15 manpower is to be provided for both Phase I & Phase II to meet the reconciliation requirement of both Phases smoothly on daily basis as per scope of the work as per the RFP.**
- In case the software is not owned by the bidder, the bidder needs to have back to back arrangement with OEM/OSD for implementation, maintenance and customization of the Transaction Reconciliation Software without any cost to the Bank. The bidder also needs to provide letter from OEM/OSD confirming that the software implementation, maintenance; necessary customization will be carried out specifically for the Bank for the entire contract period. The copy of the ATS (Annual Technical Support) agreement between the bidder and the OEM should also be given to the Bank. The ATS agreement must be valid for the entire contract period plus 6 months.
- Any other third party tools/applications required to run the application will also have to be provided by the bidder.
- The bidder shall upgrade the software application from time to time in order to ensure the Service Levels are met.
- The bidder shall deploy adequate number, subject to minimum specified as above, of skilled & experienced manpower to carry out reconciliation of transactions as per scope of the work considering fallback / disaster arrangements.
- The sitting space for carrying out the operations such as telephone line and other infrastructure (including Servers & PCs) shall be provided by Bank at any of the Banks premise in Mumbai or from any other location decided by the Bank from time to time.
- The bidder to ensure security and confidentiality of the data or information obtained from the Bank.
- Estimated number transactions from all channels for next three years will be as under:

Channel	Estimated No. of Financial Transactions			
	Year 1	Year 2	Year 3	Total of three years
ATM, PoS & E-Commerce	11,00,00,000	12,00,00,000	13,00,00,000	36,00,00,000
Mobile Banking & IMPS	5,50,00,000	6,75,00,000	8,00,00,000	20,25,00,000
UPI	1,00,00,000	1,50,00,000	2,50,00,000	5,00,00,000
AEPS	5,00,00,000	6,25,00,000	7,75,00,000	19,00,00,000
Internet Banking	70,00,000	1,10,00,000	1,70,00,000	3,50,00,000
Acquiring Transactions (PoS/BHIM Aadhaar/QR/Other)	8,00,000	20,00,000	35,00,000	63,00,000
Total Transactions	23,28,00,000	27,80,00,000	33,30,00,000	84,38,00,000

Note: Above volume of transactions is estimated. However number of transactions may increase



or decrease. Bank will not guarantee any minimum volume of transactions.

- The bidder should provide all interfaces required with CBS, ATM Switch, DCMS, Web services, other packages provided by the networks, Dispute Tracker of the bidder and any other systems.
- The turnaround time for reconciliation of any transaction shall be done on cycle basis and maximum upto T+1 day. The bidder will be required to follow-up with branches, Banks ATM Managed Service Provider and Ministry of Finance (MOF), Service Providers, other Banks for obtaining data files/settlement files/CBR/EJ/JP/CCTV/DVR Footage or any other information required for reconciliation of ATMs, all other transactions as specified by bank, claim settlement and Network Reconciliation of Transaction. The bidder will be required to handle queries from branches on the reconciled and pending entries etc.
- The data received by the bidder shall be used for the sole purpose of reconciliation and same shall be in the custody of the Bank.
- It will be binding upon the bidder to install the solution and integrate it with related systems. In case of problem, the same has to be settled by the bidder with the concerned vendors.
- As per requirement of the Bank, the bidder also have to handle the reconciliation of other payment systems like Mobile Banking, Credit Card, IMPS (immediate Payment Service), Mobile Wallet, Cardless Payment, Pre-Paid Card, E-Banking, Aggregators and other Payment Gateways, Mobile/DTH recharge, Online Payment Gateway, Micro ATM transactions or any other transactions as required by bank time to time, enhancement and new services from time to time during the contract period etc. with the same per transaction cost.
- The selected bidder has to reconcile the transactions done through any channel with General Ledger (GL) Heads of Core Banking.
- The bidder must have the provision to customize the solution if required during the tenure of the contract for any type of file format from any source required for reconciliation. Bank will not pay any additional cost to the selected bidder/vendor for such customization other than the reconciliation charge per transaction as quoted in the bid.
- The successful Bidder has to impart necessary basic training to the employees of the bank to handle the system in case of need.
- The successful Bidder has to provide the necessary resources available to manage the application as per policy of the Bank.
- Selected bidder has to attend the call from branches on the dedicated phone number and e-mail from the branches and customers on e-mail given by the Bank and act promptly on time bound manner.
- Bank will share the CBS host files, switch files and files from all other applications/systems running in the bank in the existing format. The selected bidder has to ensure to read and process such files. Any customization required to upload and process these files has to be done by the selected bidder without any additional cost to the bank.
- Successful Bidder should take Back up of all the activities on Daily Basis, Bank may ask the required data any time and Bidder should be ready to provide the same.
- Successful Bidder should be able to store online data upto 2 years in the system and store all the data beyond two years in back up hard drive or Backup tapes.
- Bidder should be able to restore Back up data as and when required by Bank within 24 hours of Requirement failing which Bank may impose penalty.
- Bank would be conducting UAT (User acceptance testing) of the solution to ensure all the functionality. Bidder should be ready to share the details of all the test cases in detail.
- Bidder should take sign-off from Bank before going live of product and customization.
- If Bank is not satisfied with the product in UAT bidder should be ready to change and customize the solution.
- Bank will not customize structure of any files of any system/application. The successful bidder has to process ban files and all other files from any Network (VISA, Master, RuPay or any other), Switches, any Payment Regulators or intermediaries like NPCI, RBI etc. in its present format or changed from time to time (in future) without any additional cost to the bank.
- Software provided by the Bidder should be capable of customization and not to be hard coded
- Bidder should be able to develop system for new products within 30 days of requirement/intimation.

4.2.2 Reconciliation Method:

Bidder should Process all the Raw files received from different sources and Prepare settlement for all the networks and applications, payment systems like NFS, VISA, Master

Card, Rupay, Mobile Banking, Digipurse, IRCTC Prepaid, IMPS,UPI (Unified payment Interface), DFS (Discover Financial services), JCB (Japan Credit Bureau), UPI (Union Pay International), Cash Deposit Kiosks , AePS (Aadhar Enable payment system), Aadhar Pay, BBPS (Bharat Bill Payment System), Acquirer POS, Payment Gateway and any other network/aggregator introduced in future. Reconciliation of Onus and Acquirer transactions should be done in four way. Reconciliation of all other transactions should be in four way or three way as applicable. All vouchers should be system generated.

4.2.3 Reconciliation of All Network/ Application, ONUS and CBS (Banc@cs)

- All issuer, acquirer and Onus transaction reconciliation
- All Debit card and POS transaction reconciliation
- Generation of Extraction level reports for all Issuer, acquirer and Onus transactions
- Generation of Unreconciled entries Age wise and Amount Wise
- Generation of Pending Unreconciled entries age wise
- Generation of reconciled entries reports.
- Generation of LOROentries?
- Generation of –In Network not in CBS(Host) report and for Issuer and Acquirer both
- Generation of –In CBS(Host) not in Network report for Issuer and acquirer both
- Generation of –In Switch not in CBS (Host) and In CBS (Host) not in Switch report for Issuer Acquirer and Onus transactions and preparation of reconciliation Vouchers for the same
- Generation of Reports and Vouchers for Reversal transactions
- Generation of Fraud monitoring Reports.
- Generation of reports for High transaction value and Number
- Generation of Transaction Reports Threshold decided by Bank More than Rs.25,000/-
- Generation of Reports customer raising disputes more than once in a year.
- Generation of reports of customer raising Frequent chargeback (Thrice in a month)
- Generation of Potential chargeback reports and vouchers
- Generation of Credit adjustment reports and vouchers.
- Generation of Debit adjustment reports and vouchers..
- Generation of Pre-arbitration Report and vouchers.
- Generation of Arbitration Report and vouchers.
- Generation of Merchants payment file
- Generation of presentment file to be stage on Rupay, MasterCard and Visa
- Generation of all the dispute files for VISA Base2, Mastercard file and NPCI files
- Generation of file for Fee collection and other records
- Generation of TTUM files for all the ONUS disputes received.
- System should have capability to Generate TTUM files unloadable in bank CBS.

4.2.4. Fees Calculation.

- Computation of Fee for issuer transaction from Network Provider
- Computation of Fee for Acquirer transaction from Network Provide.
- Computation of Fee payable to Other Bank
- Computation of Fees receivable from other Bank.
- Computation Of Fee for Non financial transaction such as Mini statement, balance Inquiry, Pin change
- Generation of GST Reports
- Generation of Interchange reports
- Generation of Switching fees reports
- Generation of Reports for VISA and Master card for various charges and fees levied by them.

- Generation of reports for fees levied by all Network provider such as NFS, RuPay, JCB and UPI.
- Generation of Reports and TTUM to Credit branches for transaction done on their ATMs.
- Generation of all other fee reports required by Bank for Top Management and audit Purpose
- Generation of income and expenditure report weekly, monthly, quarterly and yearly
- Preparation of closing related reports.

4.2.5. Dispute Management

- Management of claims received through ATM CLAIM menu within TAT
- Updation of status of claims in ATM CLAIM menu
- Status updation of claims to customer
- Sending of Mails to customer about claim status.
- Generation of Chargeback file for all the networks.
- Generation of Representment file for all the network
- Generation for Pre arbitration file for all the Network
- Generation of Pre arbitration Rejection file for all the network
- Generation of compliance Reports for all the network
- Compliance of Retrieval request and chargeback procedure
- Chargeback letter and exhibit form to be generated.
- File for 2ndpresentment
- Details and register for cardholder documents received in 2nd Presentment
- Multiple dispute chargeback letters.
- Management of customer dispute letter and forms.
- Good faith request acceptance and forwarding our request too.
- Generation of credit adjustment and Debit adjustment reports
- Management of all the other Kind of disputes and Requirement received from Network providers and card schemes.
- Reports for duplicate entry for single claim
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- Validation of transaction from database
- Location details asked by branches
- Tracking of Dispensed amount and claimed amount, customer wise and branch wise
- Dispute management of Tie up and Third Party
- Unique reference number to all the transaction and dispute.
- Handling of All the Banking Ombudsman cases, Consumer forum cases and RTI queries
- Handling of all the claims received from higher Management and register should be there in system.
- MIS for all the disputes weekly, monthly ,Quarterly and yearly
- Collection of charge slip from Merchants for chargeback ,Retrieval request and other Dispute Received
- Age wise break up for all pending payments for merchant
- Transaction credit confirmation for IMPS and UPI transaction.
- System should have capability to store and Retrieve all the documents received from different network and branches
- System should have capability to store and retrieve all the dispute as and when required by Bank.
- System should have capability to flag all the entries which were earlier un reconciled and now reconciled.
- System should have capability to handle all type of Disputes of NFS,VISA,Mastercard,Rupay and all the other network for which Bidder is performing settlement and Reconciliation for Bank.
- Bidder should have different Dispute Management system to keep History of all the disputes and Management of Dispute.
- Bidder should have capability to manage all the Dispute arise for Payment gateway, E-commerce transaction and ATM transaction.



4.2.6. Bills Payable reconciliation

- Reconciliation of all the Bills payable account for all the network ie NFS, VISA, Rupay, MasterCard etc.
- Age wise breakup with amount of entries pending in Bills payable
- Alert reports for entries pending More than 2 days.
- Accounting for all type of disputes in CBS
- Generation of Summary sheet of Bills payable account
- Reconciliation of all the chargeback GL
- Age wise breakup of entries pending in Chargeback GL
- Age wise breakup entries to be debited in All the bills payable.
- Settlement entries pending in Bills payable account.
- Generate daily tally sheet.
- Excess settlement posted in Bills payable account
- All the issuer transactions should be reconciled three way and action should be taken for all the unreconciled transactions.
- Generation of Visa Money Transfer files.
- Handling of card to card and E cash transaction reconciliation and Dispute Management.
- Generation of Exchange fluctuation file and their settlement and reconciliation
- Shadow Balance maintenance in Data base which should always tally with Bank CBS balance.

4.2.7. Receivable account reconciliation

- Reconciliation of all the Receivable account for all the network i.e NFS, VISA, Rupay, Master card etc
- Age wise breakup of entries pending in Receivable
- Alert reports for entry pending More than 2 days.
- Accounting for all type of disputes in CBS
- Generation of Summary sheet of Receivable account
- Reconciliation of all the Receivable chargeback GL
- Age wise breakup of entries pending in Chargeback GL
- Agewise breakup entries to be debited in All the Receivable.
- Settlement entries pending in Receivable account.
- Excess settlement posted in Receivable account
- Shadow Balance maintenance in Data base which should always tally with Bank CBS balance.
- Generate daily tally sheet.

4.2.8. Suspense reconciliation.

- Generation of tallied report and difference statement for Zeroing entry in CBS
- Accounting of suspense debtors, –Cash in ATM and Network
- Checking of ATM withdrawal, reversal, Bank advices posted in CBS
- Generation of files to upload in CBS for debiting and crediting the customer account as well as Vendor account and ATM account
- Generation of Switch outstanding, Branch outstanding, Network outstanding
- Force reconciliation by relaxing some parameters
- Inbuilt reconciliation rule table to reconcile all the transaction.
- Update and reconcile third party i.e NFS,VISA, MasterCard, Rupay and all the Network entries
- Generation of Vendor wise sheet to recover the amount from vendor Agewise break up of all Suspense entries
- Shadow balance maintenance in system which should always match with CBS Balance.

4.2.9. "Cash In ATM" Reconciliation

- Interface for uploading Cash Balance Report (CBR) received from the branches/outsourced vendors.
- Software should be able to store/retrieve Cash Balance Report along with Switch,

- CBS and EJ data and reconcile the same with the Bank records.
- The system should be capable to decrypt the error codes of the EJ of various ATM providers.
- System based computation of ATM cash dispense and CASH RECYCLER cash deposit/dispense between ATM EODs
- Automated Cash forecasting for ATM and cash Recyclers
- Maintain ATM wise account in the system
- Record all the transaction taken place in ATM
- Record all the Manual debit and credit taken place in ATM
- Verification of Overage and shortage at the time of Load unload
- ATM wise and age wise segregation of load and unload for Nodal branches
- Maintenance and Generation for Cash Balance Report, C3R
- Cross verification of actual cash loaded and Logical cash loaded
- Reconciliation of cash management services and agencies
- Exception report generation for differences
- Interface to upload file to branches
- Record for excess and shortage and TTUM generation for the same.
- Generation and maintenance of Shadow balance in system which should always match with CBS
- Breakup of sundry account who is maintaining excess cash balance
- Breakup of suspense account maintain shortage
- The system should be capable to generate all the unreconciled entries of ATM and to reconcile the same.
- System should generate report like CBS outstanding, Switch outstanding, Tie up outstanding
- System should have capability to generate ATM reconciliation report automatically.
- System should have capability to recognize all the transaction posted in GL and take it to GL reconciliation automatically.
- System to upload CBS and C3R report in system to perform GL reconciliation
- System should have intelligence to compute EOD balance on the basis of EJ, CBS and Switch.
- Contacting branches where ATM is tallied by branch for dispute Management.
- System should have capability to handle Acquirer and Onus claim lodge for particular ATM

4.2.10. Micro ATM transaction reconciliation

Processes-

- Micro ATM transaction reconciliation (Issuing & Acquiring)
- Micro ATM GL reconciliation
- Micro ATM Chargeback Management.
- Dispute and Claim Management and reconciliation of chargeback. Coordinating with BCs & service providers for resolving customer claims and recon mismatches.

4.2.10. Accounting and Third Party Reconciliation.

- Follow standard accounting procedure and system to adapt new standards.
- Capable to modify and incorporate changes in new procedure and accounting standards
- Capable to changes and modify the accounting procedure according to NFS, VISA, Mastercard, Rupay and all other Network
- Reconciliation of all incoming and outgoing transaction with regards to NFS VISA, Mastercard, Rupay and all other network in accordance with Base II.
- Automated Vouching system for NFS, VISA, Mastercard, Rupay and all the other network and products.
- Generation of inflated transaction such as Petrol, Railways, Tip and surcharge
- Generation of Files to debit and credit customer account
- Generation of Scheme incentive files to credit customer account
- Generation of foreign exchange fluctuation for foreign transactions
- Cross tallying of Bank settlement account with forex branch advicement
- Tracking and report generation of Various fees and penalty levied by



- NFS,VISA, Mastercard ,rupay and all other Network and products of DBD.
- Preparation of QOC,QMR and monthly reports for VISA, Master card and Rupay respectively

4.2.11. MIS Reports and Decision Making system.

- ATM performance report
- Daily, weekly, monthly and Quarterly reports for Bills payable, suspense and sundry account age wise
- Card Base Report for ATM/Non ATM branches
- Card Base report as per card management system
- Monthly card base report Region wise branch wise
- Quarterly Operating certificates for VISA,Master card and Rupay
- Monthly RBI reports as required by Bank
- Monthly Insurance reports as required by Bank
- Monthly ATM deploying reports
- Generate Periodical reports as per requirement
- Age wise report for claim received, Claim settled and claim rejected.
- Exception report for Cash loading,EOD and ATM balancing
- Daily GL balancing reports for Issuer and acquirer,Issuer Chargeback and Acquirer Chargeback
- Daily, monthly, quarterly reports for Chargeback, Representment,Credit adjustment.
- Foreign transaction report according to FEMA.
- Age wise reports according to bank Requirement
- Age wise daily reports of branches and Vendors who are not submitting EJ,CBR
- Monthly report of all the disputes received and resolved Network wise
- Age wise of all the ATM where reconciliation has not been done.
- Age wise pending Debit and Credit adjustment cases.
- All other reports bases on requirement of RBI,VISA,RUPAY and other Apex bodies
- Tip surcharge difference reports.

4.2.12. Activity: Aadhar Enabled Payment System (AEPS) : Settlement Agency: NPCI

Process: AEPS transactions including Aadhar E-Pay to be reconciled by following 4 way method for Acquirer Transactions and 3 way method for Issuer transactions based on files received from the CBS ,AEPS switch and NPCI on T+1 basis. Settlement & Dispute Management of transactions to be handled as per NPCI prescribed procedure. System should be capable of handling all new requirement of Bank/NPCI/RBI for this activity.

- Generating output files for successful txn, failed txn, time lag txn, exceptional txn and preparing vouchers as necessary. Updating Reports in NPCI portal as per requirement.
- Handling customer disputes by raising credit adjustment/Debit Adjustment, charge back & Representments through NPCI Dispute Management System within TAT.
- Voucher work of Daily settlement Reports of NPCI.
- Bank charges and Commission voucher preparation as per NPCI report.
- Reconciliation RBI settlement account & BGL accounts i.e Payable & Receivables based on output files and daily vouchers.
- Segregation and preparation of vouchers pertain to AUPGB (Allahabad UP Grameen Bank) where Allahabad bank is a sponsor bank
- GST related activities.
- Co-ordination and correspondence with NPCI as per requirement
- MIS maintenance and Report Generation as per bank requirement.
- Audit and statutory compliance report generation as per requirement.
- Any other related activity.

4.2.13. Activity: Immediate Payment Services (IMPS) : Settlement Agency : NPCI

Process: IMPS transactions to be reconciled by following 3 way reconciliation based on CBS File, Switch file and NPCI file on T+1 basis. Settlement & Dispute Management of transactions to be handled as per NPCI prescribed procedure. System should be capable of handling all new



requirement of Bank/NPCI/RBI for this activity.

- Generating output files for successful txn, failed txn, time lag txn ,exceptional txn and preparing vouchers as necessary.
- Raising TCC and Returns in NPCI RGCS portal for timeout and inward fail txn and any other such requirement within TAT .
- Handling customer disputes by raising credit adjustment/Debit Adjustment, charge back & Representments through NPCI Dispute Management System(DMS) portal within TAT .
- Voucher work of Daily settlement Reports of NPCI.
- Bank charges and Commission voucher preparation as per NPCI report.
- Reconciliation RBI settlement account & BGL accounts i.e Payable & Receivables based on output files and daily vouchers.
- Segregation and preparation of vouchers pertain to AUPGB (Allahabad UP Grameen Bank) where Allahabad bank is a sponsor bank.
- GST related activities.
- Co-ordination and correspondence with NPCI as per requirement
- MIS maintenance and Report Generation as per bank requirement.
- Audit and statutory compliance report generation as per requirement.
- Any other related activity.

4.2.14. Activity: Unified Payments Interface (UPI) : Settlement Agency NPCI

Process: UPI transactions to be reconciled by following 3 way reconciliation based on CBS File, Switch file and NPCI file on T+1 basis. Settlement & Dispute Management of transactions to be handled as per NPCI prescribed procedure. System should be capable of handling all new requirement of Bank/NPCI/RBI for this activity.

- Generating output files for successful txn, failed txn, time lag txn ,exceptional transactions and preparing vouchers as necessary.
- . Raising TCC (Transaction Credit Confirmation) DRC (Debit Reversal Confirmation) RRC (Return Reversal Confirmation) and Returns in NPCI RGCS portal for timeout and inward fail txn within TAT. Any other such requirement to be complied.
- Handling customer disputes by raising credit adjustment/Debit Adjustment, charge back & Representments through NPCI Dispute Management System portal within TAT.
- Voucher work of Daily settlement Reports of NPCI. Reconciliation
- Bank charges and Commission voucher preparation as per NPCI report.
- RBI settlement account & BGL accounts i.e Payable & Receivables based on output files and daily vouchers.
- Segregation and preparation of vouchers pertain to AUPGB (Allahabad UP Grameen Bank) where Allahabad bank is a sponsor bank.
- GST related activities.
- Co-ordination and correspondence with NPCI as per requirement
- MIS maintenance and Report Generation as per bank requirement.
- Audit and statutory compliance report generation as per requirement
- Any other related activity.

4.2.15. Internet Banking Off-us transaction settlement and Reconciliation and Dispute Management

Process: Checking of transaction from Bank CBS file ,and generating reports for exceptional transactions sharing Successful transaction list with concerned aggregator as per laid down procedure , preparation of reversal vouchers for failed txn, and refund voucher received from aggregator and settlement voucher on T+1 basis. Bank . BGL (Pool account) tally on daily basis.

- Reconciliation of Bank reports with Aggregator files.
- Customer complaint and dispute Management.
- Monthly invoice generation for commission amount.
- Bank charges and Commission voucher preparation.



- GST/TDS related activities.
- Co-ordination and correspondence with Aggregator as per requirement
- MIS maintenance and Report Generation as per bank requirement.
- Audit and statutory compliance report generation as per requirement
- Any other related activity

4.2.16. Bharat Bill Payment System (BBPS). Settlement Agency NPCI

Process: File extraction from NPCI portal ,Checking of transaction from Bank CBS file ,and generating reports for successful and exceptional transactions. Sharing Successful transaction list with concerned aggregator as per laid down procedure , preparation of reversal vouchers for failed txn, and refund voucher received from aggregator and settlement voucher on T+1 basis. Bank . BGL (Pool account) tally on daily basis.

- Preparation of daily settlement vouchers.
- Bank charges and Commission voucher preparation as per NPCI report.
- Customer Dispute Management
- Reconciliation of BGL account (pool a/c) & RBI settlement account. on daily basis.
- GST related activities.
- Co-ordination and correspondence with NPCI/ Aggregator as per requirement
- MIS maintenance and Report Generation as per bank requirement.
- Audit and statutory compliance report generation as per requirement
- Any other related activity.

4.2.17. Reconciliation OF Entries IN NOSTRO AND MIRROR Account

Process of Reconciliation

NOSTRO debit entries are to be reconciled against mirror credit entries.

NOSTRO debit entries may arise due to :

- ✓ Honoring the payment messages sent by the bank/ Payment of draft issued by the bank.
- ✓ Charges debited in the NOSTRO account.
- ✓ Reimbursement to negotiating Bank, under letter of Credit transactions.
- ✓ Payment on account of interbank deals.

This is to ensure that all the payment settlements are acted upon by the correspondent bank and are reflected in the Nostro statement accordingly

Nostro credit entries are reconciled against the mirror debit entries.

Nostro credit may arise due to:

- ✓ Inward remittance received on behalf of customer
- ✓ Interest amount credited.
- ✓ Receipt of interbank deals.
- ✓ Realization of bills sent for collection.
- ✓ Reimbursement of negotiated bills.

Credit in the Nostro mirror is to be reconciled with debit in the actual Nostro account. Credit in actual Nostro is to be reconciled with debit in Nostro mirror account.

Process for reconciliation of position items

- In case of outward remittances the branch takes rate from Treasury through AFFORD Application. Banks Mirror is credited. Equivalent INR is credited to Banks IBR a/c by the branch. The branch sends a SWIFT message and our nostro is debited.
- In case of inward remittances Banks nostro is credited. The branch takes rate from Treasury through AFFORD Application and corresponding mirror is debited. Equivalent INR is credited to the Forex settlement of the branch.
- Inward and outward remittances from branches are reflected in the 940 and 950 messages in SWIFT.

- These 940 and 950 messages are generated from SWIFT as a flat file and are uploaded daily in the Nostro Reconciliation module of Kastle Software. Database access not available in SWIFT.
- The mirror entries with same reference number and amount as that of Nostro entries are to be reconciled in the Auto reconciliation module automatically.
- The entries that are not reconciled automatically are to be reconciled manually by selecting each mirror entry with corresponding Nostro entry.

Process for reconciliation of non position items

- Branches open FCNR/RFC/EEFC/PCFC/PSCFC/FCTL accounts in CBS.
- Opening/closing/repayment of Foreign Currency deposits (FCNR, RFC and EEFC) and loans (PCFC, PSCFC, and FCTL) are retrieved from the reports available from CBS
- The entries are posted manually in the Kastle software at Treasury Branch and mirror retention is debited or credited accordingly
- Mirror retention debit entries are reconciled with Nostro credit entries manually. Similarly mirror retention credit entries are reconciled with Nostro debit entries manually
- All non position items are reconciled manually in the Nostro Reconciliation Module of Kastle Software
- Entries of Contingent liabilities are not incorporated in the Nostro Reconciliation Module. Hence their reconciliation is not done in the system

4.2.18. Fraud Monitoring Reports.

- System should generate Fraud Monitoring reports bases on Daily transaction processing.
- System should be capable of Generate frequent Chargeback report
- System should be able to Generate High value transaction
- System should be able to track transactions from same card from different location.
- System should be able to generate transaction with different Pos Entry Mode.
- System should be able to generate alert for Issuer transaction if reported more than usual in numbers.
- Track high value Foreign transaction without MECI5 code.
- Track details of customer performing more transaction at night specifically at switching time.
- Track more transactions from a single card number or Mobile number .
- Track all the transaction which has routed through Different account.
- Generate high number of transactions from same card on single ATM.
- Track all the ATM who are generating a particular error in EJ.
- System should have Capability to Filing necessary reports to Master Card and VISA.

Migration Support.

Allahabad Bank may not renew the contract after expiry of the same. Bank may decide to terminate the contract as per clause mentioned in RFP. In such case bidder has to provide complete migration support to incoming vendor without any additional cost to Bank. Bidder has to handover all the data to Bank or vendor decided by Bank.

Compliance

Bidder should comply with all the guidelines issued by RBI /NPCI/VISA/Master Card/RuPay/IBA/Govt of India and any other regulatory authority.

Bidder should follow PCI DSS guidelines and standard as per PCI DSS standards. As Security Operation Centre (SOC) is to be implemented shortly, the proposed solution should have the capability to communicate with the SOC setup by means of secured transfer of logs as per requirement and no extra charges should be paid to the Bidder for this. Reporting of incidents, MIS etc. to be ensured as per Bank's Policy / Government Guidelines with the stipulated time limits.

Adequate Manpower:

- a) Bidder should deploy adequate manpower, subject to minimum specified in clause 4.2.1 of COP (Section-IV), to perform/monitor all the reconciliation activities and should have back up of each resource.
- b) Resource should be able to perform all the activities mentioned in scope.
- c) There should always



- be two technical resources onsite working for Bank.
- c) There should always be two competent technical resources onsite working for Bank
 - d) There should be one team leader onsite with whom Bank officials can communicate directly.
 - e) The details (Name, Qualification, address of residence etc) of Human resource to be provided to the Bank from time to time (incase resources changes or shifts) for security reason.
 - f) Payment of resources should be as per Govt of India's Minimum Wages act. Bank or any agency engaged by the bank may do the audit for the same.
 - g) There should be a employee management policy mutually agreed by the Bank and selected bidder for the employees being appointed by the selected bidder.

4.2.20. Turn Around Time (TAT)

The Bidder will maintain a Turn around Time (TAT) as details below, Bank shall provide the required data on T+1

Reconciliation (On T+1 basis)

- Reconciliation of ATM transaction and transactions of all other channels/applications/system
- Network (Tie up reconciliation)
- EJ reconciliation
- Bills payable reconciliation
- Receivable reconciliation
- Suspense reconciliation
- Settlement reports
- Unreconciled reports
- Fraud monitoring reports
- Outstanding entries

Clearing, settlement and dispute management (Within Time Limit specified by each network provider)

- Chargeback
- Representment
- Credit adjustment
- Debit adjustment
- Pre arbitration
- Arbitration
- Retrieval request
- Fee collection
- Outgoing files
- Settlement
- Generation of all the outgoing files
- Compliance
- Refunds
- Tip and surcharge
- First Presentment
- Debit chargeback
- Goodfaith request

EJ (T+2)

- EJ monitoring and reconciliation

Complaint Management (T+1)

- Customer compliant, Branches, call center, NPCI ports and customer care

- Chargeback letter from branches and customer

ATM/Recycler Cash Reconciliation (Cash Load and Cash Deposit) (T+2)

- Replenishment claims checking with switch dispense and branch dispense with EJ
- CBR issued against Cash load
- Generation of reports for printing purpose
- Providing voucher and summary
- Dispatch CBR to various branches
- Providing vouchers and summary
- Vouchers and summary for Nodal branches

Adjustments GLs funds (T+2)

- Update record with branch GL entries
- Checking update of CBR
- Providing adjustment entries to nodal branches
- Providing entries to reconciliation team
- Daily adjustment report to Higher management
- Reports for the region where maximum diversions are taking place
- Reports for the CRA who are involved in Maximum diversions
- Diversion adjustment entries

5. TESTING AND ACCEPTANCE:

5.1 The reconciliation solution provided by the successful bidder after customization as per the bank's requirement/configuration suggested will be accepted as per the delivery scheduled mentioned in RFP clause 7 of COP. Acceptance Test will be done by the user group as identified by the Bank. No additional charges shall be paid by the Bank to the Selected vendor for rectifying the findings/observations of the acceptance tests.

6. TRAINING & MANUALS:

The selected vendor shall provide training for specifying business rules, if required with manual/product document.

7. DELIVERY SCHEDULE:

The selected Bidder shall be responsible for making all the services of the solution operational in two phases. **List of applications\channels\payment systems to be implemented in Phase-I will be provided with purchase order. List of applications\channels\payment systems to be implemented in Phase-II will be advised by the bank at later stage.** Phase-I is to be completed within 16 weeks from the date of acceptance of Purchase Order as per below schedule. The detail schedule is as under:

Activity	Timeline for completion
Installation of Solution at Bank's premises.	8 weeks from the date of accepting the purchase order
Configuration and customisation all functionalities as per bank's requirement functionalities	14 weeks from the date of accepting the purchase order
Need base migration of data relating to Phase-I Networks/channels/applications and commencement of Phase-I reconciliation in live environment	16 weeks from the date of accepting the purchase order
Commencement of Phase-II reconciliation in live environment	Once the Phase-II is completed and stabilised, Bank will intimate to start Phase-II. The Phase-II reconciliation must be started within 2 week from the date on intimation

8. SUPPORT PERSONAL:

8.1 Bidder shall provide a dedicated Project Manager during and post deployment and should have a 24 X 7 X 365 monitoring / proactive monitoring, technical and functional support team with skilled man power for support, monitoring and operations.

8.2 In addition, the Bidder should deploy one resource on the banks premises during the banks business hours for proactive monitoring, reporting, and providing support to bank officials, addressing and resolving customer grievances, if any.

9. SLA TERMS:

9.1 Liquidated Damages (LD):

- (i) Delivery of the solution and performance of the services shall be made by the selected vendor in accordance with the delivery schedule (RFP Clause 7 of COP), technical specification, scope of the work and other terms & conditions as specified in the RFP document. Any delay in performing the obligation/defect in implementation/performance of solution by the selected vendor may result in imposition of liquidated damages, invocation of Performance Bank Guarantee and/or termination of contract.
- (ii) In case there is a delay, a penalty @5,000/- per day will be charged if the reason delay is attributed to the selected vendor. If there is a substantial penalty for delay maximum up to 16 (sixteen) weeks in implementation, the bank may initiate other punitive measures including but not limited to invoking performance bank guarantee, termination of contract and other recourses available to the Bank
- (iii) If the selected vendor fails in providing the services as per the terms and requirements specified in this RFP due to any reason attributed to the selected vendor, the bank may initiate other punitive measures including but not limited to invoking performance bank guarantee, termination of contract and other recourses available to the Bank.
- (iv) However, if at any time during performance of the purchase order, the Selected Vendor should encounter conditions impeding timely delivery of the Solution and performance of the Services, the Selected Vendor shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Selected Vendor's notice, the bank shall evaluate the situation and may at its discretion extend the Selected Vendor'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

9.2 Penalty for Non-performance:

The Bidder shall be charged penalty for not adhering to the TAT at below mentioned rate subject to cap as under:

Sl No.	Work	Period	Penalty Amount in	Maximum penalty (Cap) (In Rupees)
			Per day/per GL	
1	Delay in settlement after T+1	2 nd to 10 th day	2000	5000
		10 th day to 20 th day	5000	10000
		Beyond 20 days	10000	20000
2	Delay in merchants payments after T+1	3 rd to 10 days	5000	10000
		10 th to 20 days	10000	20000
		Beyond 20 days	20000	40000
Penalty Amount /Per Day/Per ATM				
4	Delay in Cash at ATM reconciliation after (T+2)	Beyond T+2 Day to T+4 Days	1000	25000
		T+5 to T+6 Days	2000	
		Beyond T+7 days	3000	

10. TERMS OF PAYMENT:



- 10.1 The payment of reconciliation charge per transaction will be made monthly basis on arrear basis after submission of the monthly invoice along with required MIS, after 15 days from the date of receipt of invoice, if invoices are found in order. Liquidated damage (LD) or any penalty for non-performance applicable will be deducted from the monthly payment. The payment will be made by the office where reconciliation activity will be carried out.
- 10.2 Payment will be made in Indian Rupees only. Only applicable GST will be paid extra and on actual basis.
- 10.3 Payment of reconciliation charge will be made as per slab rates offered in Final Commercial Bid post Reverse Auction i.e. total transactions considered for reconciliation in a month will be bifurcated as per slab defined and reconciliation charge per transaction for each slab will be applied for transactions in each slab.

For Example:

Total base amount for a month =

(Reconciliation charge for slab1*Total transactions for slab1+ Reconciliation charge for slab2*Total transactions for slab2+ Reconciliation charge for slab3*Total transactions for slab3)

Total payable amount for a month= (Total base amount for a month + GST applicable on Total base amount for a month)

- 10.4 The Selected vendor shall submit the details of the Bank Account (Account Number, Name of the Bank where account is maintained, IFSC Code etc., as required for electronic mode of payment) authenticated by the Authorised signatory, Any change in the above, should immediately be intimated to Bank's Head Office, duly authenticated by the Authorised Signatory of the Selected vendor along with the acceptance letter.

11. PRICES/FEE:

The prices/Fee once offered must remain firm and must not be subject to escalation during contract period. However, the entire benefits/advantages arising out of fall in prices, taxes, duties or any other reason, must be passed on to the Purchaser without the Bank specifically asking for it.

12. NOTICES:

Any notice given by one party to the other pursuant to the purchase order shall be sent to the other party in writing or by cable/fax/email and confirmed in writing to the other party's address specified below:

Purchaser : Head Office who have placed the purchase order.

Selected Vendor : Local Office/Service Centre concerned accepting the purchase order.

A notice shall be effective when delivered or on the notice's effective date, whichever is later.

13. TECHNICAL DOCUMENTATION:

The technical documentation involving detailed instruction for configuration and operation is to be delivered by the selected vendor if required by the bank.

14. ORDER CANCELLATIONS:

The bank reserves the right to cancel the order in the event of one or more of the following circumstances –

14.1 Delay in implementation of the solution beyond a period of 16 weeks from the date of acceptance the purchase order.

14.2 Serious discrepancy in functionality of solution noticed during acceptance process.

14.3 Breach by the Selected Vendor of any terms and conditions of tender.

14.4 If the selected vendor goes into liquidation voluntarily or otherwise.

14.5 In addition to the cancellation of purchase order, the bank reserves the right to forfeit the Security Deposit/Performance guarantee submitted to the purchaser by the selected vendor.

15. GUARANTEES:

The selected vendor should guarantee that the solution offered under the contract is licensed and legally obtained.

16. PUBLICITY:



Any publicity by the selected vendor, in which the name of the Bank is to be used, should be done only with the explicit written permission of the Purchaser.



SECTION V

SCHEDULE OF REQUIREMENTS

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SECTION V

SCHEDULE OF REQUIREMENTS

1. TECHNICAL SPECIFICATIONS AND FUNCTIONAL REQUIREMENTS:

Bidders have to submit compliance of Technical Specifications and Functional Requirements in **Annexure-III** with roper response against each Technical Specifications and Functional Requirements. Proper documents as proof wherever required must be submitted.

2. DESTINATIONS OF DELIVERY :

The destinations at which the deliveries are expected shall be informed to the selected vendor along with Purchase Order/Award of notification. The Purchaser reserves the right at its discretion to add new destination, delete any destination or replace any destination with new destination.

3. DELIVERY SCHEDULE:

3.1 The delivery of the equipments ordered, should be affected as per clause 7 of the COP.

3.2 The Purchaser reserves the right to provide purchase award in phases in synchronization with the project implementation strategy.

SECTION VI
SPECIFICATIONS AND FORMATS (ANNEXURES)

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ANNEXURE-I

BID FORM

Ref. No.:

Date:

**To
Allahabad Bank,
Head Office,
Department of Information Technology,
2, N. S. Road
Kolkata - 700 001**

Having examined the RFP (Ref. No. **HO/DIT/Recon/2018-19/108 dated 17.07.2018**) including all Annexures and Addendum (if any), the receipt of which is hereby duly acknowledged, we, the undersigned, offer "Outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems" in the Bank and its integration with Bank's systems/channels, in conformity with the said RFP in accordance with the Schedule of Prices indicated in the Commercial Offer and made part of this bid.

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

We agree to abide by this bid for the period of **180 days +60 days after** the date fixed for Technical bid opening by the Bank through the RFP or any of the addendum and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with the bank's written acceptance thereof and bank's 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 contact, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We agree that the Bank will have Single Point of Contact with us, at the address stated below, for the entire solution and services to be delivered by us in case our bid is accepted.

Address and Contact Details of the Bidder for Single Point of Contact:

.....
.....

We understand that the bank is not bound to accept the lowest or any bid the bank may receive.

Place:

Date:

Seal & Signature
Authorized Signatory

Note: The Bidder shall necessarily provide a copy of '**Power of Attorney**' authorizing the signatory for signing the Bid on behalf of the Bidder in its Technical Bid.

ANNEXURE-II

Eligibility Criteria Compliance:

Eligibility Criteria	Bidder's Compliance (Yes/No)	Supporting documents to be submitted
Bidder should be a Registered entity / Company in India for a minimum period of 5 (five) years as on 30.06.2018		Certificate of Incorporation/ Certificate of Commencement of Business.
The bidder or its technology partner should have minimum of 3 years of experience in implementation of Reconciliation and settlement solution and services of alternate channel transactions in at least two Scheduled/Commercial Banks in India handling at least 20 lakh transactions per day as on RFP submission date		Performance Statement (as per format in Annexure-IIA) along with following documents should be submitted to substantiate the claim: (1) Purchase Orders with acceptance/Go-Live certificate (2) Credential Certificate (as per Annexure-IIB) or any other document providing following information: i) Name of the solution implemented ii) Exact period for which the proposed solution has been in operation iii) Number transactions handled per month
Bidder should be Original Solution Developer (OSD) or Authorized Service Provider of the Original Solution Developer (OSD)/Technology partner of the solution offered. Both (OSD)/Technology partner and its authorized service provider cannot bid simultaneously for the same service.		Letter of Undertaking in case of (OSD) and Letter of Authorization from the (OSD) in case of Agent/Partner (as per Annexure-IIC)
The Bidder should be a profit making entity (profit after tax) in the last three financial years i.e 2015-16 , 2016-17, and 2017-18 or should have maintained the positive networth in the last three financial years i.e 2015-16 , 2016-17, and 2017-18		Copy of the audited balance Sheets of the company showing profit/loss & net worth the company should be submitted. Certificate issued from Chartered Accountant for net worth also be submitted
The Bidder or its technology partner should have technical support centre in Mumbai or should provide undertaking to set up such support centre in Mumbai before executing the contract with the Bank.		Undertaking to be given by the Bidder
The Bidder should have a minimum turnover of Rs.25 Crores for each of the previous 3 financial years as per the audited financial statement i.e 2015-16, 2016-17, and 2017-18		Copy of the audited balance Sheets of the company showing profit/loss & net worth the company should be submitted. Certificate issued from Chartered Accountant for net worth also be submitted



Bidder should have its own transaction reconciliation software or OSD license to use the same and further the Bidder should have capacity to process at least 20 Lakh transactions per day		Copy of OSD Certificate and Certificate from such Bank to be submitted.
The bidder or OSD should not be a defaulter for any State Government or Central Government and should not have been blacklisted by any banking or insurance company, Financial institution/ organization operating in India, during last three years under reference.		Bidder should submit an Undertaking
The service provider should not owned or controlled by any Director, officer or employee of Allahabad Bank or by related party having the same meaning as assigned under sec2(76) of the companies act or relative having same meaning as assigned section 2(77) of companies act 2013read with rule 4 of the companies(specification of definition details) rules 2014		Bidder should submit an Undertaking
The Bidder should submit certificates from at least two Banks that the reconciliation/settlement is system driven and services provided are satisfactory.		Certificate from the Banks to be submitted



ANNEXURE-IIA

PERFORMANCE STATEMENT FORMAT (FOR A PERIOD OF LAST FOUR YEARS).

Ref. No.

Date:

RFP Ref No. HO/DIT/Recon/2018-19/108 dated 17.07.2018

Name of the Bidder: _____.

Name and the Full Address of The Purchaser	Order Number and Date	Description of ordered Solution or Services	Date of Start of the services	
			As per order	Actual

Attach copy of Purchase Orders and installation proof of the above mentioned Solution or Services.

Date:

Seal and Signature of authorized

Signatory:



Annexure-IIB

CREDENTIAL LETTER FROM SCHEDULED COMMERCIAL BANK(S)/PSBs
(To be submitted on the letter head of the Concerned Bank)

Ref. No.

Date:

RFP Ref No. HO/DIT/Recon/2018-19/108 dated 17.07.2018

To :

Allahabad Bank,
Head Office,
Department of Information Technology &
2, Netaji Subhas Road,
Kolkata - 700 001, India

Sir,

M/s. _____ is/was our selected vendor upto _____ for _____ (name of the Service provider).

S.No	Item/solution/services	Number transaction handled per month
1		
2		
3		

The implementation and services from the vendor M/s. _____ is/was satisfactory.

Place:

Date:

Seal & Signature
(For Bank)

Annexure-IIC

ORIGINAL SOLUTION DEVELOPER (OSD) AUTHORISATION FORM

Ref No.

Dated.....

To:

Allahabad Bank,
Head Office,
Department of Information Technology,
2, Netaji Subhas Road,
Kolkata - 700 001, India

Dear Sir,

Sub: RFP Ref. No HO/DIT/Recon/2018-19/108 dated 17.07.2018

We an established and reputable Company of..... (country name) having offices at do hereby authorise M/s..... (Name and address of Agent/ Partner) to bid, negotiate and conclude the contract with you against the above RFP.

We hereby extend our full guarantee, warranty and maintenance support as per RFP and customisation/change in the solution as per bank' requirement in future also for the solution offered against this invitation for bid by the above firm.

We assure you that in the event of M/s. not being able to fulfil its obligation as M/s. Service provider in respect of the terms defined in the RFP,(OSD Name) would continue to meet these either directly or through alternate arrangements without any additional cost to the Bank.

Yours faithfully,

(NAME and Contact detail)

for and on behalf of M/s _____ (OSD Name)

Note :This Letter of authority should be on the letter-head of the OSD concern who is authorizing the bidder to bid for their product and should be signed by a person competent to bind the OSD.



Annexure-IIID

DETAILS OF SUPPORT CENTRES

(To be submitted on the letter head of the bidder)

Ref No

Date:

To :

Allahabad Bank,
Head Office,
Department of Information Technology,
2, Netaji Subhas Road,
Kolkata - 700 001, India

Sir,

RFP Ref. No HO/DIT/Recon/2018-19/108 dated 17.07.2018

We have permanent offices at the following locations across India. Please include centralized Toll Free Number if any.

Sl. No	Location Address &	Contact Person and designation	No. Of Official deployed	Ph. No and email address

Seal & Signature of Authorized signatory: _____

Annexure-III

BIDDER TURNOVER & PROFITS

(To be submitted on the letter head of the Bidder)

Ref. No.

Date:

RFP Ref. No HO/DIT/Recon/2018-19/108 dated 17.07.2018

Name of the Bidder Company / Firm: _____

Details of turnover and profit for last three years:

Sr. No	Financial Year (Last three)	Annual Turnover (INR)	Profit / (Loss)(INR)	Net wroth
1				
2				
3				
	Only Bidder company / Firm figures need to be mentioned. <i>(Not to include subsidiary, affiliate or group entities figures)</i>	(Mention the above amount in INR only)		

Audited copies of Audited Balance sheet and Profit & Loss accounts for above financial years to be submitted along with this Annexure.

Seal & Signature of authorized signatory
(For Bidder)

Place:

Date:

Annexure-III (Part A)

Ref. No.

Date:

Technical Specifications and Functional Requirements:

Part A: Mandatory Compliance

SL. No	Description	Bidder Comment (Yes/No)
1	Solution is available to carry out Settlement, Reconciliation & Dispute Management of Transactions of various Networks & Cash in ATMs/CASH RECYCLERS, cash deposit kiosk, Internet banking, Mobile banking, UPI, BBPS, AEPS, NACH and other channels/applications & Payments systems	
2	Detail of Hardware and Operating system required considering estimated volume.	Details to be provided separately
3	Bidder to supply/provide all related utility software to run the proposed software (other than hardware, OS and Database)	
4	Adequate HR and other resources to be provided by the bidder for reconciliation activity subject to minimum of 15	Detail with bio data of the proposed resources is to be provided
5	The Solution offered by the Bidder should be Payment Card Industry Data Security Standard (PCI-DSS) compliant solution. If not complaint, it must be compliant with 16 weeks from the acceptance of the Purchase Order	
6	The Solution offered should be compatible with all guidelines issued by the regulatory/ Government bodies from time to time. In case of disruption of services at the Primary Site, the Bidder should be capable of Providing continuous services at an alternate location/ Disaster Recovery Site of the Bank without the disruption of services. Disaster Recovery Site has to be verified by the bank's Officials after enabling for the primary site.	

Note: Non compliance to any pint of Part-A may lead rejection (disqualification) of the Bid

Annexure-III (Part B)

Ref. No.

Date:

Part B: Technical & Functional requirements specifications Compliance for scoring

Sl. No.	Requirements	Compliance (A/C/N)
1	License based software for in house reconciliation of ATM/CASH RECYCLER transactions, Cash in ATM/CASH RECYCLER Balancing, Third Party Transactions Reconciliation, Chargeback Management, Dispute and Claim Management, Point of Sale transactions on various financial networks, MIS etc. 4-way reconciliation is to be done for ONUS and Acquirer transactions; 3-way reconciliation is to be done for Issuer – ATM and POS transactions. ATM/CASH RECYCLER cash balancing is to be done along with chargeback management / dispute resolution for all transactions, preparation of settlement vouchers, generation of unloadable files for the same and exception reporting.	
2	Software should have Solution for Interface to collect data from the Switch and other sources	
3	Software should have Solution to identify duplicate transactions	
4	The software should have the provision to provide extensive financial reporting and Management Reporting.	
5	The software should support existing financial network (Visa/MasterCard/ NPCI//DFS/Bilateral Consortium Networks/ Subsidiary RRBs tie ups under NPCI/ and addition of any other new tie ups that the Bank enters into in future etc)	
6	The software should include Safety features like password to users at different levels to enter/modify various parameters at different security levels should be available	
7	The software should provide solution for Perfect matching of entries and Forced Matching (ignoring specified parameters)- the specified parameters are: date, time, atm id, card no, account number for our customers and amount	
8	Provision for matching of entries with any selected period (Day/Week/Month/Year etc.) either forward or backward and/or all periods should be available	
9	Audit trails at the application level based on user, events, access to records and files etc.	
10	Application user passwords should be internally encrypted.	
11	If a wrong password is entered for a predefined number of times (configurable), the login-id should be automatically deactivated for a significant period of time.	
12	The software should force users to change their passwords after the expiry of a configurable period.	
13	The software should automatically disconnect a log-on session if no activity has occurred for a period of time (configurable).	
14	Modules meant for a particular level of authority should be available for operation to the user with that level of authority only. The software should allow giving Module wise rights (add/delete/modify/view/print) for each user/ user group.	

ATM Transactions Reconciliation	
15	The software should be able to receive settlement files, chargeback claim file and raw data file and any other available required files from NPCI, Visa, Master, CBS and other Bilateral Consortium Networks. The system should have the provision for enhancements for including any other network which the Bank decides to join in future and also make the modifications / alterations if the same is required to be done in the existing network.
16	The software should be able to store/retrieve the data received from Branches/Switch/GL & financial networks in specified File format with proper validation
17	The system should be capable of performing 4 way reconciliation (i.e. Switch, CBS/NPCI, EJ, and CBR) for ATM Transactions (ONUS and Acquirer Transactions)- and 3 way
18	reconciliation (i.e. Switch, CBS, and Network Switch) for Issuer transactions. The unmatched entries upon completion of the four way reconciliation to be force matched based on the parameters (date, time, ATM id, card no, account number for our customers and amount) set by the Bank relaxable at the discretion of the Bank.
19	Generation of un-reconciled entries report per ATM and ATM Network wise on daily basis.
20	Generation of uploadable files as per CBS format to post exception entries to CBS.
21	Generation of Accounting Entries for failed transactions for which chargeback is received from various financial networks and uploadable files to be posted in CBS as per CBS format.
22	In case of acquiring transaction on Bank ATM, if the claim is payable from overage/excess amount for ATM for the day, the system should be capable to reduce the available balance after claim settlement (ATM suspense account).The system should also be capable of adding the fresh excess/ overages on a day to day basis and maintain chronological excess/overage available
23	Check for duplicate posting for single claim, and also check to stop processing the same file/claim more than once and maintain MIS regarding the same.
24	Reconciliation of acquiring Value Added Services(VAS) through ATM. Generation of Exception Reports, and Preparation of Settlement Vouchers. Generation of uploadable files for reversals, debit adjustments and credit adjustments.
25	Upload of reconciled and unreconciled files, raising of proactive credit adjustments, debit adjustments, and technical chargebacks on the basis of 4-way reconciliation for ONUS and acquirer transactions and network credit adjustments files in the Service Provider's Dispute Management System.
26	Generation of Uploadable files for : a) Recredit to cardholders of our bank and other banks for credit adjustments. b) Successful transactions not debited to cardholders of our bank and other banks for debit adjustments c) Recovery of charges / surcharge/ tips/service charges imposed by the govt from time to time not debited in cases of issuer transactions at other network ATMs or POS terminals/ecommerce transactions.
Cash in ATM Balancing	



27	The software should be able to upload, store/retrieve Cash Balancing Report (CBR) along with Switch, CBS & EJ data, and reconcile the same with Bank records and maintain excess/overage counters.	
28	The software should be able to do Cross verification of actual cash loaded and logical cash loaded by comparing ATM cash counters with admin transactions. Reconciliation of ATM GL cash, Switch Cash Balance with Physical cash at ATM. Reporting of overages and shortages of CBR dispensation vis-à-vis Switch Data, CBS Data and EJ and storing the same in the system	
29	In case of shortages, analysis of Switch Data and EJ Data to identify transaction and reason for shortage. Intimation to Bank of the reason and initiate the necessary corrective action i.e. generate uploadable files for debiting customer's account, raise claims with other Banks within Network TAT, report for claiming from ATM attached Branches/ Vendor(in case of outsourced/ MOF ATMs).	
30	In case of overages, analysis of Switch Data and the EJ Data to identify the transaction for settlement of chargeback claim received & proactive Credit Adjustments.	
31	In case of loading differences, the same have to be resolved by contacting the branch, or the MSP vendor or the MOF vendors in case of branch ATMs, offsite ATMs and MOF ATMs and any other vendor as appointed from time to time under ATM business model.	
32	On a daily basis, report needs to be generated providing balances of all ATM Cash accounts, issuer settlement accounts & acquirer settlement accounts of particular network along with the receivables, payables, outstanding amount (with transaction details for receivables and payables)	
33	System based computation of ATM cash dispensed between 2 EODs/DATES/2 time intervals both forward and backward.	
34	Maintain mirror accounts of ATM Cash accounts and Network pool accounts and balancing of the same with the credits and debits received and reporting the same to the Bank	
35	Bank maintains settlement accounts with different banks for different ATM Networks. On daily basis, the software has to provide reports for funding these accounts based on the settlement files. The software also has to provide the files for handling multi-currency transactions and reporting to be done to Bank's Treasury in cases of settlements received in Foreign currency.	
36	The software should provide up loadable files in CBS format for internal transfer of settlement amount to the different settlement accounts of the Bank.	

37	<p>Cash optimization with forecasting:-</p> <p>The following provisions have to be made available in the system</p> <ul style="list-style-type: none"> • Collection of C3R/CBR/CTR from outsource vendor • Provision of centralized data collection tool for physical cash report collection where branches will be feeding the physical cash info along with shortage or excess if any. • Generation of GL tally certificate in comparison with the physical cash report (C3R/CBR/CTR) • Handling of Un-identified Excess Cash • Handling of Shortage due to technical error or delay in receipt of data/OTHERWISE. • Pro Active Settlement from the identified Excess Cash to ONUS customer/NETWORK CUSTOMER • Generation of Debit adjustment from identified success transaction from EJ within a period of t+4 days. • Pro Active credit Settlement to Networks/Consortiums using the identified Excess Cash • Report on Pending Excess cash credits & Shortage debit adjustments • Shortage information mapping & vendor recovery process. 	
38	<p>Monitoring of Overall Cash GL balance and optimization of balance in Cash GL using the following features</p> <ul style="list-style-type: none"> • Centralized ATM cash Management process - handling of centralized funding GL for cash GL vouching for cash load entries • GL Forecasting - forecasting of optimal cash dispense in the next day/s or week and estimation of additional cash to be loaded in ATM • Negative indent generation for removal of cash from the CASH RECYCLER/ ATMs • Provision for importing the Indent/Forecast originated by other Cash Vendors • Indent generation for the ATMs and generation of FIT batch for funding to nodal branches • Processing of daily CLR(Cash Loading Report), comparing the same with Admin as per Switch and providing the Load acknowledgment to the successful vouchers and providing batches to cash GL. • Daily zero adjustments of centralized FIT account. • Daily Load tally process with the Funded amount, Branch Withdrawn and ATM Load amount from switch • Adjustment of Branch FIT account and tallying of variation between credit, Withdrawal and Load adjustment. • centralized provision for branches to do additional indent request per ATMs • Acknowledgement of additional indent on the same day on priority basis and providing the funding batch on ad-hoc basis. <p>Migration of ATM Management Process</p> <ul style="list-style-type: none"> • Provision of migration solution for ATM Takeover in the following Scenarios • Branch to Vendor (CRA process) • Vendor to Vendor (CRA process) • Vendor to Branch(CRA process) • Branch to Branch (when ATM is shifted from one branch to another) <ul style="list-style-type: none"> • Cash Surrender process on takeover from one CRA to another/ one branch to another. • Fresh Cash indent generation for new CRA 	



Third Party Reconciliation and Accounting	
39	3-way reconciliation is to be done for Issuer (card based & non-card based) transactions–ATM, Micro ATM, DFS, JCB/UPI, IMPS, UPI, AEPS, Internet Banking Off us, e-Commerce ,POS or any other new network /channel transactions by checking bank switch, network switch and CBS. Capability to do reconciliation of Issuer Transactions, generation of unreconciled entries and capability to handle all types of settlements and reconciliation works related to payments and receipts to these networks (Visa / Mastercard/ NPCI/ Bilateral Consortium Networks/etc) including but not limited to chargebacks, dispute resolution as per mechanism set out by these networks.
40	Reconciliation of Sponsored Bank – reconciliation of issuer and acquirer transactions, automated accounting entries for tie-up/ sponsored Bank transactions, Generation of settlement files Sponsored bank wise, Transaction Based accounting and computation of fees for Issuer /Acquirer transactions.To have chargeback mechanism for sponsored Bank Communication to be sent to these banks (settlement voucher / file / raw data etc) on daily basis to concerned staff of Sponsored banks.
41	Reconciliation of all card products including Prepaid card transactions in various currencies, preparation of settlement vouchers, preparing of uploadable files, raising of chargebacks and responding to disputes raised by customers within the prescribed TAT guidelines of the respective network. Appropriate action to be taken for incoming debits on account of Late presentments, non-authorisation and duplicate processing of cash fee, tips and exchange fluctuations.
42	Reconciliation of Value Added Transactions of our customers through ATM, Mobile and Internet Banking. Generation of Exception Reports, and Preparation of Settlement Vouchers. Generation of uploadable files for reversals, debit adjustments and credit adjustments.
43	For Debit Card Transactions on other bank ATMs, downloading and processing of re-presentments received and updation of the status of same in our Help Desk.
44	Generation of settlement vouchers and uploadable files (after reconciliation) for posting the entries in CBS.
45	Reconciliation of incoming and outgoing files with respect to VISA / Master/ NPCI etc.
46	Creation of outgoing files for raising chargeback for VISA / Master/NPCI/ Bilateral Consortium Networks in the specified formats of BaseII /IPM / XML or any other format as per requirement of the network.
47	Reconciliation of Surcharge entries debited online and generation of difference of Base1/ Base 2 / IPM file after taking into account the online entries pertaining to surcharge.
48	Computation of the settlement amounts and charges if any and verification of the same with the settlement received from various networks.
49	Cross tallying of Settlement Bank A/c foreign and local for VISA and MasterCard transactions with GL advice.

50	Computation of foreign exchange fluctuation, difference for international transactions and appropriate accounting in the respective network settlement voucher as per Bank's Accounting System.	
51	Tracking of inflated transactions such as: Petrol, Railways, Tip adjustments, Other Option's and Option to debit/Credit the respective GL's and uploadable files for the same to debit/credit the customers' accounts on the date of receipt from the networks.	
52	Tracking various fees/ Charges/ penalties by VISA/MasterCard/NPCI/Bilateral consortium network	
53	Computation of Issuer fees, acquirer fees, balance enquiry fees and any other charges/difference in charges for debiting to cardholders account. Computation of acquirer commission , GST reports ,GST invoice downloading and matching with various network settlement vouchers	
54	Processing of VISA/Master Card/ NPCI Transactions on a Daily Basis within TAT and reconciliation and balancing of the VISA/Master card/NPCI transactions	
55	Monitoring Interchange and Switching Fees	
56	Monitoring and maintaining MIS of Interchange Fee and other charges levied by various ATM Networks and informing bank on exceptional variances found, if any in daily settlement	
57	Generation of report on overall sum of daily transaction report and service tax of Issuer and Acquirer wise ATM Financial and Non-Financial Transactions along with transaction count on the basis of Settlement report, and also calculation of TDS on Issuer Switching Fees	
58	Check should be made available to identify and ensure that there is no duplication of levying of Interchange and Switching Fees	
59	Monitoring and checking of fees, charges, penalties levied by Visa, MasterCard, NPCI in settlement checking against reports and appropriate accounting as per Bank's Accounting System	
60	Provision for generation of MIS reports for Interchange income earned for Acquirer Transactions of various Networks. These entries generated and tallied with the files received from the concerned service provider and pass entries to be posted in CBS as per the accounting procedure of the Bank.	
Chargeback Management		
61	Identification of the appropriate reason code of chargeback. Automated processing and raising of chargeback/ retrieval request in the respective network. Check if the transaction was done with 2 Factor Authentication.	
62	Creation of chargeback/ arbitration chargeback for onward transmission to MasterCard/Visa/ NPCI/ Bilateral Consortium Network. Generation of outgoing chargeback files. Acceptance of arbitration chargeback and generation of Pre - arbitration /Arbitration / Pre compliance / Compliance letters wherever necessary.	
63	Details of Transaction lifecycle to be provided-History of retrieval request, chargebacks and remedy-Fulfillment-Documents sent to cardholder , Dates and other particulars of 1st chargeback, second presentment received, document received, arbitration chargeback, credit processed to cardholders - arbitration received, accepted /referred to MasterCard/Visa/ NPCI, retrieval fees chargeback - references decision of MasterCard/Visa/ NPCI, with respect to compliance , pre-compliance	



	etc	
64	Uploadable file to be provided for chargeback, representment, Debit adjustment, credit adjustment, pre-arbitration, pre-arbitration representment, arbitration and good faith for both issuer and acquirer which will include penalty as well as per files downloaded from NPCI-DMS site (format as per banks specifications) and RGCS site (in case of Rupay transactions).	
65	Generation of files for debiting or crediting the Card holder for the amount of Chargeback or Representment.	
66	Creation and completion of necessary chargeback questionnaire in VISA / Master / NPCI while raising the chargeback	
67	Facility to attach scanned document in the system for Chargeback and Retrieval Request.	
68	Menu for processing of miscellaneous debits/ credits/ charges/ fees to acquirers/issuers. Reversal of wrong debits received through incoming files. Dispute and Claim Management	
69	The Service provider should have the Dispute module capable of handling the disputes related to all card based & non-card based transactions of ONUS, acquirer, issuer, POS and E-commerce transactions and addition of any in future.	
70	Upload of reconciled and unreconciled transactions (after confirming NIL proxy entries) in the Dispute Module of the Service provider for all the networks. Capable of downloading the disputes from the dispute module for all networks – ONUS and OFFUS. Automated processing, Dispute Management & settlement of dispute resolution at different stages under various networks, and with tie-up banks and third party transactions as per regulatory guidelines of each network.	
71	Check for duplicate entry for single claim. Check for duplicate claims and ensure that posting for single claim is done only once.	
72	Validate the transaction from database and from the Electronic Journal available.	
73	Tracking of Disputes with respect to dispensed amount and claimed amount- Customer wise, Branch wise. Tracking of turnaround time of dispute resolution and variance with standard time.	
74	Maintaining mirror account of the : Chargeback account and balancing of the same with credits and debits received and reporting to Bank. Issuer transactions and balancing of the same with credit /debit received on account of the debit adjustments, credit adjustments, good faith transactions. Acquirer transactions and balancing of the same with credit /debit received on account of the debit adjustments, credit adjustments, good faith transactions. Maintaining mirror account of Network pool accounts and balancing of the same with the credits and debits received and reporting the same to the Bank.	

75	Monitoring the disputes at every stage and escalating within the specified period to bank, branches and higher authorities within the department. After the dispute is settled, originator of disputes to be informed with the status and provided the supporting documents. The same has to be updated in the Dispute Tracker of the Service provider and also in the Help Desk of the Bank.	
76	System should have the Provision for Bank Staff to view & track the following: <ol style="list-style-type: none"> 1. pending claims age wise. 2. settled claims with date of settlement. 3. successful claims with proof and email to be to branches regarding successful claims. 4. claims for which penalty paid and penalty amount paid in respect of all transactions issuer and acquirer. 5. Any other details as and when required. 	
77	Reporting of frauds to networks and filing of necessary formats and documents like VISA Fraud Reporting (TC40), Master SAFE Online, NPCI FRM Solution etc.	
78	Preservation and Retrieval of records for production before ombudsman/ any other authority.	
79	Resolving the disputes within the period specified by RBI /network regulations at present and if modified in future	
80	Point of Sale (POS) Transactions / E-commerce Transactions	
81	Three Way recon between bank switch, network switch and CBS. The unmatched entries upon completion of reconciliation to force matched based on parameters set by the Bank.	
82	The software should be able to store/retrieve network settlement files (Visa Base II, MasterCard IPM, NPCI, etc, and match before authorization of the transaction.	
83	The No Base 2 transaction records to be kept separately and matched on subsequent days with the Base 2 records. In case the record in No Base2 exists even after 30 days, then the upload file is to be prepared for reversing the debit to the customer's account. (Base 2 Credit also to be processed and voucher to be done on daily basis)	
84	Mechanism should be there to identify No Base1 records, late presentments and duplicate processing. Immediate action is required to be taken against such transactions as per the Bank's Policy not exceeding 3 days from the date of receipt of network files.	
85	Reconciliation of POS transactions done on Allahabad Bank POS terminals as well as other network POS terminals (Visa/MasterCard/NPCI etc)	
86	Generation of exception reports with respect to entries matched / unmatched.	

87	Generation of uploadable files as per CBS format to post exception entries to CBS as per Bank's Accounting System.	
88	Provision for uploading for acceptance of claim received from Bank. These claims should be assigned a unique identification number by the software in the league with Bank's identification numbering method. The software must validate the claim/transaction in system whether it exists.	
89	Check for duplicate entry for a single claim and should drop the duplicate entry and maintain MIS for same.	
90	Downloading and processing of representments received, originator of disputes to be informed with the status and provided the supporting documents. The same has to be updated in the Dispute Tracker of the Service provider's system.	
91	Adjustments of accepted claims with an uploadable file in CBS format as per Bank's Accounting System.	
92	Refund Received from any Networks are to be matched with the Chargeback cases and with pending receivable entries and entries in No Base2. The entries from No Base2 records to be marked once the refund is processed so as to avoid double credit to the customers.	
93	Monitoring and checking of fees / charges/penalties levied by VISA / Mastercard/ NPCI in Settlement, checking against reports, preparation of settlement vouchers and appropriate accounting as per Bank's accounting system.	
MIS/Reports		
94	Daily reports on outstanding entries, receivables and payables	
95	Daily reports of claims received, settled and outstanding claim network wise.	
96	Daily reports of claims paid late and penalty amount paid with reason, if any.	
97	Daily report of exception in Cash Loading.	
98	Daily reports of accounts with large Debit/Credit Balances	
99	Daily report of ATM transactions with zero hits, abnormal frequency and below normal hits	
100	Monthly and quarterly report of reconciliation, outstanding entries, receivables and payables	
101	Monthly reports of chargeback received (accepted and rejected), penalty paid; pending claims, good faith claims with other Banks and with Bank. Monthly/Quarterly/half yearly/yearly details of chargeback report	
102	MIS on Break up of Interchange & No of transactions Network wise.	
103	Generation of reports - entries unreconciled per ATM and ATM Network wise and also POS/ e-commerce entries. Exception reports on Switch Outstanding, Core Outstanding, Tie Up Bank Outstanding,	

	<p>104 Visa/Master/NPCI Outstanding.</p> <p>104 Daily Reconciliation and balancing reports.</p> <p>105 Provision for creation of reports for funding the settlement accounts of VISA/ Master// NPCI any other network based on the settlement files.</p> <p>106 Day end report showing amount of chargeback/ pre-arbitration / arbitration / credit adjustment / debit adjustment / representment as per different networks and uploaded in database. Provision for generation of accepted and pending for recovery status cases for Debit Adjustments. Report for No Base1 cases where chargeback is to be initiated or recovery is to be done.</p> <p>107 List of heavy cash drawing customers List of customers using the ATM heavily for drawing low amounts List of Cards frequently used for various Value Added Services List of Cards sorted as per BIN and Network. List of Cards frequently used abroad.</p> <p>108 Age-wise summary of unreconciled transactions based on the parameters specified by the Bank with number of transactions and amount.</p> <p>109 Age wise Daily Report giving the details of ATMs for which C3R/CBR/CTR is not obtained. Age wise Daily Report giving the details of ATMs for which EOD is not done. Age wise Daily Report giving the details of ATMs for which the GL level reconciliation of ATM is not done. Age wise Details of differences in ATMs. These reports should be generated in excel file and sent to the concerned Branches/Zones and respective controlling departments in Corporate Office.</p> <p>110 Audit trail of the entire application with periodical backup of the data to be provided to the Bank in a format readable by the Bank and specified by the Bank</p> <p>111 Transaction Details based on Date / Card Number VISA/MasterCard/NPCI ISSUER SETTLEMENT SUMMARY of VISA/MasterCard/NPCI ACQUIRER SETTLEMENT SUMMARY VISA/MasterCard/NPCI INFLATED SETTLEMENT SUMMARY VISA/MasterCard/NPCI Money Transaction Report VISA/MasterCard/NPCI Credit Voucher Report VISA/MasterCard/NPCI Petrol Transaction Difference Report VISA/MasterCard/NPCI Railway Transaction Difference Report. VISA/MasterCard/NPCI Foreign Exchange (VISA, Master International) Transaction Difference Report VISA/MasterCard/NPCI TIPS/Other Transaction Difference Report VISA/MasterCard POS income Report Issuing/Acquirer POS fees Identification and Report generation Interchange Fee Identification and Report generation VISA/MasterCard/NPCI Issuing/Acquiring Fees Identification and Report Generation. VISA/MasterCard/NPCI Interchange Fee Identification and Report Generation VISA/MasterCard/NPCI Maintenance and Report generation of all Exceptional/dispute Transactions.</p>
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112	<p>VISA/MasterCard/NPCI/BOA/BOI/Wells Fargo/RBI Settlement (Tallied) Report Generation</p> <p>Monthly/Quarterly/Half yearly report to Board of directors/VISA/MasterCard/NPCI/RBI/etc. Preparation and submission of various reports/information to Sharing Networks / Service Providers about Cards Transactions / ATMs etc, as required at Monthly / Quarterly or other such intervals.(QMR& QOC /SAFE NPCI/RBI/etc.)</p>	
113	<p>Report on number of ATMs/CASH RECYCLERS which are not tallied for more than 10 days with details.</p>	
114	<p>Monthly reports on Number of Disputes Received, Resolved, Carried over to next month. MIS reports for Disputes Received along with status (per day / per month / per network) :</p> <ul style="list-style-type: none"> ATM /CASH RECYCLER wise/ Micro ATM wise Date wise Branch wise Tie-up bank wise Others (As required by bank) Day end report showing amount of <ul style="list-style-type: none"> chargeback/ pre- arbitration/ arbitration/ creditadjustment/ debit adjustment/ representation as per different networks and uploaded in database. 	
115	<p>Should be able to generate periodical as well as ad-hoc reports as per the requirements of the Bank. Any other report required time to time from Bank/RBI or other governing bodies at no additional cost.</p>	
116	<p>On a daily basis IMPS/ UPI transactions should be reconciled with the files received from CBS and NPCI and identify the entries which are not reflecting in CBS but found in NPCI - whether debit or credit, and also entries not found NPCI but found in CBS - both debit and credit. System should be capable of generating uploadable files for crediting or debiting accounts in CBS for unmatched entries and also for uploading in NPCI wherein the Bank has to Claim from other Banks. Related MIS should also be made available to the bank on monthly, quarterly, half yearly and annual basis as per the bank's requirements.</p>	
117	<p>On a daily basis, AEPS transactions including Aadhar E-Pay should be reconciled 4 way for Acquirer Transactions and 3 way for Issuer transactions. The files should be received from the AEPS switch, IB switch, NPCI and settlement files on a daily basis and processed. Dispute management system should be available to handle the complaints. System should provide report of debit/credit entries received from NPCI for debiting or crediting the accounts in CBS. So also system should provide report of debit/credit entries received from CBS for uploading files in NPCI for entries where bank has to claim from other banks and also for pro-active credit to be given to other bank customers MIS for this purpose should be provided to the bank at EOD. Related MIS should also be made available to the bank on monthly, quarterly, half yearly and annual basis as per the bank's requirements.</p>	



118	New development / Modifications required in the offered solution in future as per the requirement of the Bank for cash forecasting/ reconciliation of Card and/or Cardless transactions should be carried out at no extra cost to the Bank.	
119	Interface with Bank's CBS, ATM Switch, Debit Card Management System and all other such entities required to perform reconciliation and related activities. (Successful Bidder will download files from ATM Switch / NPCI / EJ Servers / CBS / MasterCard and other such entities for reconciliation purposes. The solution of the bidders should have capability for interfaces with above systems, if required.	
120	The solution of the bidders should have capability for interfaces with Branches and customer complaint ticketing system for any channel dispute.	



Annexure-IV

TECHNICAL DEVIATION STATEMENT

Ref. No.

Date:

The following are the particulars of deviations from the requirements of the RFP specifications:

CLAUSE	DEVIATION	REMARKS with justification

Except the aforementioned deviations, we agree to all the terms & conditions of the RFP (Ref. No. **HO/DIT/Recon/108 dated 17.07.2018**) and confirm that the bid submitted by us is in conformity with Bank's requirement as stipulated in the said RFP.

Place _____

Dated _____

Seal and Signature of Authorized Signatory

NOTE:

- 1) Where there is no deviation, the statement should be returned with an endorsement indicating "No Deviations".
- 2) **The Bank is not bound to accept any deviation mentioned above and may reject the bid.**



Annexure-VI

MASKED INDICATIVE COMMERCIAL BID

RFP Ref. No. : No HO/DIT/Recon/2018-19/108 dated 17.07.2018

Description	Transactions considered for reconciliation per month	Amount in Paise (excluding GST) up to two decimal places
Reconciliation Charge per transaction	Slab 1: Up to 2 crore	X
	Slab 2: Above 2 crore and up to 5 crore	X
	Slab 3: Above 5 Crore	X

Place:

Seal & Signature of Authorized signatory of the Bidder:

Date:

Name of the Bidder:



Annexure-VII

INDICATIVE COMMERCIAL BID

RFP Ref. No. : No HO/DIT/Recon/2018-19/108 dated 17.07.2018

Description	Transactions considered for reconciliation per month	Amount in Paise (excluding GST) up to two decimal places
Reconciliation Charge per transaction	Slab 1: Up to 2 crore	
	Slab 2: Above 3 crore and up to 5 crore	
	Slab 3: Above 5 Crore	

Place:

Seal & Signature of Authorized signatory of the Bidder:

Date:

Name of the Bidder:

**Annexure-VIII****Reverse Auction Process****General Guidelines**

The detailed procedure and Business rules for the Reverse auction are as follows:

- The process of conducting the Reverse Auction will be done through M/s Antares Systems Limited.
- Only technically qualified/short listed bidders will be invited to participate in the Reverse auction process that will be conducted by an Auction company authorized by the Allahabad Bank. Specific rules for this particular event viz., date and time, start price, bid decrement value, duration of event etc. shall be informed by the Bank, well before the event to the participating short listed bidders.
- **The bidders should furnish indicative prices for the project in their Indicative Commercial Bid (Annexure-VII) for finalizing the start bid amount for "Reverse auction".**
- **The Indicative Reconciliation charge per transaction offered for Slab 1** (as per Annexure-VII) or any price decided by the Bank will be taken as the starting bid of the Reverse Auction and not for deciding the L-1 status. Bidders should note that the indicative commercial bid is considered for the purpose of conducting Reverse Auction process only.
- All participating bidders at the end of the Reverse Auction process shall be required to submit Final Commercial Bid in the format as per Annexure-VII on the next day before 5 PM at the Bank, Head Office, 2 NS Road, Kolkata -700001. Last bid price as offered in the Reverse Auction will be taken as the **Reconciliation charge per transaction for the Slab 1. For Slab 2 and Slab 3, decrement of 15% and 30% respectively in last bid price of Slab 1 post auction (i.e. price for the Slab 1 post auction) will be taken into consideration for arriving rates for these slabs.**

An example is given as under:

Suppose for a bidder last bid price offered is "x" for Slab 1, then admin fee for each slab will be calculated as under:

Description	Transactions considered for reconciliation per month	Amount in Paise (excluding GST) up to two decimal places
Reconciliation Charge per transaction	Slab 1: Up to 2 crore	x
	Slab 2: Above 2 crore and up to 5 crore	x*0.85
	Slab 3: Above 5 Crore	X*.70

Please note that, failure or refusal to offer the services at the price committed through Reverse Auction shall result in forfeiture of the Bid Security Deposit to Bank. This is notwithstanding the Bank' right to take any other action deemed fit, including claiming damages & "Black Listing" the bidder from participating in future Tenders that would be floated by the Allahabad bank for a period found fit by the Allahabad bank.

- The bank reserves the right to reject any or all proposals. Similarly, they reserve the right NOT to include any bidder in the final short-list, if found or otherwise proved to have furnished wrong details / documents, at any point of time.
- The Indicative Commercial Bid should give all relevant price information and should not contradict the Technical Bid and masked Indicative commercial bid in any manner.
- The bidders are advised in their own interest, to quote the best possible offer for each of the item offered at the time of preparing ICB itself. The Indicative Commercial Bid and the **final Commercial Bid (Post Reverse Auction)** shall be as per the format as mentioned in Annexure-VII.

Reverse Auction Business Rules

- Online Reverse Auction is subject to terms and conditions & schedule mentioned below:
 - THE URL: - www.tenderwizard.com/abbank



- Usage of Digital signature is mandatory for participating through this portal.
- Schedule:

On-Line Reverse Auction Date & Time	Date, Time of Auction Starting & Ending time inclusive of extension time to be informed to the shortlisted bidders by email/ on their given contact nos.
Decrement Value	To be informed to the shortlisted bidders well before the Reverse Auction.
Prior extension time (minutes) (if Required)	To be informed well before the Reverse Auction.
Number of Extensions (if Required) and Extension time (if Required) (minutes)	To be informed well before the Reverse Auction.

- **Online Auction Platform and Support Services will be provided by:**

M/s Antares Systems Limited

For queries on Auction item, eligibility criteria, EMD, etc.:

Contact Persons from Antares Systems Ltd:	Contact Persons	Mobile No.
Mr. Kushal	07686913157	
Mr. Tousik	09674758724	E-mail:debrajsaha@antaressystems.com
Mr. Kumar Chandan	09674758720	E-mail: kumarchandan@antaressystems.com

Terms & Conditions of the Online Reverse Auction:

Definitions:

- **“Purchaser”** referred herein, is the Allahabad Bank as defined in the main RFP document.
- **“Service Provider”** means “Antares Systems Ltd” is an e-auction service provider appointed by the Allahabad Bank to facilitate virtual auction. “Antares Systems Ltd” will only facilitate online auction solution to process Allahabad bank’s procurement needs and are considered as third party not particularly interested in the item/s being purchased/sold on behalf of Allahabad bank.
- **“Bidder”** means the party or his authorized representative who has participated in the RF/ Tender Process/ Reverse Auction, Technically qualified, having valid Digital Certificate, and willing to complying with all the instructions, terms and conditions of RFP.
- All notices to the bidders shall be sent by E-mail, during the process of this auction by the Bank and /or by the e-Auction service provider.
- All such notices sent by email by Allahabad Bank as well as by e-Auction services provider shall, therefore, be deemed as valid notices. Hence bidders are required to indicate their own corporate email id.
- The bidders who are qualified for bidding prices of offered solution (on the basis of evaluation of their technical offer) shall be required to participate in an electronic reverse auction process to submit their price quotations against the items covered by this tender within a limited time period on the date as announced by Allahabad Bank. Such bidders shall be allowed to participate in the reverse auction using their secured user id & password along with their digital signature to place their best bids during the auction period. The date & time for conducting the reverse auction will be duly communicated to qualified bidders in advance.
- Reverse auction is the simulation of the manual tendering process on the Internet. i.e., the eligible bidders/contractors can log on to the internet site specified by the Bank, using unique user Id & Password, which will be provided to them by the eReverse auction service provider appointed by Allahabad Bank and place their price bids on-line. The eligible bidders will be provided training by eReverse auction service provider on the methodology of submitting the bids online. Instead of a onetime best price bid, the bidders shall now be able to interact and react on the spot to the changing competitive bids, taking advantage of the intrinsic transparency in the whole process.
- During eReverse auction process the bidders can respond on the spot to the price trends and can offer



their competitive bids. The logged in bidders will know the prevailing lowest bid at any given point of time but not the identity of the other bidders.

- The bidders can place their bids from any place for which they need is a desktop computer with a browser interface and good internet connectivity.
- It is suggested that hardware and software of the following specification be used by the bidders for bidding so as to enable them to have better connectivity.
 - Processor Pentium V and above PC/Laptop with USB Ports
 - Memory minimum 1 GB
 - Operating system
 - Windows 10 Professional
 - Windows 8 Professional
 - Windows 7 Professional
 - Browser: Microsoft Internet Explorer version 9 and above or Mozilla Firefox 48 and above or Google Chrome 42 and above
 - Java 8.6 and above
 - UPS: Suitable UPS for uninterrupted power supply.

The Bank reserve their right not to undertake any responsibility to procure any permission/license etc. in respect of the auction item, if it so desires.

Eligibility of Bidders to participate in Reverse Auction:

- Bidders who are technically qualified in terms of the relative Terms & Conditions of the RFP and accept the Business Rules, Terms & conditions of Reversion Auction and submit the undertaking and nomination form as per the prescribed format in Annexure-IX, can only participate in Reverse Auction related to the procurement for which RFP is floated.
- Bidders not submitting the above undertaking or submitting with deviations/ amendments thereto will be disqualified from further evaluation/ participation in the process of relevant procurement.
- Bidders should ensure that they have valid digital certificate class III (Mandatory for login and submit) well in advance to participate in the Reverse Auction. Bank and /or Service Provider will not be responsible in case Bidder could not participate in Reverse Auction due to non-availability of valid digital certificate.
- The bidders participating in Reverse Auction shall submit the following duly signed by the same Competent Authority who signs the offer documents in response to the RFP floated by Bank.
- Undertaking letter for acceptance of Business Rules for Online Reverse Auction and Letter of Authority authorizing the name/s of official/s to take part in Reverse Auction as per the Annexure-IX (Compliance Statement and Nomination to participate in Reverse Auction).

TRANSPARENCY IN BIDS

All bidders will be able to view during the auction time the current lowest price in portal. Bidder shall be able to view not only the lowest bid but also the last bid made by him at any point of time during the auction time.

MASKING OF NAMES

- Bidder will be able to view the following on their screen along with the necessary fields in Reverse Auction:
 - Opening/ Starting Price for the auction
 - Leading / Lowest Bid Price in Auction (only of higher slab of points)
 - Last Bid Price placed by the respective Bidder.
 - Item Description
 - Time Left for auction
- Names of bidders/ vendors shall be anonymously masked in the Reverse Auction process.
- After completion of Reverse Auction, the service provider / auctioneer shall submit a report to the Bank with all details of bid and the original names of the bidders and also the L1 bidder with his / their original names.

Finalization of the Successful Bidder

- At the end of Reverse Auction event Service Provider will provide the Bank, all necessary details of the bid prices and reports of Reverse Auction.



- Upon receipt of above information from Service Provider, Bank will evaluate the same and will decide upon the winner i.e. Successful Bidder. Bank's decision on award of Contract shall be final and binding on all the Bidders.
- After the completion of the Auction event, all the Bidders have to submit the Price Breakup as per the RFP immediately to the Bank and to the Service provider for further proceedings.
- Any variation between the on-line Reverse Auction bid price and signed document received will be considered as sabotaging the tender process and will invite disqualification of Bidder/vendor to conduct business with Bank as per prevailing procedure.
- Successful Bidder has to give break-up of his last/lowest bid price as per Bill of Material at the end of Reverse auction event within 24 working hours without fail.
- Successful Bidder is bound to provide the services as per scope of the work in the RFP at their final bid price of Reverse Auction. In case of back out or not agreeing to provide the services as per scope of the work in the RFP, the Bank will take appropriate action against such Bidder and / or forfeit the Bid Security amount, debar him from participating in future Tenders/ Auctions.
- In case the Bank decides not to go for Reverse Auction related to the procurement for which RFP is floated and price bids if any already submitted and available with Bank shall be opened as per Banks standard practice.

Bidder's Obligation:

- Bidder shall not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly with other suppliers / Bidders at any point of time. If any such practice comes to the notice, Bank shall disqualify the vendor / bidders concerned from the reverse auction process.
- Bidder shall not divulge either his Bid details or any other details of Bank to any other party without written permission from the Bank.
- Bidders will be participating in Reverse Auction event from their own office/place of their choice. Internet connectivity and other paraphernalia requirements shall have to be ensured by Bidder themselves.
- In the event of failure of their internet connectivity (due to any reason what so ever it may be) the service provider or Bank is not responsible.
- In order toward-off such contingent situation,
 - Bidders are advised to make all the necessary arrangements/ alternatives such as back-up power supply, whatever required so that they are able to circumvent such situation and still be able to participate in the reverse auction successfully.
 - However, the vendors are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.
 - Failure of power at the premises of vendors during the Reverse auction cannot be the cause for not participating in the reverse auction.
 - On account of this the time for the auction cannot be extended and BANK is not responsible for such eventualities.
 - Bank and/or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of Reverse Auction irrespective of the cause.
 - For making the process of Reverse Auction and its result legally binding on the participating Bidders, Service Provider will enter into an agreement with each Bidder, before the start of Reverse Auction event. Without this Bidder will not be eligible to participate in the event.
- Bank nor service provider/auctioneer is not responsible for consequential damages such as no power supply, no internet connectivity, system problem, inability to use the system, loss of electronic information, power interruptions, UPS failure, or any force majeure etc.

Change in Business Rules, Terms & Conditions of Reverse Auction

- Any change in the Business Rules as may become emergent and based on the experience gained shall be made only by a Committee consisting of Executives of the Bank.
- Bank reserves the right to modify / withdraw any of the Business rules, Terms & conditions of Reverse Auction at any point of time.
- Modifications of Business rules, Terms & conditions of Reverse Auction will be made available on website immediately.
- Modifications made during the running of Reverse Auction event will be informed to



participating Bidders immediately.

Issue Resolution during the Reverse Auction Process:

- Bidders participating in the Reverse Auction process, if facing any issue can contact the service provider M/s Antraes, at the contact details mentioned above.
- If the issue remains unresolved, then the bidder can contact Chief Manager-IT at Department of Information technology.

GRIEVANCES REDRESSAL:

- Any aggrieved vendor / bidder through Reverse Auction process can make complaint in writing within 48 hours of the Reverse Auction to the Chief Compliance Officer of the Bank.
- The Chief Compliance Officer of the bank shall give personal hearing to the aggrieved bidder / vendor and decide upon the complaint / grievance.
- Decision of the Grievance Redressal Committee shall be binding on the Bank as well as on all vendors participating in the Reverse Auction.

Errors and Omissions

- On any issue or area of material concern respecting Reverse Auction not specifically dealt with in these Business Rules, the decision of the bank shall be final and binding on all concerned.



Annexure-IX:

Compliance Statement and Nomination to participate in Reverse Auction
(To be submitted by all the bidders)

Ref. No.

Date: -----

To
The AGM
Department of Information Technology,
Head Office, Allahabad Bank,
2 NS Road
Kolkata - 700 001, India

DECLARATION

- 1 We..... (Name of the company) hereby confirm having submitted our bid for participating in Banks's **RFP Ref. No HO/DIT/Recon/2018-19/108 dated 17.07.2018** for Outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems in the Allahabad Bank.
- 2 We confirm having read and understood the terms and conditions of the RFP as well as the Procedures relating to the process.
- 3 We hereby undertake and agree to abide by all the terms and conditions stipulated by Allahabad Bank in the RFP document including all annexes and the Procedure for Reverse Auction.
- 4 We shall participate in the on-line auction conducted by M/s. Antares System Ltd (or any other auction service provider advised by the Bank) and submit our commercial bid. In doing so, we shall abide by the procedures prescribed for online auction by the auction company.
- 5 We, hereby confirm that we will honor the Bids placed by us during the auction process, failing which the Bid Security will be forfeited by the Bank and we shall be liable for any other consequential action that may be taken by the Bank including any debarment from participation in future procurement by the Bank.
- 6 We confirm having authorised our representative Shri/Smt/Ms..... designated as.....of our company to participate in the Reverse auction on behalf of the company. We undertake that the company shall be bound by the actions made by him during the Reverse Auction process and thereafter.
- 7 We undertake to submit the confirmation of last bid price by us to the Auction Company /the Bank within 24 working hours of the completion of event and any other specific requirement indicated in the RFP.

Signature with company seal

Name:

Company/Organization:

Designation in the Company/ Organization:

Address of Company/Organization:

Date:

Name of Authorized Representative:

Designation of Authorized Representative:

Signature of Authorized Representative:



Annexure-X:

PERFORMANCE SECURITY FORM

(FORMAT OF BANK GUARANTEE (BG) FOR CONTRACT SECURITY)

(ON A NON-JUDICIAL STAMP PAPER OF Rs 100.00)

TO:

**Department of Information Technology,
Head Office,
ALLAHABAD BANK
2 Netaji Subhas Road
Kolkata -700001, India**

WHEREAS _____ (hereinafter called "the Bidder") has submitted its bid dated _____ (date of submission of bid) for the _____ (name and/or description of solution) (hereinafter called "the Bid") in response to Allahabad Bank's Request for Proposal (RFP) Ref. No HO/DIT/Recon/2018-19/108 dated 17.07.2018.

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 ALLAHABAD BANK (hereinafter called "the Purchaser") the sum of _____ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the common seal of the said Bank this _____ day of _____, 20__.

THE CONDITONS of this obligation are:

1. If the Selected Vendor, having been notified as selected by the Purchaser, during the period of contract validity fails to perform obligations as selected vendor.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of the above condition.

This guarantee will remain valid for a period of 3 (Three) years + 60 days from the effective date contract i.e. up to _____ and any demand in respect thereof should reach the Bank not later than the above date.

Place:

SEAL

Code No.

SIGNATURE

- NOTE: 1 SELECTED VENDOR SHOULD ENSURE THAT THE SEAL & CODENO. OF THE SIGNATORY IS PUT BY THE BANKERS, BEFORE SUBMISSION OF BG
- 2 STAMP PAPER IS REQUIRED FOR THE BG ISSUED BY THE BANKS LOCATED IN INDIA.



Annexure-XI

CONTRACT FORM

Non-Judicial Stamp Paper of appropriate value

CONTRACT NUMBER: HO/DIT/Recon /2018-19/108 dated 17.07.2018

THIS AGREEMENT made and entered into at _____ on this _____ day of _____, 2018 Between ALLAHABAD BANK a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Acts, 1970 and having its Corporate Office at 2, Netaji Subhas Road, Kolkata – 700001, hereinafter called the “Purchaser” which term shall wherever the context so require includes its successors and assigns of the One part

And

M/s. _____, a company registered under the Companies Act having its registered office at _____, hereinafter called the “Selected Vendor” which terms shall wherever the context so require includes its successors and assigns of the other part.

WHEREAS the Purchaser is desirous that Outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems should be provided by the Selected Vendor, viz, _____ (Brief Description of Solution and Services) and has accepted a bid by the Selected Vendor for supply of Solution and services to meet its requirement.

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 **final Commercial Bid (Post Reverse Auction)** by the bidder;
 - (b) the schedule of requirements;
 - (c) the Scope of Work and Technical Specifications and Functional Requirements with responses submitted by the bidder.
 - (d) the Conditions of Contract;
 - (e) the Conditions of Procurement ; and
 - (f) The Purchaser’s Notification of Award

In case of conflict between any clause of the agreement and the RFP, the terms of the RFP shall prevail.

3. In consideration of the payments to be made by the Purchaser to the Selected Vendor in terms of Purchase Orders for procurement of solution and services placed by Head Office of the Purchaser, the selected vendor hereby covenants with the Purchaser to provide the solution 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 Selected vendor in consideration of the provision of the Solution and services and the remedying of defects therein, the Purchase order 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 solution and services which the selected vendor shall be required to supply/provide to the Purchaser in terms of Notification of Award/Purchase order for procurement of solution and services that will be placed by Head Office of the Purchaser are as under:

SOLUTION	SERVICES
Outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems	As per scope of the RFP Ref No. HO/DIT/Recon /2018-19/108 dated 17.07.2018

5 COMMENCEMENTS AND TERM:

This contract will be **valid for 3 (three) years from Live start date of Outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems (pursuant to clause 7 of COP) as per RFP terms & conditions.** Upon termination of contract or after expiration of this agreement the selected vendor shall forthwith return all papers, materials, software support equipments and other properties of the purchaser held by the selected vendor for the purpose of orderly non-disrupted business continuation of purchaser.

6 MAINTENANCE SERVICES :

- 6.1 During the terms of this contract the selected vendor agrees to provide service for Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems and maintain the entire the Solution in perfect working order and condition without any extra cost to the purchaser.
- 6.2 The selected vendor shall rectify any defects, faults, bugs and failures in the Solution so that an uptime > 99% is achieved (excluding scheduled downtime approved by the Bank). Requisite services should be available to Allahabad Bank and its customers in proper working condition for 99% for 24 hours a day for all 7 days a week. The uptime will be calculated on quarterly basis.
- 6.3 The selected vendor shall ensure that faults and failures in the software and supportive infrastructure are set right within 4 hours of intimation.
- 6.4 No term of provision hereof shall be deemed waived and no breach excused unless such as waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, or excuse for any other, different or subsequent breach.

7 PENALTY:

Penalty will be calculated and deducted as per the RFP clause 9 of Condition of Procurement (COP).

8 FORCE MAJEURE :

Neither of the parties shall be liable for delay in performing obligations or for failure to perform obligations if the delay or failure results from any of the following force Majeure, Act of God, or any Govt. Act, fire, earthquake, natural calamity, industrial dispute, civil commotion or anything beyond the control of either party. However the parties shall use all reasonable care & endeavours to minimize any such delay. Upon cessation of the event giving rise to the delay the party shall, in so far as, any be practicable under the circumstances, complete performance of their respective obligations hereunder. Notwithstanding the foregoing if any of the above mentioned events shall preclude the selected vendor from meeting any or all of its obligations Hereunder for a period of more than three months; it shall be open to either party to rescind this contract by giving one month's notice.

9 SUBCONTRACTING :

The selected vendor will not subcontract or delegate or permit anyone other than the selected vendor personnel to perform any of the work, service or other performance required of the selected vendor under



this agreement without the prior written consent of the purchaser.

10 CHANGE OF BUSINESS RULES FOR POINTS ACCURAL AND REDEAMPTION :

The Purchaser shall have the right to make changes in business rules related to point accrual, expiry and redemption provided such changes do not prevent proper functioning and maintenance of the solution.

11 SECURITY :

The selected vendor agrees that it and its personnel, will at all times, comply with all security regulations in effect from time at purchaser's premises and externally for materials belonging to purchaser.

12 CONFIDENTIALITY :

The selected vendor acknowledges that all material and information which has or will come into its possession or knowledge in connection with this agreement or the performance hereof, whether consisting of conditional and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to the purchaser will at all times be held by it in strictest confidence and it shall not make use thereof other than for the performance of this agreement and to realize it only to employees requiring such information, and not to realize or disclose it to any other party. The selected vendor agrees to take appropriate action with respect to its employee to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement can be fully satisfied.

13 LIABILITY AND INDEMNITIES :

- 13.1 The selected vendor represents and warrants that the solution and services hereby sold to not violate or infringe upon any patent, copyright, trade secret, or other property right of any other person or other entity. The selected vendor agrees that it will and hereby indemnify the purchaser from any claim, loss or demand action or proceeding directly or indirectly resulting from or arising out of any breach or alleged breach of Contract.
- 13.2 Selected vendor's aggregate liability in connection with the obligations undertaken as a part of contract regardless of the form or nature of the action giving rise to such liability (whether in contract or otherwise), shall be at actual and limited to the value of the total Contract.
- 13.3 However, selected vendor's liability in case of claims against the purchaser resulting from misconduct/fraud or gross negligence of selected vendor, its employees and sub-contractors or from infringement of patents, trademarks, copy rights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.
- 13.4 The selected vendor declares and undertakes that the purchaser shall not be held liable for and shall stand absolved of any responsibility or claim/litigation arising out of the use of any third party hardware, software, licenses used by the selected vendor as a part of solution offered as per the scope of the work of the RFP.

14 ARBITRATION :

All disputes and differences of any kind whatever arising out of or in connection with this agreement shall be referred to arbitration by sole arbitrator. The sole arbitrator shall be appointed by mutual consent of both the parties; in case of disagreement, then the arbitration shall be conducted by panel of three arbitrators, one to be nominated by each party and the two appointed arbitrators shall upon consensus appoint a preceding arbitrator, before commencing the arbitration proceedings. Decision of the arbitrator or the panel shall be final. Such arbitration is to be governed by the provision of the Indian Arbitration Act, 1996, and its rules, as amended from time to time. The language of Arbitration shall be in English. The place of Arbitration shall be Kolkata.

15 BUSINESS TERMINATION :

In the event that the selected vendor shall cease conducting business in the normal course, or wind up, make a general assignment for the benefit or creditors, suffer or permits the appointment of the receiver



for its business or assets or shall avail itself of, or become subject to any proceedings under any acts or statute of any country or state relating to insolvency or the protection of the rights of creditors, then (at the option of Allahabad Bank) this agreement shall terminate and be of no further force and effect and any property or rights of any such other property, tangible or intangible, shall forthwith be returned to the purchaser (Allahabad Bank). The purchaser reserves right to terminate contract with one month notice without citing any reason and adjusting payment of left period, if any, from performance guarantee.

16 GENERAL :

- 16.1 It is agreed upon by the selected vendor and the purchaser that during its validity period, this agreement will supersede any other agreement, which deals in the same matter/subject between the selected vendor and the purchaser in case of any contradiction in the agreed conditions.
- 16.2 No amendment to this agreement shall be effective unless it is in writing and signed by authorized representatives of the selected vendor and the purchaser.
- 16.3 Each party (the selected vendor or the purchaser) warrants and guarantees that it has full power and authority to enter into and perform this agreement, and the person signing this agreement on behalf of each has been properly authorized and empowered to enter into this agreement. Each party (the selected vendor or the purchaser) further acknowledges that it has read this agreement, understands it, and agrees to be bound by it.
- 16.4 Words importing the singular include the plural and vice versa.
- 16.5 The contract shall be interpreted in accordance with the laws prevalent in India and shall be subject to the exclusive jurisdiction of Courts in Kolkata.

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 the Selected Vendor) in presence of _____

Signed, sealed and Delivered by the

Said _____ (For the Purchaser) in presence of _____

NON DISCLOSURE AGREEMENT

(ON APPROPRIATE NON-JUDICIAL STAMP PAPER)

RFE Ref No: HO/DIT/Recon/2018-19/108 dated 17.07.2018

THIS AGREEMENT made and entered into at on thisday of.....2018 Between **ALLAHABAD BANK**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at -----
-----hereinafter called the **"Purchaser"** which term shall wherever the context so require includes its successors and assigns **of the One Part**

AND

M/s..... a company registered under the Companies Act having its registered office at..... Hereinafter called the **"Selected Vendor"** which term shall wherever the context so require includes its successors and assigns, **of the Other Part,**

THIS AGREEMENT WITNESSETH AS UNDER:

The Purchaser is *inter-alia* engaged in the business of banking and has been procuring hardware/software/services for various banking operations.

M/s..... has been selected as vendor for Outsourcing of Reconciliation, Settlement and Dispute Management of Transactions of Alternate Channels & Payment Systems in Allahabad Bank.

The parties intend to engage in discussions and negotiations concerning establishment of business relationship between them. In the course of discussions and negotiations, it is anticipated that the parties may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietor information for the purpose of business relationship.

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

1. Confidential information

"Confidential Information" means and includes all data, documents and information disclosed or to be disclosed by either Party to other Party and its Representatives (as defined herein) (including information transmitted in written, electronic, magnetic or other form and also information transmitted orally or visually) and any and all information, in whole or in part, directly or indirectly, from such information including all notes, summaries, analyses, compilations and other writings. Confidential information shall include any copy, abstract, extract, sample, note or module thereof and electronic material or records.

Receiving Party" means the party who receives the confidential information and is obligated to keep it secret "Receiving Party" may use the information solely for and in connection with the Purpose.

"Disclosing Party" means party who discloses Confidential Information.

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 permitted in this agreement. 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 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 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 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.

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.

5. Title and Proprietary Rights

Notwithstanding the disclosure of any confidential information by the Purchaser to the selected Vendor, the Purchaser 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 the selected vendor 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.

The selected vendor shall not make news releases, public announcements, give interviews, issue or publish



advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents / provisions thereof, other information relating to this Agreement or information received under this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of the Purchaser.

The Selected vendor shall not reverse-engineer, de-compile, disassemble, or otherwise interfere with any software disclosed hereunder and have not retained any such information.

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. Indemnity

The selected vendor will indemnify the purchaser against all actions, proceedings, Claims, suits, damages and any other expenses for causes attributable to selected vendor in connection with purchase of hardware/software/goods/licenses/services under this contract. The total liability of the selected vendor under the contract will not exceed the total cost of the project.

11. Dispute Resolution Mechanism

In the event of any controversy or dispute regarding the interpretation of any part of this agreement or any matter connected with, arising out of, or incidental to the arrangement incorporated in this agreement, the matter shall be referred to arbitration and the award passed in such arbitration shall be binding on the parties. The arbitral proceeding shall be governed by the provisions of Arbitration and Reconciliation Act 1996 and the place of arbitration shall be Kolkata.

12. Jurisdiction

The parties to this agreement shall submit to the jurisdiction of courts in Kolkata.

13. Governing Laws

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

14. Authority to Execute the Contract

Each person executing this Agreement warrants and represents that he or she has the authority to enter into this Agreement on behalf of the party whose name appears below their signature.

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

SIGNED :

For and on behalf of the Purchaser (BANK)

For and on Behalf of the selected vendor

M/s.