



ALLAHABAD BANK

**REQUEST FOR PROPOSAL FOR SUPPLY, INSTALLATION, COMMISSIONING AND
MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION**

RFP Ref. No.: HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019

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Definitions and Acronyms

Following terms are used in the document interchangeably to mean:

“ATS” - Annual Technical Support

“AMC” – Annual Maintenance Contract

“BOM” -Bill of Material

“BU” - Business Utility

“CBS” - Core Banking Solution

“CBSO” – Core Banking Solution Office which is located at Mumbai

“CVC” - Central Vigilance Commission

“DB”- Database

“DC” - Data Centre of the Bank which is located at Mumbai

“DRS” – Disaster Recovery Site which is located at Lucknow

“EOD” - End of Day

“EOM” - End of Month

“EOQ” - End of Quarter

“EOHY” - End of Half Year

“EOY” - End of Year

“FM” – Facilities Management

“HO” – Head Office, which is located at Kolkata

“ITB”- Instruction to Bidders

“OEM”- Original Equipment Manufacturer

“OS”- Operating System

“RFP” - Request for Proposal

“SLA” - Service Level Agreement

“TCO” - Total Cost of Ownership

“EFRM” – Enterprise Fraud Risk Management

“RTGS” - Real Time Gross Settlement

“NEFT” - National Electronic Fund Transfer

“SA”- Software Assurance

“SWIFT” - The Society for Worldwide Interbank Financial Telecommunication

“SI” – System Integrator

“NI” – Network integrator

SECTION A- INVITATION FOR BIDS (IFB)

1. INVITATION FOR BIDS

This RFP is an invitation for bidder responses. No contractual obligation on behalf of the Bank whatsoever shall arise from the RFP process unless and until a formal contract is signed & executed by duly authorized officers of the Bank and the successful bidder. However, until a formal contract is prepared and executed, this offer together with Bank's written acceptance & notification of award shall constitute a binding contract with the successful bidder.

Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the RFP document. Failure to furnish any information required by the RFP document or to submit a bid not substantially responsive to the RFP document in every respect will be at the bidder's risk and may result in the rejection of its bid. The procedure and terms & conditions for submission of bid are enumerated in this RFP. All offers of the bidders shall be unconditional and once accepted whether with or without modifications by the Bank shall be binding between the Bank and such bidder.

Allahabad Bank, established in 1865, was nationalized in the year 1969 and is a leading public sector undertaking listed in BSE/NSE, hereinafter called "**Purchaser**" or "**The Bank**" or "**the Bank**" which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed to include its successors and permitted assigns, intends to issue this Bid document, hereinafter called "Request for Proposal" or "RFP", **SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION**. The Bank's Data Centre (DC) is at M/s CtrlS Data Centres Limited, Plot No EL -72/1/A, TTC Industrial Area MIDC, Mahape, Navi Mumbai-400701, Disaster Recovery Site (DRS) is at 3rd Floor, Zonal Office Building Hazratganj, Lucknow (U.P.) 226001 and Near DR(NDR) is at Sify Data Center, Vashi, Mumbai. At present the Bank has 3300+ branches / offices spread across India.

Allahabad Bank intends to select bidder for **SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION**, over a period of five years. Subsequently, FM/AMC/ATS shall be extendable for a minimum period of 2 years, at the behest of the Bank. The additional support (FM/AMC/ATS/Services etc.) in case of extension of contract after five years, is required to be provided by the Bidder at a rate equivalent to the average of support rate of Year 4 & Year 5, or at the rate of Year 5, whichever is lesser.

A complete set of RFP documents may be purchased by interested Bidder on the submission of a written application, from Allahabad Bank, Head Office, 2nd Floor, Information Technology & Digital Banking, 2, Netaji Subhas Road, Kolkata – 700 001, India upon payment of non-refundable fee of Rs. 25,000/- (Rupees Twenty Five Thousands Only) in

the form of Demand Draft or Banker's Cheque drawn on any scheduled bank in favour of 'Allahabad Bank', payable at Kolkata.

The bidder may download the RFP documents from the bank's official web-site (<http://www.allahabadbank.in>) or E-tendering portal (www.tenderwizard.com/abbank).

The RFP can be obtained from the following address during office hours on all working days during RFP sale period between 10.00 A.M. to 5.00 P.M, either in person or by post.

The Deputy General Manager
FRM Cell, Allahabad Bank ,
Head Office,
2, Netaji Subhas Road,
Kolkata-700001 (West Bengal),
INDIA Phone No 033-22108572

This tender is not transferable. Only the Bidders who have officially purchased this tender document shall be entitled to quote, subject to their fulfilling the eligibility criteria.

The bidders who have received the RFP through mail/ downloaded and wants to participate in the bidding process must pay a non-refundable fee of Rs. 25,000/- (Rupees Twenty Five Thousand Only) towards cost of the bid document, in the form of Demand Draft or Bankers Cheque, payable in favour of 'Allahabad Bank', payable at Kolkata.

The details are as under,

Sl. No.	Items	Details
1.	Bid (RFP) Reference	HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019
2.	Price of RFP (Not Refundable)	Rs. 25,000/-
3.	Date of commencement of sale of RFP	07.08.2019 12:00 Hrs
4.	Last Date for sale of RFP	09.09.2019 13:00 Hrs
5.	Last Date for submission of Pre-Bid Queries	16.08.2019 10:00 Hrs
6.	Date and time for Pre-Bid Meeting	16.08.2019 12:00 Hrs
7.	Last Date & Time of Submission of bids	09.09.2019 15:30 Hrs
8.	Date and Time of Opening of Technical Bids	09.09.2019 16:00 Hrs
9.	Date and Time of Opening of	To be notified subsequently to the

Sl. No.	Items	Details
	Indicative Commercial Bids & Conduct of Reverse Auction	technically qualified Bidders
10.	Place of submission and opening of Bids	The Deputy General Manager, FRM Cell, Allahabad Bank, Head Office 2 nd Floor, 2, Netaji Subhas Road, Kolkata – 700 001 , India
11.	Address for Communication and Pre-Bid Meeting	Same As Above Tel : 033 – 033-22108572 Email : ho.frmcell@allahabadbank.in

Note: Any bid received after scheduled date and time of the receipt of bids prescribed as mentioned above, will not be accepted by the Bank. Bids once submitted will be treated as final and no further correspondence will be entertained on this.

This is a Two Bid System tender, wherein the bidder is required to submit Technical bid & Indicative Commercial Bid in physical form and Actual Commercial bid will be based on the online reverse auction. The original RFP (and any addendums) needs to be signed and stamped by the Bidder and has to be submitted along with the Technical Bid. The Bidder has to submit soft copy of the complete Technical Bid, Masked copy of commercial bid without price information, Indicative Commercial Bid and Compliance to Eligibility Criteria in Microsoft Office / Open Office format on CD / DVD along with the hard copy of technical bid.

All Technical Bids must be accompanied by a Bid Security for Rs. 25,00,000/- (Rupees Twenty Five Lakh Only) as specified in Annexure-5 and must be delivered at the above office on or before specified date and time indicated above. This security will remain in force up to and including 60 days after the period of the bid validity.

Micro and Small Enterprises (MSEs) are exempted from paying the Tender Fee (Cost of the RFP) and Earnest Money deposit amount (Bid Security), for which the concerned enterprise needs to provide necessary documentary evidences (Including Certificate issued in the name of Bidder) in its technical bid along with a declaration as per Annexure-22, duly authorized by Company Secretary/Director of the concerned enterprise. Further for MSEs, other provisions as per guidelines of the Government of India shall also be considered while evaluating the tender/RFP.

Each Bidder is eligible for submitting only one Bid in response to this RFP.

Technical Bids will be opened in the presence of the Bidder's representatives who choose to attend on the specified date and time. Technically qualified bids will be taken up for further processing and the Indicative Commercial Bids of technically 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. Subsequently reverse auction will be conducted on the total cost of ownership for the RFP.

No further discussion/ interface will be granted to Bidders whose bids have been disqualified. Allahabad Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever.

In case of any discrepancy noticed within the RFP at a later stage, the discretion of the Bank shall prevail and be binding on the Bidder.

1.1. Disclaimer

The information contained in this Request for Proposal (RFP) is provided to the bidder(s) on the terms and conditions set out in this RFP document. The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services.

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 any successful Bidder as identified by the Bank after completion of the evaluation process detailed in the RFP.

While this section is a Preface to the entire document, the following sections are meaningfully segregated for better understanding of the document. The section headings or any other headings do not have any contractual sequence and the submission of responses should be based on the total understanding of the document/RFP.

No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of Allahabad Bank with the bidder. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Allahabad 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. Allahabad Bank may in its absolute

discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

The responses should be comprehensive enough to cover the requirements envisaged in the document and all supporting Annexure. The Bidder is advised to consult the RFP document and all its supporting Annexures to arrive at a solution for proposing to the Bank, and in developing technical and commercial responses. The RFP for all intents and purposes is final. However, Bank reserves the right to bring about any changes in requirements / scopes and the same will be communicated to the Bidders well in advance so as to allow the Bidders sufficient time to prepare their proposal.

SECTION B- INSTRUCTION TO BIDDERS (ITB)

2. ABOUT ALLAHABAD BANK

Allahabad Bank was established on 24th April 1865 in Allahabad. In the year 1969, the Government of India nationalized 14 commercial banks and Allahabad Bank was one of them. For operational convenience, the Head Office of the Bank was shifted from Allahabad to Kolkata in 1923.

The Bank is a leading Public Sector Commercial Bank based in India. The Bank offers a range of financial services including Cash Management Services, Depository Services, Corporate Agency arrangements, Rupay/Visa debit cum ATM card, Internet Banking, Mobile Banking, Point Of Sale (POS), Bank Assurance and Mutual Fund, Real Time Gross Settlement(RTGS), Immediate Payment Settlement system(IMPS), Unified Payment Interface (UPI), Gold Card scheme for exporters, National Electronic Fund Transfer (NEFT), Government Business, Credit Card business (proposed), E-commerce payments etc.

At present, the Bank has a network of around more than 3300 Domestic Branches/Offices. The Bank also has an overseas branch at Hong Kong.

The Bank has Core Banking Solution Office (CBSO), Data Center (DC) & Near Disaster Recovery Site (Near DR) in Navi Mumbai and DR Site in Lucknow.

3. INTRODUCTION

3.1 Objective

Allahabad Bank (hereinafter called as “Bank” or “the Bank”) invites proposals from experienced and eligible entities (hereinafter referred to as “Respondent” or “Bidder” or “Bidder” or “SP” or “the bidder” or “Service Provider” or “System Integrator” or “SI”) for

Supply, Implementation & Maintenance of Enterprise Fraud Risk Management Solution and provide the FM/AMC/ATS services, herein referred to as 'Goods & Services'. The Bidder would be the single point of contact for the Bank. This document is a Request for Proposal (RFP) for bidders to participate in the Bank's evaluation exercise.

Bidders are required to propose a solution based on the functional & technical specifications mentioned in Annexure 21.

4. ELIGIBILITY CRITERIA

Only those bidders who fulfil the following criteria are eligible to respond to the RFP. Document/s in support of all eligibility criteria are required to be submitted along with the Technical Bid. Offers received from the bidders who do not fulfil any of the following eligibility criteria are liable to be rejected.

Sl. No.	Eligibility Criteria	Documentary Evidence to be submitted to the bank
Bidder's Eligibility		
1	The Bidder should be a registered company in India for a period of minimum 5 years as on the date of issue of this RFP and should be in same line of business for atleast 3 years.	Certificate of Incorporation and Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters is required to be provided for reference with the Bank.
2	The bidder's organization should have an average turnover of INR Fifty Crore for financial year 2016-17, 2017-18 & 2018-19.	Audited Balance Sheet and Profit and Loss Account Statement for last three years. In case of unavailability of audited balance sheet for the FY 2018-19, bidder to submit provisional financial statement signed by statutory auditor or duly certified by Chartered Accountant.
3	The bidder's organization should have earned net profit in atleast two out of last three financial years: 2016-17, 2017-18 & 2018-19 from their Indian operations. For the remaining year bidder should have operating profit & positive net worth.	Audited Balance Sheet and Profit and Loss Account Statement for last three years. In case of unavailability of audited balance sheet for the FY 2018-19, bidder to submit provisional financial statement signed by statutory auditor or duly certified by chartered accountant.

Sl. No.	Eligibility Criteria	Documentary Evidence to be submitted to the bank
4	<p>Neither the Bidder, nor their promoters and Directors should be defaulters to any financial institution. The Bidder should not have been reported against by any Public-Sector Bank to Indian Banks Association for any malpractice, fraud, poor service, etc. An undertaking (on their letter head) in this regard should be enclosed by the bidder on behalf of the directors/partners blacklisted by any Government authority or public sector undertaking (PSU) as on date of submission of tender, otherwise the bid will not be considered. An undertaking (on their letter head) in this regard should be enclosed by the bidder on behalf of directors/partners. The Bidder should not have been blacklisted by any Government authority or Public sector Undertaking (PSU) as on date of submission of the tender, otherwise the bid will not be considered. An undertaking (on their letter head) in this regard should be enclosed by the Bidder on behalf of the directors/partners.</p>	<p>Self-Declaration letter signed by Authorized Signatory to be submitted.</p>
5	<p>The Bidder should not have been declared Non-Performing Asset (NPA) by any BFSI organization as on date of submission of the tender, otherwise the bid will not be considered.</p>	<p>Self-Declaration letter signed by Authorized Signatory to be submitted.</p>
6	<p>The Bidder must have implemented or currently has under implementation a implementation an Enterprise Fraud Risk Management Solution (EFRM) or Risk Management Solution(Credit Risk/Operational Risk/Market Risk) in At least one Scheduled Commercial Bank (excluding RRBs and co-operative banks) in India having business mix of Rs. One Lac Crore with at least 1000 branches. OR At least one Bank situated abroad with a minimum business turnover/business mix (advances + deposits) of USD 10 bn. as of last financial year.</p>	<p>Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters are required to be provided for reference with the Bank.</p> <p>In case of under implementation (At least UAT in progress) project bidder to provide a self-declaration mentioning the project details and project status along with client contact details.</p>
7	<p>The bidder should have a minimum of 10 individuals with prior experience in implementation of EFRM or a Risk management solution. All resources must be on the payroll of the bidder.</p>	<p>Certificate from the Company Auditors / Company Secretary / HR mentioning number of resources having experience in implementation of EFRM or a Risk management solution.</p>

Sl. No.	Eligibility Criteria	Documentary Evidence to be submitted to the bank
8	The proposed bidder should have office in India and should be able to support project in India during the contract period.	An undertaking letter to be enclosed by the Bidder confirming the same.
EFRM OEM's Eligibility		
9	The proposed OEM solutions should have been implemented in a minimum of two BFSI organizations globally. OR The proposed OEM solutions should have been implemented in a Scheduled Commercial Bank (excluding RRBs & cooperative Banks) in India having more than 1000 branches. In case there are multiple OEMs or multiple solutions from a single OEM, the above clause would be separately applicable for each of the solution.	Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters are required to be provided for reference with the Bank.
10	The OEM should be listed in Chartis RiskTech100 for 2018.	An undertaking letter to be enclosed by the OEM along with the Chartis Report confirming the same.
11	The proposed OEMs should have presence in India and should be able to support project in India during the contract period.	An undertaking letter to be enclosed by the OEM confirming the same.

Note: The last date of submission of bids will be considered as the Cut-off date for evaluating the aforesaid eligibility criteria/clauses.

The participating bidders are required to submit valid unambiguous documentary evidences, in support of their meeting the above eligibility criteria. The Bidder must comply with all above mentioned criteria. Non-compliance of any of the criteria will entail rejection of the Bid summarily.

Bank reserves the right to verify/evaluate the claims made by the Bidder independently. Any decision of the Bank in this regard shall be final, conclusive and binding up on the bidder. The Bank may accept or reject an offer without assigning any reason whatsoever.

All documentary evidence/certificates confirming compliance to eligibility criteria should be part of technical bid.

5. SCOPE OF WORK:

The broad scope of the assignment would involve **Supply, Implementation, Configuration & Maintenance of Enterprise Fraud Risk Management Solution** (as per

technical specification in Annexure 21) at Primary site (DC) in Mumbai and DR Site in Lucknow until otherwise specified.

The intent for implementing an EFRMS at Bank is covered in the below functional principles:

- **Detection and Prevention of Financial and Non-Financial Frauds & Prevention of Impact:** The EFRMS should be able to identify threats/vectors targeting Bank's environment and prevent impact due to these through implementation of adequate fraud management mechanisms.
- **Case Management:** Logging and Reporting of fraud scenarios through the use of appropriate tools. Track and monitor the closure of these fraud incidents and escalation of these incidents to appropriate teams/ individuals in the Bank, as required.
- **Continual Improvement:** Continually improve and fine tune the EFRMS processes, rules/scenarios detection engine, analytics, operations, reporting and creating workflows for case management.

If there is a gap between the Bank's requirements and the OEM warranty/ AMC then it will be the responsibility of Bidder to fill the gap.

The system should broadly cover the following.

The bidder should provide Suitable tools for Analytics, Alert management, Rules Management, Workflow management, Real time/online/Offline availability mode, audit trail, reporting & dash boarding and any other component / module required for an Enterprise Fraud Risk Management solution.

The Bidder is required to supply, configure, customize, maintain and support solution for EFRMS. The scope of work would include design, supply, implementation, configuration, customization, integration, testing, documentation, training, and maintenance support for a period of 5 years from the date of contract signing.

The proposed solution should be implemented at Bank's DC & DR in High Availability (HA) mode. There should be an UAT & Training environment at DC which should not be less than 20% of Production environment. Bidder is also required to provide a Test & development environment at DC which should not be less than 10% of Production environment.

Bidder is required to provide the hardware sizing required (Annexure-13) for the implementation of the solution which bank may procure separately. Bank will provide the compute with required Operating system (OS), Storage space & required backup solution to the bidder. Bidder is required to factor & provide the required EFRM software solution along with the required RDBMS licenses and any middleware solution required for the EFRM solution based on the hardware sizing proposed by bidder.

The EFRMS product solution will provide enterprise wide fraud detection and prevention covering the risks associated with the below mentioned list of channels and applications

under online and/or offline mode. The solution should cover prevention and detection of frauds at different process stages of the below mentioned applications and channels for all types of transactions such as card present, card not present, financial and non-financial transaction etc.

Phase	Channels	Modes	
		Real Time	Near Real Time/Batch
Phase 1	Core Banking System	✓	
	Trade Finance		✓
	Cheque Truncation System		✓
	SWIFT/SIG	✓	
	Payment Gateways	✓	
	Financial Inclusion Gateway	✓	
	NEFT/RTGS/IMPS	✓	
	Cash Management System		✓
	Treasury		✓
Phase 2	Call Centre	✓	
	Internet & Mobile Banking	✓	
	Aggregators	✓	
	Cards Transactions(All types)	✓	
Phase 3	BHIM/UPI	✓	
	ATM	✓	
	Cash Deposit Machines / Cash Recyclers	✓	

The brief highlight of the Scope of Work is mentioned below-

Activity	Responsibility		
	Bank	SI	OEM
Pre-Implementation			
Conduct a requirements gathering meeting with all stakeholders and prepare Functional Specifications Requirement document	Support	Responsible	Support
Validate Functional Specification Requirements document	Responsible	Support	Support
Analyze existing systems and review current architecture		Responsible	Support
Perform Gap analysis and recommend end state architecture		Responsible	Support
Validate solution design and end- state architecture	Responsible	Support	Support
Identify and validate software/hardware and storage requirements for DC, DR	Support	Responsible	Support

Define a DR/ BCP plan for the EFRM operations and also ensure that periodic tests are conducted as per the testing calendar agreed with the Bank.	Support	Responsible	Support
Identify team members for implementation phase		Responsible	Support
Prepare a comprehensive end-to-end implementation strategy		Responsible	Support
Validate the implementation strategy	Responsible	Support	Support
Provide training to the Bank personnel/ Fraud and Risk management team on the product architecture, functionality and design	Support	Responsible	Support
Implementation			
Installation & configuration of ERFM software at DC and DR	Support	Responsible	Responsible
Integration with existing solutions/infra, applications as well as new applications	Support	Responsible	Responsible
Plan test strategy for SIT, UAT and Functional testing.	Support	Responsible	Responsible
Preparation of fraud case management and workflow document	Support	Responsible	Responsible
Develop response plan/strategy to prioritize fraud cases	Support	Responsible	Responsible
Conduct SIT, UAT and Functional testing	Support	Responsible	Responsible
Review results from SIT, UAT environments	Support	Responsible	Responsible
Demonstrate the benchmarking tests to confirm compliance with the stated performance parameters.		Responsible	Responsible
Define the work flow automation so that applications are integrated and manual intervention is minimal		Responsible	Responsible
Deployment in DC, DR Production environment	Support	Responsible	Responsible
Interface with various solutions including call centre as stated in the paragraph 5.1.	Support	Responsible	Responsible
Fraud policy/rule creation, fine tuning, scoring and continuous updating of policy and score.	Support	Responsible	Responsible
Configuration of backup/restore mechanism for DC, DR	Support	Responsible	Support
Configuration of alerting, reporting and logging mechanism	Support	Responsible	Support
Ensuring implementation timelines are met and	Support	Responsible	Support

periodic			
reporting/status update to management	Support	Responsible	Support
Ensuring timely compliance of all Device level audit (DLA) and Vulnerability Assessment (VA) audit observations as and when shared by the Bank.		Responsible	Support
Ensuring that the EFRM solution and operation comply with Bank's information security policies and industry leading standards (such as ISO 27001, ISO 22301, PCI DSS, etc.) and any applicable laws and regulations. Adherence to agreed SLA and Service Levels.	Support	Responsible	Support
Post-Implementation			
Identify and deploy case management team members for operations		Responsible	Support
Provide case management and ticketing tool		Responsible	Support
Ensuring case management, reporting and escalation management	Support	Responsible	Support
Case Management, logging and storage of logs	Support	Responsible	Support
Notify stakeholders in the event of fraud	Support	Responsible	Support
Software updates/upgrade/patch/new version installation		Responsible	Support
Provision of onsite warranty and annual maintenance services		Responsible	Support
Adherence to agreed Service Levels	Support	Responsible	Support
Provision of licensing requirements for as per agreed terms.		Responsible	Support
Monitor change management, quality and risk activities	Support	Responsible	Support
Provide comprehensive documentation including but not limited to SOP, installation/admin/configuration/operations/user/product guide		Responsible	Support
Provide hands-on training to the Bank personnel/ FRM team on EFRMS operations, alert monitoring, rule creation, policy configuration for all channels and products.	Support	Responsible	Support
Provide ad-hoc trainings to the Bank staff, to acquaint them with the latest features and functionalities of the solution along with training		Responsible	Support

material			
Reporting metrics and continuous improvement procedures		Responsible	Support
Periodic health check of devices	Support	Responsible	Support
Provide SME support (onsite and offsite) as per agreed terms		Responsible	Support

5.1 Bank Systems

The Bidder is expected to integrate the solution with the existing transactional and other systems and applications deployed and to be deployed in future by the Bank without impacting the performance of the source systems.

The major systems deployed for various channels are as under: -

- i. B@NCS Core Banking Software including Government Business
- ii. Customer On-Boarding and life cycle
- iii. Internet Banking based applications
- iv. ATM Switch
- v. Card Products
- vi. Payment Gateways
- vii. Mobile based Banking Solutions
- viii. POS Switch, Kiosk & all e-Commerce products
- ix. Channel Financing
- x. Service Branch Operations (Cheque Truncation System, ECS etc.)
- xi. Anti-Money Laundering System
- xii. Early Warning Signal Solution(Under Implementation)
- xiii. Government Business Transactions, AEPS
- xiv. Internal Frauds (Employee initiated/involvement)
- xv. UPI,BBPS
- xvi. NEFT/RTGS/IMPS
- xvii. SWIFT/SIG & Other Remittances
- xviii. Financial Inclusion
- xix. Cash Management System
- xx. Treasury
- xxi. Trade Finance

- xxii. Forex
- xxiii. External Databases
- xxiv. CFT/OFAC/PEP
- xxv. Call Centre
- xxvi. Cyber Security Observation Centre (CSOC)
- xxvii. Customer Accounts opening (On-line / Process flow based / across the branches / Loan Processing)
- xxviii. Bank's in-house Data repository and analytical software/tools
- xxix. Integration of NPCI alerts on Cards & UPI based on its Fraud Risk Management
- xxx. Loan Origination System
- xxxi. On line and Off-line Inspection Module
- xxxii. Any other delivery Channels existing & to be introduced by Bank during the contract period

Proposed Solution should be able to integrate with different channels and their supportive internal systems such as E.g. ATM/ Debit/ Prepaid/ Virtual card, POS, CBS system, AML solution, Online Banking products and services, other software relating to products and services offered (Assets, Liabilities), Branch Banking etc., and also support external systems like CFR, CRILC, CIBIL, CERSAI, ECGC, MCA, Income Tax Dept., GST, E-KYC, CKYC, UIDAI, Wilful Defaulters, Bank Serious Irregularities Data as per requirement of the Bank for Fraud Risk Management.

The present transaction volume and the projected growth is mentioned in the following section. Bidder is required to size the solution accordingly to meet the projected growth.

Transaction Details							
Parameter	Present	2020	2021	2022	2023	2024	2025
Number of Branches	3234	3557	3913	4304	4735	5208	5729
Number of Core Accounts	87100687	104520824	125424989	150509987	180611985	216734381	260081257
Number of internet Banking Users (Retail)	1490589	1788707	2146448	2575738	3090885	3709062	4450875
Number of internet Banking Users (Corporate)	66868	80242	96290	115548	138657	166389	199667
Number of Mobile Banking Users	3298255	3957906	4749487	5699385	6839262	8207114	9848537
Number of CBS Transactions/ day	12650904	15181085	18217302	21860762	26232915	31479497	37775396

Transaction Details							
Parameter	Present	2020	2021	2022	2023	2024	2025
Number of Internet Banking Transactions (Corporate +Retail) / day	17781	21337	25605	30726	36871	44245	53094
Number of Financial Inclusion Transactions / day	331618	431103	560434	728565	947134	1231274	1600657
Number of Mobile Banking Transactions / day	16703	20044	24052	28863	34635	41562	49875
Number of Financial Transaction Manager (NEFT / RTGS / UPI / BHIM / IMPS) transactions / day	136204	163445	196134	235361	282433	338919	406703
Number of ATM and Debit card transactions / day	361995	463354	593093	759159	971723	1243805	1592071

Peak TPS Details							
Channel	Present	2020	2021	2022	2023	2024	2025
CBS [a]	450	540	648	778	933	1120	1344
Internet Banking (Corporate+ Retail)[b]	18	22	26	31	37	45	54
Financial Inclusion [c]	18	23	30	40	51	67	87
Mobile Banking [d]	16	21	27	35	46	59	77
Financial Transaction Manager [e]	8	9	10	11	12	13	14
ATM and Debit Card [f]	15	16	18	20	22	24	26
Treasury [g]	1	1	2	2	3	4	5
Swift [h]	1	1	2	2	3	4	5
Number of Transactions / sec [a+b+c+d+e+f+g+h]	527	633	762	918	1107	1335	1611

5.2 Product Capabilities:

The proposed solution should support high disk IOPS (Input Output Operations per Second) to meet the banks requirement in terms of performance. Proposed software should support open modular architecture proving following broad level capabilities:

- i. Real time Decision making
- ii. Detection & Rule Engine
- iii. Scoring
- iv. Analytics
- v. Data Management
- vi. BI (Business Intelligence) & Reporting
- vii. Integration & Interface
- viii. Integrated Fraud Management
- ix. Adaptive / Risk based authentication of channels
- x. Bank should be able use the transaction data gathered as part of EFRMS for running business analytics

5.3 Brief EFRM Solution requirement for Internet and Mobile Banking products:

The proposed solution should be able to integrate with the existing internet and mobile banking products to monitor Internet and mobile banking based product transactions. Solution should also support new versions of the same.

- i. The proposed solution should monitor and detect frauds for all pre-login, login and post login related transaction
- ii. The proposed solution should support advanced IP geo-location capability to detect IP Country, IP City, Proxy IP and zone hopping
- iii. The proposed solution should be able to integrate with the authentication system of different channels
- iv. The proposed solution should not require any download or installation by the end user and should support all types of browser and operating systems environments on all devices e.g. Personal Computers / Laptops / Smart phones/ TABs / other devices
- v. Solution should have capability to build and re-factor dynamic e-banking user behaviour profiles including but not limited to:
 - Preferred Country
 - Preferred City
 - Preferred IP
 - Preferred ISP
 - Preferred Device
 - Preferred Payee
 - Average Daily/Weekly/Monthly Funds Transfer amount / frequency by payee / biller
 - Preferred Transaction hour
 - Proposed solution should support IPV6 addressing.

5.4 Real-Time Fraud Prevention for Payment Card transactions

5.4.1 The proposed solution should be able to combat both card present and card not present frauds in real-time.

5.4.2 The proposed solution should be able to directly integrate with switch to monitor Debit

card transactions across ATM, POS and E-Commerce channels on real time. The proposed solution should support payment card fraud prevention against skimming, counterfeit cards, lost and stolen cards, Mass card compromise, sudden surge and anomalous behaviour, zone hopping in real time Dynamic enablement/ Disablement.

- 5.4.3** The solution should have the flexibility to create scenarios and models with minimal efforts as and when required for debit cards and credit cards.
- 5.4.4** The proposed solution should have capability to detect common point of compromise (CPC) for compromised ATM, POS, and Merchants. Proposed Solution should be able to detect merchants/ATMs with common point of compromise (CPC) and be able to add these entities into blacklists.
- 5.4.5** Proposed Solution should support out of the box behaviour profiles including but not limited to:
- Card holder profiles
 - Preferred ATM machines
 - Preferred Merchants
 - Preferred Merchant Category Codes preferred Country /City
 - Preferred Time Period
 - Preferred Transaction hour for ATM, POS, E-Commerce
 - Preferred Currency for purchase-Average Daily/ Weekly/ Monthly/ Quarterly / Season based transaction amount by channel (for domestic and international transactions)
 - Average Daily/Weekly/Monthly/Quarterly/Season based transaction frequency by channel (for domestic and international transactions)
 - Average Daily/Weekly/Monthly/Quarterly/Season based value of transaction by channel (for domestic and international transactions)
- 5.4.6** Proposed Solution should support to set threshold limit with specified time periods for all cards that have not been used for international transactions in the past.
- 5.4.7** Proposed Solution should provide pre-packaged scenarios and predictive scoring modelling techniques to detect and prevent traditional and emerging fraud attacks like velocity checks, data breach and mass card compromise, zone hopping, customer state change and unusual transactions, sudden surge deviating from usual card holder or merchant profile, cross channel frauds, overseas card compromise and watch lists monitoring.
- 5.4.8** Proposed Solution should support concept of dynamic and static daily limit for transactions to contain the risk in the event of card misuse.
- 5.4.9** Proposed system should look for anomalous activity in customer accounts. It should detect behaviour associated with a fraudulent transaction. Updated customer contact information is critical for quickly verifying the legitimacy of transactions or stopping fraud.
- 5.4.10** Proposed Solution should provide customer with ability to set/ modify the preferences/ value through internet/ mobile.

5.5 Adaptive /Risk based authentication for channels

The overall Scope of Work include supply, implementation and maintenance of adaptive/risk-based authentication solution for digital banking services at Production & DR Site as per following points mentioned in RBI guidelines dated 28.02.2013.

- i. Introduction of additional factor of authentication (preferably dynamic in nature) for

- such payment transactions should be considered.
- ii. Banks may put in place mechanism for velocity check on the number of transactions effected per day/ per beneficiary based on channel type or account level and any suspicious operations should be subjected to alert within the bank and to the customer.
 - iii. The Banks may consider implementation of digital signature and / or pre-authorisation for large value payments for all customers for payments through digital channels, say to start with for RTGS transactions.
 - iv. Capturing of Internet Protocol (IP) address and MAC address as an additional validation check should be considered.
 - v. Exploring the feasibility of implementing new technologies like adaptive authentication, risk score-based authentication etc. for fraud detection with aspects of machine learning

Bidder has to ensure segregation of used cases for Retail & Corporate solution however bidder can implement in single instance.

5.6 Additionally, the bidder will be responsible for

- 5.6.1 The end to end Implementation of the solution (EFRMS) including integration with various systems to meet the requirement of Detection, Monitoring and Prevention of the Fraud
- 5.6.2 The end to end software development life cycle of the EFRM Solution
- 5.6.3 Customization, parameterization and implementation of application software and solutions
- 5.6.4 Hand-over successfully either to the bank or any bidder appointed by the bank at the end of the agreed upon contract period
- 5.6.5 The services offered in contract period must be in conformance with the specifications supplied in the Technical Specification. During this period, the bidder will be responsible for the patch application / bug fixing / support of all software supplied under this project.

5.7 General Solution Requirement

- 5.7.1 Bank intends to implement enterprise wide fraud risk management (EFRM) solution covering core banking and delivery channels.
- 5.7.2 The proposed solution should be able to comply with various RBI and other regulatory guidelines, current & future, related to electronic payments.
- 5.7.3 If any new channel included during the contract period, it should be included and the solution should cover prevention and detection of frauds at different process stages the new channel without any cost to the bank.
- 5.7.4 Implementation of the EFRM solution should be completed within 12 months of the acceptance of order in a phased manner.
- 5.7.5 The number of concurrent users should be 100 users for the EFRMS solution. However Bank will have option to increase the number of concurrent users at the agreed cost.
- 5.7.6 The maximum transaction response time for online scoring should be ≤ 200 milliseconds for the solution. In case the response time exceeds 200 milliseconds for more than 30 minutes in a month, bidder will have to take necessary steps at its end to reduce the response time without any extra cost to bank during the contract period.
- 5.7.7 Channel transaction should not stop in case of outage of the EFRM solution.
- 5.7.8 Bidder should advise the bank for upgrades /changes in the security infrastructure of the Bank against evolving threats and responsibilities.
- 5.7.9 The solution should be capable of monitoring, detection & defining channel wise rules &

alerts. The rule/alerts should have option for further modification or deletion based on individual channels with log of all such modifications.

- 5.7.10 The alerts should be categorized based on banks organization structure i.e. Branch, Zone, Circle offices. There should be option of centralized & De-centralized alert monitoring & management.
- 5.7.11 The interfacing with the other application should be done in real-time or through STP processes which should be mandatorily encrypted, without impacting the performance of the resource systems. There should be no human intervention required for batch processes (if any)
- 5.7.12 The bidder should install, integrate and customize proposed solution with Bank's existing Core banking System (BaNCS24), Internet banking application products, Mobile Banking application products, Bank's ATM switch, Bank's credit card processing system, Debit/Credit cards and other transaction systems/ delivery channels, call centre etc. without hampering the routine operations of the bank. The bidder should accomplish the job in coordination with existing System Integrator of the CBS and Internet Banking solution and other applications. Also, the proposed solution should support new versions of all the applications. and if any changes required due to new version of the bank's applications then bidder has to make the changes/ modification/ upgradation in the proposed solution accordingly without any additional cost.
- 5.7.13 Bidder should integrate different channels/systems existing and introduced in the Bank within contract period in the Enterprise Fraud Risk management (EFRM) Solution without any license cost.
- 5.7.14 Any OEM certification is required then bidder has to arrange the same at no extra cost.
- 5.7.15 Bidder should build required interfaces, if any, for delivery channels and CBS at no extra cost.
- 5.7.16 Bank should be able to configure their own rules within the EFRM solution without dependency on bidders/OEM at no extra cost
- 5.7.17 The proposed solution should also be able to identify and prevent fraudulent transactions which are linked to non-monetary transaction such as ATM pin change, address/mobile no. change request, balance enquiry, etc.
- 5.7.18 The solution should support balancing the false positive/negative ratio to reach manageable thresholds, by way of using out of box analytics capabilities. Analytics Capabilities need to be reviewed/ calibrated periodically
- 5.7.19 Multicurrency and Multiple time zones; addition Multifunction self-service channels, Wallet and other payments
- 5.7.20 The system should be capable of managing Fraud risks proactively and also should be able to prevent the Fraud risks at the detection stage itself.
- 5.7.21 The system should be capable of generating any levels of dashboards and MIS to meet the requirements of individual user / Unit level / Management level / Product & Process level / all demographic level / All outlier levels / All regulatory reporting levels.
- 5.7.22 The proposed solution should provide the capability to detect, discover, prevent and investigate the frauds in real time not only restricted to only one channel but across all the channels mentioned i.e. CBS, ATM, Internet Banking, Mobile banking products, Debit/Credit Card and POS. The solution should have strong investigative and forensic capabilities for easy drill down of suspicious/fraudulent transactions and customizable reporting facility for investigation without dependency on SI/OEM.
- 5.7.23 Bank's internal team may perform data extraction, filtering, and sanitization for transaction analysis for determining fraud trends. The proposed solution should have all the required options, to be handled and managed by bank's internal team as and when required, without SI/OEM intervention or involvement.
- 5.7.24 Solution should integrate with automated interactive outbound call-based alerts facility on 24X7 basis to intimate and confirm with customer in case of high risk transactions.

- 5.7.25 Solution should integrate with automated interactive alert facility on 24X7 basis to intimate and confirm with customer in case of high risk transactions.
- 5.7.26 The bidder should take care of all aspects of Installation, De-Installation and re-installation, Configuration and Re-configuration, enhancements, updates, upgrades, problem analysis, on-site, as well as off-site support of in-scope Operating System, Database & applications to ensure smooth operations during and post implementation till end of contract period, due to any reason what-so-ever for the in-scope solutions.
- 5.7.27 Bidder will have to ensure the troubleshooting in all forms like technical, functional, and administrative and customer related issues etc.
- 5.7.28 Proposed Solution should be virtualization-ready.
- 5.7.29 The proposed solution should be able to monitor and detect frauds in real-time for all channels.
- 5.7.30 The proposed solution should have the capability for cross-channel fraud monitoring and prevention.
- 5.7.31 The bidder should also build a dedicated infrastructure for development/testing.
- 5.7.32 The bidder is required to consider data purging & data archival solution in case same is required during the contract period without any additional cost other than the quoted TCO.
- 5.7.33 The proposed solution should provide robust fraud detection and risk scoring capabilities using following approach but not limited:
- Advanced rule/scenario based detection
 - Dynamic Behaviour Profiling and anomaly detection
 - Machine Learning based Predictive Scoring capabilities
- 5.7.34 The proposed solution should have the flexibility to create scenarios with minimal efforts as and when required for multiple products and channels.
- 5.7.35 The proposed solution should provide web based scenario authoring tool to configure new fraud schemes as and when required.
- 5.7.36 The proposed solution should allow configuring various business policies like approve/decline/challenge/hold transaction based on the fraud risk score.
- 5.7.37 The EFRM solution should provide open APIs so that the Bank's different applications can be integrated with the EFRM solution.
- 5.7.38 The proposed solution should support watch list management for various black lists and white lists.
- 5.7.39 The proposed solution should provide complete evidences for why a transaction was declined/hold by the fraud management system. The solution should have the capability of automated detection of fraud based on advance statistical algorithms and fraud detection techniques
- 5.7.40 The proposed solution should provide complete audit trail.
- 5.7.41 The proposed solution should support built-in maker checker functionality to ensure dual commit to critical system changes.
- 5.7.42 The proposed solution should provide MIS dashboard and reports for tracking fraud cases, investigators' performance and system performance.
- 5.7.43 Bidder will have to ensure the troubleshooting in all forms like technical, functional, administrative and customer related issues etc.
- 5.7.44 The EFRM solution must provide open APIs for integration with different applications of the Bank and its customers.
- 5.7.45 The EFRM solution should support online/ real-time comprehensive and customizable management dashboard.
- 5.7.46 The EFRM solution should provide audit trails and logs of all its functions/processes.
- 5.7.47 The Bidder has to maintain confidentiality & protection for both data at rest and data in motion.
- 5.7.48 Remote access will not be allowed to the bidder from any external networks for providing any kind of support on the bank's systems being procured or already in

use.

- 5.7.49 Staff related and Vendor related frauds should also be covered in the solution in separate categories, at no extra cost to the Bank.
- 5.7.50 The Bidder should provide diagrammatic/ pictorial representations for complete details of the solution offered, including the project plan for going live.
- 5.7.51 The Bidder shall do proactive monitoring and capacity planning at regular intervals and advise the Bank about the software upgrades. As part of the technical solution, the Bidder must provide the complete IT infrastructure details like Server, Operating System, Database, Storage Capacity and other related requirements.
- 5.7.52 The Bidder should provide a separate UAT/Training environment.
- 5.7.53 For every software including any third party software before software/ service become operational, the Bidder must provide scope of work, user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, system configuration documents, system/ database administrative documents, debugging/ diagnostics documents, test procedures and any other documents etc.
- 5.7.54 The Bidder, at the minimum, should provide documentation on the following for the implementation under EFRM Solution:
- Business Requirements Document
 - Detailed functional and technical scope document
 - Functional Requirement Specification Manual
 - Solution Architecture
 - Proposed Project Plan
 - PERT Chart detailing the Implementation Plan with the roles and dependencies.
 - To identify a Single Point of Contact for implementation.
 - Strategy Document for Testing, Training and Acceptance
 - Customization documentation
 - Integration Testing Plan
 - Test Specifications
 - User Acceptance Reports
 - Configuration and User Manuals
 - Training Plan
 - User Training Manuals
 - Licenses for all the software components
 - Detailed Mapping Details
 - Interfaces
 - Case & Alert Creation
 - User Defined variables
 - The Bidder should also provide documents related to Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all product components, list of all dependent/ external modules and list of all documents related to traceability of the product as and when applicable.
 - The Bidder should also provide the MIS reports as per requirement of the Bank. Any level/version changes and/or clarification or corrections or modifications in the above-mentioned documentation should be supplied by the Bidder to the Bank free of cost in timely manner.
- The Bidder is required to provide the complete documentation for EFRMS which must include but not limited to: System Requirement Specification, Business Requirement

Specifications, Installation and Implementation Guide, User Manual, Administration Guide, Hardening Document, System and Application Architecture, Operations Guide and Standard Operating Procedure.

- 5.7.55 The Bidder must provide EFRM Solution Services to enrich/enhance each document with additional meta-data fields to ensure end-to-end audit trail and tracking.
- 5.7.56 All the patches/fixes, version upgrades of all the software components released by the Principal OEM during the contract period should be provided at no extra cost. The Bidder should ensure implementation of all the patches/ fixes and version upgrades in the production environment to the latest version during the contract period.
- 5.7.57 The proposed solution should only run on one of the following RDBMS - Oracle/DB2/MS SQL. Bidder is required to factor ATS/SA for the proposed RDBMS for the entire contract period.
- 5.7.58 System integration testing will be followed by user acceptance testing, plan for which has to be submitted by the bidder to the Bank. The UAT includes Functional tests, Resilience tests, Operational tests, Load tests etc. The Bank staff/ third Party bidder designated by the Bank will carry out the functional testing. The Bidder should carry out other testing like resiliency / load etc. and submit the result log for all testing to the Bank.
- 5.7.59 If there is any core banking system upgrade during the contract period, then it is the Bidder's responsibility to ensure that the integration with the upgraded core banking system is provided without affecting the normal course of business.
- 5.7.60 The EFRMS solution / software developed or customized should follow a standard development process to ensure that it meets functional, security, performance & regulatory requirements of the Bank.
- 5.7.61 None of the tools/software/utilities/solutions proposed should be open source. Any bid submitted with open source tools/software/utilities/solutions will be summarily rejected.
- 5.7.62 The Bidder should comply with Bank's IS Security policy in key concern areas relevant to the RFP. Some of the key areas are as under:
- Responsibilities for data and application privacy and confidentiality
 - Responsibilities on system and software access control and administration
 - Custodial responsibilities for data, software and other assets of the Bank being managed by or assigned to the Bidder
 - Physical Security of the facilities, wherever required to be provided by the bidder
 - Physical and logical separation from other customers of the Bidder, wherever required to be provided by the bidder
 - Incident response and reporting procedures
 - Data Encryption
 - Security requirement of the Bank will be shared with the successful bidder.
- 5.7.63 Backup System: The Bidder will be responsible for Backup of application and the database as per the requirement of the Bank. Bank will provide required backup tools.
- 5.7.64 The bidder should right size the solution to meet the requirements provided in this RFP for the contract period of 5 years plus extendable period of 2 years at the option of the Bank. In case the RFP requirements are not met, then the selected bidder has to provide additional components required to meet the RFP requirements, at no additional cost to the bank

5.8 Facility Management and Monitoring Teams

Bank will have Monitoring and Management Teams comprising of Bank & Bidder Team for handling day to day operations.

Bidders need to provide approximate number of on-site resources in order to meet the service level agreements mentioned in this RFP. Bidders should mention number of resources required for managing the EFRMS in the Bill of Material.

Minimum number of support resources to be provided by bidder is mentioned below-

Role	Type of Resource	No of resource per shift	No. of Shift	Location
Application management & monitoring	L1	2	3	24x7 at Bank specified location for 365 Days
	L2	1	2	2 day shift at Bank specified location Monday to Saturday except Sunday and Bank holidays
	L3	1	1	1 day shift at Bank specified location Monday to Saturday except Sunday and Bank holidays
Application, OS & Database administration	L2	1	3	<ul style="list-style-type: none"> • 2 day shift at Mumbai as decided by Bank during contracting with selected bidder. • Night shift from DR

Bank may seek additional resources of any or all types as per requirement as per agreed cost per resource person.

If Bidder feels additional number of resource required beyond the minimum ratio to meet the SLA terms, bidder can propose additional resources. However, bidder has to mention these numbers in masked commercial offer and the cost mentioned will be part of TCO.

After awarding the contract, if Bank wants additional resources, the price quoted for the respective resource type e.g. L1, L2, L3 will be considered for placing order. However, if bidder requires putting additional resources beyond the resources mentioned in proposal to meet SLA it will be at cost of Bidder.

The cost of the resources as provided in the Final commercial bill of materials shall be considered as fixed for the term of the project and the bank may procure additional resources at the cost not necessarily as per the above-mentioned ratio.

No additional resources shall be added to the project without the bank's explicit approval.

All the resource must be at Bidder/OEMs payroll and must have the required qualifications and experience. In case of exception prior explicit approval of Bank would be required.

Shift: 8 Hours a day

- a. Bank reserves the right to conduct interviews of the proposed team members for EFRMS.
- b. In case of absence of any of the resource person, standby manpower may be provided by the bidder. If Bank is not satisfied with the performance of the standby personnel, Bank may not accept such standby manpower and in such cases, charges on actual basis of manpower support will be deducted from the bidder subject to adherence of SLA conditions. The above details are only indicative figures and may undergo change as per the requirement of the Bank from time to time.

The Responsibility & Educational Qualification for Onsite Engineers are mentioned below: -

Role	Type	Activity	Experience		Qualification & Experience
			Total	Fraud Mgmt	
Application Management & Monitoring	L1	<ul style="list-style-type: none"> • Fraud Event monitoring & alert/Incident tracking, regular solution administration. • Fine tuning of the false positive events. • Categorization of requests into functional clarification and provision of workaround. • Bug identification/change requests to be logged and reported for further processing. • Provide telephonic and / or electronic mechanisms for problem reporting requests as well as for service and status updates. • Preparation of case reports. 	2	1	B.E./B.Tech. / BCA/B.Sc./ MCA with minimum 1 year of experience in the field of IT Security or EFRM Solution

.Application Management & Monitoring	L2	<ul style="list-style-type: none"> • Provide continuous onsite support for the implementation of EFRM solution and support for integrating any applications to be interfaced with ERFM solution in future. • Troubleshoot online processing or batch processing activity at various levels in the EFRM Solution. • Resolve the call within stipulated timeframe as defined in Service Level Agreement. • Coordinate with the L1 & L3 team for resolution and provide necessary information as may be required by the team to resolve the issues. • Escalate the unresolved calls as per escalation matrix. • Provide the timeframe for providing a solution of resolution of the escalated calls and automatically log calls during escalation. • Prepare a root cause analysis document with the resolutions provided for major issues such as production issues, service disruptions or downtime, delayed response times, data/ table corruptions, system performance issues (high utilization levels). • Perform the application audit on a quarterly basis or as mutually agreed with the bank and rectify any corruption in the software. • Preparation of case reports and periodic reporting of critical incidents to management team of bank. 	4	3	B.E./B.Tech/ MCA/M.Sc. IT with minimum 2 years of experience in the field of IT Security or EFRM Solution
Application Management & Monitoring	L3	<ul style="list-style-type: none"> • Resolve the call within the stipulated timeframe as defined under the service level agreements. • Communicate the status of the call to the Bank and accordingly update the status, resolution or workaround and date of resolution. • Prepare a root cause analysis document for issues referred to L3 support and provide to the Bank along with the resolution. • Liaise with the L2 support personnel for the call information and resolution. • Perform version upgrades/migration as per the version release plan of OEM and 	6	5	BE/B.Tech/ MCA/M.Sc. IT with minimum 3 years of experience in the field of IT Security or EFRM Solution

		<p>agreed by the Bank.</p> <ul style="list-style-type: none"> • Provide training to the Bank's core functional and technical team on EFRM solution and new version functionalities 			
Application, operating System & Database administration	L2	<ul style="list-style-type: none"> • Installation, re-installation, configuration, re-configuration & modification of applications. • Performance Monitoring & Management of application. • Ensure patch/version releases are ported to the production environment with no business disruption or business losses. • Start, stop, and manage Application services. • Operating System installation, re-installation, configuration, re-configuration, management & monitoring. • Support periodic BCP/DR drills by routing the transactions through the backup system in case the primary system fails. • Definition/Installation/Creation of databases with suitable hardening procedures as per bank's policy • Fine tune and resolve performance issues through performance tuning and optimizations of Database. • Successful backup and restoration of the database & application instances • Management of the granting, removal, monitoring and editing of access rights allocated to the database environments • Create, Implement and validate database recovery solutions. 	4	3	BE/B.Tech/BCA/B.Sc./MCA with minimum 2 years of experience in the field of IT Security /Database Management or EFRM Solution

Bank may seek additional resources of any or all types as per requirement as per agreed cost per resource person.

Above mentioned Project Personnel must have undergone in Know your Employee process thoroughly and bidder has to submit the undertaking. It will be bidder's responsibility to get the NDA signed by such resources and submit to the Bank.

5.9 EFRM Reports

- The Bidder should provide periodic reports (along with option to pull the report) to the Bank as per the following requirements:

- Daily Reports: Critical reports should be submitted twice a day
 - Weekly Reports: By 10:00 AM, Monday
 - Monthly Reports: 5th of each month
 - Adhoc reports on as and when required basis
- The reports must include but not limited to: alerts with their status, rules/scenarios triggered, channel/product, user activity. The Bidder is expected to detail every report which it will provide to the Bank related to the services and activities performed by it in the EFRMS.
 - Reports in the RBI format for Fraud Management Reporting (FMR).
 - Weekly and monthly fraud incident tracker and statistics capturing detailed information on the fraud incident identified, its severity, the response by the team, the time taken from identification till closure of the incident and other relevant information.
 - Periodic reporting and status tracking / capturing the details of the transaction or data sources reporting to the EFRMS manager.
 - Periodic reports capturing the fraud incidents notified by the EFRM solution.
 - Reports to be pushed automatically and can be pulled at any time by the Bank.
 - Reports as required by the regulators (RBI, SEBI, etc.) to be provided as per the periodicity prescribed by the regulators.
 - Change in the MO (Management Organization) structure of the Bank from time to time to be incorporated in the EFRM solution, for the reporting purposes, during the period of support coverage (i.e. for 5 years from the date of successful UAT signoff extendable for a further period of two years at the option of the Bank) by the vendor without any extra cost.

5.10 Project Reporting

A weekly progress report shall be submitted. Also, the Bidder / OEM shall report on items by exception or that require urgent action.

Monthly Project Execution Committee meetings will be held at Allahabad Bank premises. The Bidder is required to provide a report on the following:

- Progress against the Project Management Plan
- Status of all open issues
- Ad-hoc requests for information will be assessed promptly by the Bidder/Bidder and a delivery date will be given. The Bidder shall deliver the required information within the agreed time frame.

5.11 Supply of EFRM Application and License

The Bank requires enterprise license of EFRM Software and hence, bidders are required to quote their price for enterprise license only. The bidders are required to quote their price for

enterprise licenses for the Production (DC-DR with HA), Test (UAT) and Training & Development (T&D) environments.

5.12 Implementations & Customizations

5.12.1 Installation & configuration of various components and functionalities of EFRM.

5.12.2 Pre-deployment study and gap analysis.

5.12.3 Customization in EFRM system as per the RFP functionality requirements,

5.12.4 Change requirements resulting in Regulatory guidelines / review, Bank's Internal /External Audit and its compliance, Bank policy changes.

5.12.5 Integration with Internal and External Systems.

5.12.6 All customization & interfacing required for adhering to the regulatory & statutory guidelines released by the governing authorities during the contract period should be provided free of cost within the prescribed timeline mentioned by governing authorities.

5.12.7 Any customization required due to change in interfacing at the connected applications has to be provided free of cost during the entire contract period.

5.12.8 Bidder to provide support for UAT. On UAT acceptance, the system shall be made live

5.12.9 Provide support for Go Live.

5.12.10 Perform Stress Testing and Performance Tuning on EFRM application and database

5.12.11 Project hand-over at the end of the agreed period.

5.13 Implementation Phases & Timeline

The implementation is to be done in the following phases:

Phase	Channels/Modes	Implementation Timeline
Phase 1(Go-live)	Offline detection on Internal frauds, CBS , Loans, Deposits, Service Branch Operations including Cheque Truncation System, Cash Management System, Remittances, Forex Business (i.e. SWIFT/SIG/Trade finance etc), IVRS(Call centre), NEFT/RGTS Payment gateway, IMPS , Treasury, Financial Inclusion Gateway (on-line / batch mode)	6 months from the start of implementation
Phase 2(Go-live)	Internet Banking, Mobile banking, UPI/BHIM, Internet Banking Payment Gateway (Aggregators) and E-commerce Transactions, Aadhar based authentication transactions.	6 months from the start of implementation
Phase 3(Go-live)	ATM/ Cash Recycle/ Deposit Machines/ All Card related activities (Debit/ Credit Cards)- Online/ Batch mode	12 months from the start of implementation

Implementation of Phase-3 will be at the option of the Bank.

Bank may decide initially to configure the system for **monitoring mode** and subsequently switch to **preventive mode** for all the channels.

For the purpose of implementation following should be noted:

- Bidder has to provide on-premises Facility Management team for application, operating system & database management & administration. Bidder will be responsible for all application, operating system & database related patch, version etc. management.
- Bidder should supply Products as specified, and Services which includes development, integration, implementation, operations, maintenance, audit compliance and knowledge transfer in respect of EFRMS solution
- Bidder should also provide complete services of EFRMS monitoring and operations with top of the line capabilities with respect to EFRM Product, Solution, Process, Services, and Support and management.
- Bidder has to provide a unified dashboard for EFRMS reporting which should cover all the channels/products across the Bank's environment for Fraud Management.
- EFRMS implementation plan recommended by Bidder should consider optimum utilization of solutions, technologies, and services that are being procured as a part of this RFP.
- A comprehensive strategy should be provided by the Bidder on implementing the end to end EFRM solution.
- Bidder has to develop a comprehensive System Requirement Specification (SRS), Business Requirement Specification (BRS) & Project Plan and then implement the project based on timelines agreed.
- Compliance to standards like ISO 27001:2013, PCI DSS, ISO 22301 etc., should be ensured by the Bidder. Also, Bidder is required to facilitate the Bank in audits of the same.
- Preparation of all documents including but not limited to deployment architecture, operation, maintenance including the Standard Operating Procedures (SOP) for maintaining, enhancing and operating the solution, and roles & responsibilities of all the personnel deployed. The Bidder needs to provide a complete set of documentation in 3 sets of Hardcopies as well as in Softcopies as part of the EFRM implementation. Also, the documents need to be submitted annually to the Bank.
- Comprehensive ATS support for the software supplied to/purchased by the Bank has to be provided by bidder. ATS will commence from the date of completion of successful Go-live of Phase 1 of EFRM.

- The Bidder would be responsible for updates, patches, bug fixes, version upgrades for the application, RDBMS, Middleware etc.
- Bidder to co-ordinate with the bank/Bank appointed System integrator for any hardware related issue till the closure of such issues.
- The Bidder should provide the latest version of the Software. The Bidder would be responsible for replacing the out-of-support, out-of-service, end-of-life, undersized, infrastructure elements at no extra cost to the Bank during the entire contract period of 5 Years extendable for further two years at the option of the Bank. Replacement to be done before due of date of the Product/service.
- The system should be in hot-standby/ high-availability mode and with BC (Business Continuity) setup at our DR (Disaster Recovery) site. The Bidder would be responsible for installation, testing, commissioning, configuring, warranty and maintenance of the system.
- **Initial installation, configuration and integration should be done by the OEM only, through the Bidder.** The Bidder would be the single point of contact. The Bidder should have necessary agreement with the OEM for all the required onsite support for entire project period. Bidder should have back-to-back support with OEM during the total contract period for necessary support.
- However, Bidder will be held accountable for OEM's inaction and penalty charges would be levied on the Bidder as per the Service Levels and Terms & Conditions.
- Solution being provided should be scalable and user configurable to cater to the future requirement of the Bank.
- Bidder will manage EFRMS operations and monitoring in consultation with the Bank's team.
- All the solutions supplied as part of this RFP should be supplied with Enterprise wide License. **The licenses should be perpetual from the first day** with no dependence on payment of any additional cost above the TCO and Bank wants the licenses to continue to be an integral asset of the Bank in perpetuity even in the event of Government of India and its bodies decreasing their stake to less than majority shareholding structure.
- Bank will have the right to use the solutions for the functions provided by the solutions in any manner and for any number of branches, offices, subsidiary units, joint ventures, irrespective of the number of users, geographical location of the devices being monitored. Bank will also have a right to relocate any one or all the solutions to different locations.
- **Bidder shall provide list of licenses to be procured, also maintain the inventory database of all the licenses and the updates installed. All should be in the name of Bank.**
- The period of support coverage & Facility Management would be for 5 years from the date of Go-live of Phase 1.
- The bidder has to fulfil all operational and performance requirement for the entire contract period. No extra cost will be borne by the bank during the contract period for

- any upgradation/addition/replacement of software, OS, Database, Middleware etc.
- The Bank has a complex infrastructure with multiple resources maintained and managed through multiple bidders. So for seamless implementation close coordination is required with other bidders and Bank personnel. A robust documentation system needs to be in place for all to understand the process and their responsibilities. Therefore the Bidder has to provide the documentation for the project including but not limited to references regarding scope, functional and operational requirements, resource requirements, project design/plan, product description, guidance for best practices, implementation guidelines, user acceptance test plan, operations/policy configuration manual, integration document, security implementation, training materials, evaluation scoreboards and matrices etc.
 - Bidder/System Integrator should provide utilization details that can affect the existing IT infrastructure.
 - System should not have any cloud services.
 - Adherence to agreed Service Levels, periodic monitoring and reporting of the same to the Bank through a portal.
 - The different components of EFRMS should be integrated in the existing network & security environment as per the best practices. Bidder should provide the detailed architecture of the solution. The architecture to be deployed has to be approved by the Bank. Bidder to co-ordinate with Bank/Bank's System Integrator for the implementation.
 - For High Availability - Rule & Detection Engine, Prevention Module, Case Management tool and their underlying infrastructure components are required to be in Active-Active mode. Other components of the solution can be in Active- Passive mode, provided the solution is not exceeding the RTO, RPO and Service Levels as mentioned in this RFP.
 - In case all the devices go down at DC, the function being performed by the devices should be taken over by the corresponding devices at DR site and vice - versa.
 - In case the systems are not able to send the transactions/events to the collector device, system should be able to extract the transactions/ events stored in the temporary memory of the devices at that site.
 - If connectivity between transactions/events collection agents and the server is down then the collector agents should store the event/transactions of at least 3 days and send them once connectivity is established.
 - Bidder will be responsible to store transactions/events in industry standard solution and format.
 - Solution should provide Recovery Point Objective of 15 Minutes and Recovery Time Objective of 240 Minutes.
 - Bidder/SI needs to ensure that EFRM solution can integrate with the IT System and the Bank's infrastructure using standard methods/ protocols/message formats.
 - EFRM setup/infrastructure may be subjected to audit from Bank and/or third party and/or regulatory body. It shall be responsibility of the Bidder to co-operate and provide

necessary information and support to the auditors. The Bidder must ensure that the audit observations are closed on top priority and to the satisfaction of the Bank, regulator and its appointed auditors. Extreme care should be taken by the Bidder to ensure that the observations do not get repeated in subsequent audits. Such non-compliance by Bidder shall attract penalty.

- EFRMS set up should assure the compliance to the Indian regulatory requirements and also international regulations and laws where Bank has its presence. Bidder is expected to study the regulations and comply with them as and how mandate.

5.14 Training

The Bidder/Bidder shall provide user training to optimal number of personnel identified by Allahabad Bank on functional & operational aspects of the entire EFRM. The Bidder/OEM shall provide hands on training as per the User Training Plan. Allahabad Bank will measure the effectiveness after the completion of the training.

Training shall be of required duration, with a batch size of 20 or as mutually agreed by the Allahabad Bank and Bidder.

- Pre-Implementation: Provide training to the Bank personnel on the product architecture, functionality & data feed from banking systems into the solution and the design for each solution under the scope of this RFP.
- Post Implementation: Provide hands-on training to the Bank personnel/ Fraud and Risk management team on EFRMS operations including but not limited to rule and scenario configuration for each channel, alert generation and monitoring, case management workflow, reporting and dash-boarding.
- The Bidder and OEM are required to provide training jointly for people nominated by the Bank for each channel/product specified in the scope of work.
- The Bidder to provide on the job trainings to the Bank staffs on Application monitoring & administration, Operating System, Database and backup administration, to acquaint them with the latest features and functionalities of the solutions without any extra cost to the bank during the project tenure.
- The Bidder is required to provide all trainees with detailed training material and 3 additional copies to the Bank for each solution as per the scope of work of the Bank. This training material should cover installation, operation, integration, maintenance, troubleshooting and other necessary areas for each solution.
- All out of pocket expenses related to training shall be borne by the selected Bidder.
- The Bidder may utilize the OEM resources in case the Bidder does not have adequately experienced resources for providing training, brief description to be covered during training are as follows:

- Section-1: Introduction to the tool, functionalities, features and access management
 - Login process of the EFRMS tool
 - Demonstration of various features such as alert generation, alert monitoring, alert review, attaching documents, email configurations, freezing of transactions etc. and capabilities in the tool
 - Understanding how to access customer data
 - Do's and Don'ts with the tool
 - Building scenarios from alerts
 - Process of regulatory reporting to RBI
 - Redefining rules, thresholds, TAT's etc.
- Section-2: Data, Applications and IT Architecture
 - Understanding data feeds from other Banking systems into the FRM tool
 - Understanding System configuration, Directory Structure, Parameterization, Performance Monitoring, Back-up, log maintenance etc.
 - Understanding the generation of real time alerts and batch processing
 - Understanding data fields populated in customer data
 - Understanding any system downtime, if any.
 - Understanding data feeds from other Banking systems into the FRM tool
 - Understanding the generation of real time alerts and batch processing
 - Understanding data fields populated in customer data
 - Understanding any system downtime, if any.
- Section-3: Description of rules and scenarios
 - Understanding each rule and scenario configured in the system for each product
 - Understanding the action/investigation process for each rule and scenario if alert triggered
- Section-4: Alert/Scenario Management Procedures
 - Alert Scoring rationale
 - Comments updation
 - Retrieving already actioned alerts
 - Reviewing alert audit history
 - Process of referring to external information/external applications tools
- Section-5: Case Management Workflow and TATs
 - Understand the alert management workflow in case of false positive, suspicious- further investigation required, confirmed hit etc.
 - Blocking/freezing of transactions
 - Escalation workflow
 - Adding scenarios/alerts to the existing alerts/scenarios repository
- Section-6: Reports and Dashboard generation

- Generating the periodic alert volumes MIS reports, ageing reports, pending cases reports etc.
- Requesting ad-hoc reports
- Generating summarized trend depicting reports for Senior Management
- Generating User performance KPI reports
- Sample reports review
- Section-7: Bank's Product portfolio descriptions
 - Understanding the Bank's products
 - Understanding the treatment of transactions specific to products that seem to be suspicious

Training module	Training Time	
	Pre-implementation Training (in Days)	Post-implementation Training(in Days)
Introduction to Solution functionalities and features	1	1
Rules and Scenarios for each channel	2	3
Alert and Scoring of transactions for each channel	1	2
Case Management and Workflow for each channel	1	2
Reports and Dashboard creation	1	2
Other remaining features for channels	2	2

Training deliverables shall be:

- User Training Plan
- Training Material in English

On receipt of each deliverable, Allahabad Bank will review each deliverable within agreed time frame.

5.15 Environmental Set Up and Configuration

Successful Bidder to provide detailed documentation on system set up & configuration of UAT, Production (DC) & Fallback (DR) environments. Also provide documentation on detailed procedure for switching to fall back mode in case of disaster/system down time and again switching back to normal production set up once systems are made available. DR Drill shall be conducted quarterly or as per the Bank requirements during the contract period and support to be provided for DR Drill at no extra cost to the Bank.

5.16 Benchmarking

The Bidder will demonstrate the benchmarking tests to confirm compliance with the stated performance parameters.

Bank will provide hardware based on the sizing provided by the bidder and bidder is required to benchmark & demonstrate the projected no. of transaction & TPS mentioned in RFP. The benchmarking may be done in the DR environment.

5.17 Deliverables

Project Management Plan – The comprehensive Project Management Plan should include the following processes/procedures and time lines:

i. Enterprise wide FRM solution

ii. Project implementation Schedule

- a) The project implementation schedule can be redrawn /revised, if required, based on mutually agreed terms and conditions between bank and Bidder.
- b) Requirements Management process
- c) Change Management Requirement
- d) Quality control /Testing Plan
- e) Documentation Management process
- f) Progress Reporting and distribution process

iii. Product customization, implementation and Migration of Archival and Signature Systems.

iv. Comprehensive System Configuration, Customization and testing documentation referred below, shall be delivered to Allahabad Bank on commencement of the User Acceptance Testing (UAT) following the correction of any "Non Compliances".

- a) Software Executable
- b) Customized Software Source Code
- c) Logical Data Base Design and Data Dictionary
- d) The technical design document including
 - Solution Architecture Overview
 - Logical & Physical Data Base Design
 - System Interfaces design
 - Development Tools, API
 - System Performance Benchmarks (response times, etc.)
 - Persistency of the Network Connection for remote and dial-up users.
- e) Application set-up & Configuration Manual
 - System configuration / set up parameters documentation

- Documentation for Master data set up, product types mapping
- Existing Data migration documentation
- f) Documentation for Validation /calibration tools
- g) Details of methodology for validation, parameters, data processing etc.
- h) User Manual for the entire EFRM processes.
 - EFRM Technical Manual
 - EFRM Administration Manual
 - EFRM User Manual
 - EFRM Security Manual
- i) Test cases for User Acceptance Testing (UAT)
- j) Implementation, configuration of EFRM application at Data center & DR Site.
- k) System Administration Manual
- l) A copy of the source code of the application customized for Allahabad Bank shall be handed over to the Bank. A copy of all subsequent updates to the source code shall also be handed over to Allahabad Bank after the release/Go Live.

5.18 Support

5.18.1 System Maintenance & Support services will include the following activities.

5.18.2 Provide support in setting up Production, Disaster Recovery, Near-DR (if any), Development and Test Environments.

5.18.3 Post-implementation on-site support for 5 year from Go Live date and further support as mentioned in Service Scope.

5.18.4 Software requests for Change shall be handled in the following manner.

- i. Software changes/upgrades as regards to any statutory requirements or any other requirement of RBI / NPCI should be provided by the Bidder/OEM at the earliest without any additional cost during the contract period.
- ii. End user specific functionality change or enhancement requests shall be assessed and impact analysis shall be performed by the Bidder/OEM.
- iii. The Change Impact on schedule for implementation & efforts shall be agreed between Allahabad Bank & Bidder on case-to-case basis.
- iv. Bidder shall be compensated for change requests implementation as per the mutually agreed man-day efforts estimated.

- v. The Bidder shall provide technical and functional support for the proposed EFRM and shall have overall responsibility of the performance, functionality and operation of the EFRM system.

6. LANGUAGE OF BID

The bid as well as all correspondence and documents relating to the bid exchanged by the Bidder and The Bank shall be in English language only.

7. NON-TRANSFERABLE OFFER

This Request for Proposal (RFP) is not transferable. Only the Bidder who has purchased this document in its name or submitted the necessary RFP price (for downloaded RFP) will be eligible for participation in the evaluation process. The Bidder should also submit an undertaking to the effect that they have not made any modifications in the original copy of RFP and his/her bid would be liable for rejection for any violation of the above.

8. ERASURES AND ALTERATIONS

The Bid should contain no alterations, erasures or overwriting except what is necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialled / authenticated by the person/(s) signing the Bid. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially/conclusively responsive to the bidding documents in every respect will be at the Bidders risk and may result in rejection of the bid.

Filling up of the information using terms such as OK, ACCEPTED, NOTED, AS GIVEN IN BROCHURE / MANUAL, etc. is not acceptable.

9. PRE BID MEETING

- 9.1 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 per schedule details mentioned in the RFP. Upto a maximum of two representatives of each prospective bidder will be permitted to attend the pre-bid meeting. However the Purchaser, at its discretion, may permit any additional representative of any prospective bidder or any representative of manufacturer of the related equipment to attend the pre-bid meeting.
- 9.2 The purpose of the meeting is to clarify issues and to answer questions on any matter that may be raised up to that stage. Bidders are requested to send their queries in the format mentioned in Annexure-9 relating to RFP to our office by e-mail/ fax / speed post / courier, well in advance (at least two days prior to the Pre Bid Meeting), so that the same could be discussed during the Pre-Bid meeting with interested Bidders. All

questions received within the mentioned timeline will be formally responded to and questions/points of clarification and the responses will be circulated to all participating bidder if required. The source (identity) of the bidder seeking points of clarification will not be revealed.

- 9.3 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.
- 9.4 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.
- 9.5 Authorization Letter to be submitted as per Annexure 8.
- 9.6 Non-attendance at the Pre-bid Meeting will not be a cause for disqualification of a Bidder.

10. AMENDMENT OF RFP

- 10.1. Any modification of 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.
- 10.2. At any time, prior to the submission of bids, the Purchaser for any reason, whether at its own initiative or in response to the clarification requested by the Bidder, may modify the RFP, by amendment.
- 10.3. All prospective Bidders who have purchased the RFP will be notified of the amendment in writing or fax or by email and will be binding on them
- 10.4. In case of amendment (s) taking place in 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.

11. TENDER SUBMISSION- GENERAL DETAILS:

11.1. Tender Document and Fee:

A complete set of tender document can be obtained from the following address during office hours on all working days on submission of a written application along with non-refundable fee of Rs.25,000/- (Rupees Twenty Five Thousand Only) in the form of Demand Draft or Banker's Cheque in favour of Allahabad Bank, payable at Kolkata .

The Deputy General Manager
FRM Cell, **Allahabad Bank** ,
Head Office,
2, Netaji Subhas Road,

Kolkata-700001 (West Bengal), INDIA

Phone No- 033 – 22108572

Email:ho.frmcell@allahabadbank.in

The bidder may download the RFP documents from bank's official web-site: (<http://www.allahabadbank.in>) or E-tendering portal (<http://www.tenderwizard.com/abbank>).

11.2. Bid Security:

The Bidder(s) must submit Bid Security of Rs. 25,00,000/- (Rupees Ten Lakh only) at the time of submission of the technical bid in the form of Bank guarantee as per format given in Annexure-5 issued by Public / Private Sector Bank in India (other than Allahabad Bank), acceptable to the Bank, in favour of ALLAHABAD BANK payable at Kolkata for an amount mentioned hereunder, on which no interest will be paid by the Bank:

The bid security is required for protecting the Purchaser against risk of bidder's conduct during the period of bid validity.

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

Non-submission of Bid Security will lead to outright rejection of the Offer.

The BID SECURITY of unsuccessful Bidders will be returned to them on completion of the bidder selection process. No interest will be payable on bid security amount. The BID SECURITY of successful Bidder(s) will be returned on submission of Performance Bank Guarantee of specified amount.

The Bid Security may be forfeited under the following circumstances:

- a. If the Bidder withdraws its bid during the period of bid validity (180 days from the date of opening of Technical bid).
- b. If the Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
- c. In case of the successful Bidder, if the Bidder fails or refuses:
 - To execute the Notification of Award
 - To sign the contract in the form and manner to the satisfaction of The Bank.
 - To furnish performance Bank Guarantee in the form and manner to the satisfaction of The Bank.
 - To perform, in accordance with the terms and conditions of the RFP or Contract

11.3. Performance Bank Guarantee:

The Bank will require the selected Bidder to provide a Performance Bank Guarantee (PBG), within 21 days from the date of issue of Notification of award, for a value equivalent to 10% of the project cost (TCO of 5 years). The PBG should be valid for 5 years + 1 year. In case of the expiry of PBG within this period, the bidder should furnish a fresh PBG. The Performance Guarantee shall contain a claim period of six months from the last date of validity. The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and/or Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the Bank, at its discretion, may cancel the order placed on the selected Bidder without giving any notice. Bank shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or Bank incurs any loss due to Bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

The Performance Bank Guarantee shall be denominated in Indian Rupees and shall be by way of Bank Guarantee issued by a Public / Private Sector Bank in India (Other than Allahabad Bank), acceptable to the Bank, in the Annexure 6 provided in the Bid.

12. INTEGRITY PACT

As per Central Vigilance Commission (CVC) directives, it is required that Bidders/Bidders observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy. To ensure transparency, equity and competitiveness and in compliance with the CVC guidelines, this RFP shall be covered under the Integrity Pact (IP) policy of the Bank. The pact essentially envisages an agreement an agreement between the prospective bidders/bidders and the Bank. Further, all bidders need to submit an "Integrity Pact" (duly sealed & signed) as per Annexure-24 of the RFP, on non-judicial stamp paper of appropriate value in its technical bid. For the above pact, The Bank has appointed two (02) Independent External Monitors (IEM). The name, address and contact details of IEMs nominated for the Bank is as under:

Shri Asutosh Mishra, IAS (Retd.) Plot No. 3, Prashasan Nagar, Road No. 72, Jubilee Hills, Hyderabad – 500110 Landline : 040-23551585 Email Id : kunu_mishra@yahoo.co.in	Dr. Bhushan Chander Gupta, IAS (Retd.) 116, New Moti Bagh, New Delhi – 110023 Landline : 011-24105366 Email Id: bcbgupta2000@yahoo.com
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Signing of the Integrity Pact with the bank would be one of the preliminary qualification for further evaluation. In other words, entering into this pact would be one of the preliminary qualification for this RFP and the pact shall be effective from the stage of invitation of bids till the complete execution of the contract. Any Bidder not submitting the prescribed undertaking

(Integrity Pact) or submitting the same with deviations/ amendments thereto will be disqualified from further evaluation / participation in the process of relative procurement.

13. TWO BID SYSTEM TENDER (E-Tendering)

Bidders are required to submit the Sealed Technical Bid along with the masked commercial bid without price details and sealed indicative commercial bid in physical form on or before the last date and time mentioned in RFP. However for the actual commercials, the Bank shall be conducting a reverse auction process (through e-Tendering portal), the date and time for the same will be informed to technically qualified Bidders.

The bidder will take care of submitting the Bid properly filed so that the papers are not loose. The Bids, which are not sealed as indicated above, may be liable for rejection. The tender not submitted in the prescribed format or incomplete in any aspect is liable for rejection. The Bank is not responsible for non-receipt of bid within the specified date and time due to any reason including postal delays or Holidays.

Submission of Bid:

The RFP response should be provided in two envelopes in duplicate (One Original and One Copy) duly sealed and super-scribed as follows:

Sealed separate envelopes carrying the **Technical Bid** (including compliance to eligibility criteria, masked commercial bid and **Commercial bid** (Indicative Commercial Bid) should be put in a single outer cover (one each for Original & Copy bids) duly sealed and super-scribed "**QUOTATION FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION**– Original / Copy Bid" (as the case may be) and be submitted at the Bank's address given in RFP. Any Bid received by the Bank after deadline for submission of Bids prescribed, will be rejected and returned unopened to the Bidder.

Note:

- a. There should be two outer envelopes i.e. Original Bid and Copy Bid, each with one set of Technical Bid & Commercial Bid (indicative).
- b. If the outer cover / envelope is not sealed and super scribed as required, the Bank will assume no responsibility for bid's misplaced or premature opening.
- c. All Claims made by the Bidder will have to be backed by documentary evidence.
All envelopes must be super scribed with the following information:
 - a. Name of Bidder
 - b. Offer Reference
 - c. Type of Envelop (Technical Bid, Eligibility Criteria , Masked Commercial Bid or Indicative Commercial Bid)
 - d. Original Bid / Copy Bid

ENVELOPE - I - Technical Offer

To be super scribed as **“TECHNICAL OFFER - SUPPLY, INSTALLATION, CONFIGURING, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION”**

The Technical Offer should be completed in all respects and should contain all information asked for in the exact format of technical specifications given in the RFP, except prices. The Technical Offer must not contain any price information. However, the Masked Commercial Bid without price information (Marked as “xxx” instead of actual price) is to be submitted along with the Technical Bid. The Bank, at its sole discretion, may not evaluate a Technical Offer in case of non-submission or partial submission of technical details. Any decision of the Bank in this regard shall be final, conclusive and binding upon the Bidder.

The Technical offer/Technical bid must be made in an organized and structured manner in the following form:

- a. Tender Forwarding Letter (Annexure – 1) along with power of attorney or Board Resolution of authorised signatory
- b. Bidder Information (Annexure-12)
- c. Compliance to Eligibility Criteria (Annexure-4)
- d. All relevant documents like Certificate of Incorporation, Audited Financial Statements, P&L statements, Customer credentials, CMM/ISO Certification letter, all other self-certified letters, as mentioned in the RFP should be submitted along with annexure.
- e. Valid Bank Guarantee as BID SECURITY (Annexure – 5)
- f. Proposed Hardware Sizing (Annexure-13)
- g. Compliance of Technical Requirement Specifications (Annexure-21)
- h. Letter giving details of authorized representatives (Annexure 8).
- i. Letter of Authority to participate in Reverse Auction (Annexure – 17)
- j. Escalation Matrix (Annexure-14)
- k. Conformity/Undertaking letter (Annexure - 16)
- l. Bidder’s Financial Status (Annexure- 19)
- m. Undertaking for MSME benefit (Annexure-22) , if applicable
- n. Manufacturer’s Authorisation Form (Annexure-23)
- o. Valid Bank Draft/ Pay order as RFP document price if tender document is downloaded from Bank’s website
- p. Copy of Technical Bid
- q. CD (R)/DVD which contains soft copy of all above documents
- r. RFP and addendums (if any) signed and stamped
- s. Integrity Pact (Duly sealed & signed) as per Annexure-24
- t. Any other documents deemed necessary.

- u. Masked Commercial Bid(Annexure – 20) - please put 'XXX' mark wherever prices are quoted

ENVELOPE- II- Indicative Commercial Bid

To be super scribed as “**INDICATIVE COMMERCIAL BID - SUPPLY, INSTALLATION, CONFIGURING, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION**”

The Bidders should enclose a sealed copy of the **Indicative Commercial Bid (as per the format provided in Annexure-20) and Business Rules for Reverse Auction (Annexure – 18)** with the prices along with the Technical Bid, duly signed and stamped by the authorized signatory, latest by last date and time of submission of bids.

The Indicative Commercial Bid should contain the Price Information only and to be submitted strictly as per the format provided in Annexure 20. The envelope should also contain a CD/DVD which contains soft copy of all above documents. The Bank will adopt e-Tendering process for conducting reverse auction process for the Commercials of RFP. The bidder 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 process are available.

The date and time for opening Indicative Commercial Bids shall be informed separately to technically qualified Bidders.

Indicative Commercial Bid of only those Bidders will be opened who qualify in Technical evaluation & subsequently reverse auction will be conducted on the total cost of ownership over the contract period of 5 years. After the completion of reverse auction, the L1 bidder is required to provide the final commercial bids (FCB) with breakup by next day 5p.m, matching the reverse auction price for commercial evaluation. The FCB will comprise of the Total cost of Ownership for Bank (TCO).The Bidder shall not add any condition / deviation in the commercial bid. Any such condition / deviation may make the bid liable for disqualification.

The prospective Service providers/ Bidders are advised to register with the E-Tendering Portal (www.tenderwizard.com/abbank) well in advance. The Bidder should also possess valid Class III Digital Signature Certificate which is a Mandatory requirement.

In case of any clarification/assistance Bidder may contact the following representatives of M/s Antares Systems Ltd. before the schedule time of Online Reverse auction process.

<u>Contact Persons</u>	<u>Mobile No.</u>
Mr. Tousik Ghosh	09674758724
Mr. Kushal Bose	07686913157

E-mail: kumarchandan@antaressystems.com
debrajsaha@antaressystems.com
kushal.b@antaressystems.com
tousik.g@antaressystems.com

14. DEADLINE FOR SUBMISSION OF BIDS

- 14.1. Bidders must ensure that their Technical Bids along with other essential documents are received by the Purchaser at the address specifies, no later than the time and date mentioned in the schedule details. In the event of the specified date for the submission of Bids being declared a holiday for the Purchaser, the bids will be received upto the appointed time on the next working day.
- 14.2. The Purchaser may at its discretion extend the deadline for submission of bids by amending the RFP in accordance with the RFP, in which case all rights and obligations of the Purchasers and Bidders previously subjected to the deadline will thereafter be subject to the deadline as extended.

15. BID OPENING

- 15.1. As the technical bid will be evaluated first for technical suitability, the Purchaser will open only the Technical Bids as per the schedule mentioned in the RFP, in presence of the representative of the Bidder. The Indicative Commercial Bids of Only Technically qualified Bidders will be opened at a later date, subsequent to Technical Evaluation. The Bank will notify the date and time of opening of Indicative Commercial Bids and Reverse Auction to the technically qualified Bidders.
- 15.2. Opening will be taken in a register against name, name of the company and with full signature.
- 15.3. Each Bid will be numbered serially, signed and dated by two officers of the Bank except printed literature, brochure and reports. Alterations in the bids, if any, made by the Bidder/ companies 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 authorized by the executive who has signed the bid. The Bidder should bring such alteration in notice of Bank at the time of opening of Bid, failing which such alterations would not be acceptable to the Bank.
- 15.4. 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.
- 15.5. Bids and modifications, if any, 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.

16. PRELIMINARY SCRUTINY

- 16.1 Allahabad Bank will examine/scrutinize the bids to determine whether the bids 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.
- 16.2 Bids without proper documents showing the tie-up arrangements with the partners involved in the supply of the total solution shall be treated as non-responsive.
- 16.3 Arithmetical errors will be rectified on the following basis. "If there is a discrepancy between unit price and 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 the errors, its Bid will be rejected."
- 16.4 The Bank, at its discretion, may waive any minor infirmity, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder. This shall be binding on all Bidders and Allahabad Bank reserves the rights for such waivers.
- 16.5 Prior to the detailed evaluation, Allahabad Bank 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 and conditions of the RFP without material deviations. The Bank's determination of a Bid's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence.
- 16.6 If a Bid is not substantially responsive, it will be rejected by Allahabad Bank and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

17. CLARIFICATION OF OFFERS:

In order to facilitate scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all bidders for clarifications on the offer made by them. The request for such clarifications and the Bidder's response shall necessarily be in writing. The Bank has the right to disqualify the bidder whose clarification is found not suitable to the proposed project.

18. EVALUATION OF BIDS

18.1 Objective of Evaluation Process

- 18.1.1 The evaluation by Allahabad Bank will be undertaken by an Internal Committee formed by the Bank. The bank may consider recommendations made by External Experts/Consultants on the Evaluation. The decision of the committee shall be final.

- 18.1.2 The Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. The Bank may, at its discretion, waive any minor infirmity, non-conformity, or irregularity in a Bid, which does not constitute a material deviation. This shall be binding on all Bidders and the Bank's decision in the matter will be final.
- 18.1.3 Each Recipient acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of bidder, not limited to those selection criteria set out in this RFP document.
- 18.1.4 Bank may call for any clarifications/additional particulars on the technical/ commercial bids submitted. The Bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The Bidder's offer may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time. Bank reserves the right to call for presentation/s and visit Reference Site of the Bidder's client sites, if required. Through this Request for Proposal, Bank aims to select a Bidder who would undertake the installation and implementation of the proposed setup. The Bidder shall be entrusted with end-to-end responsibility for the execution of the project under the scope of this RFP. The Bidder is expected to commit for the delivery of services with performance levels set out in this RFP with a Service Level Agreement.
- 18.1.5 The Bank has adopted a two bid process in which the Bidder has to submit (1) Technical Bid (including *Masked Commercial Bid*) within the time as stipulated in the RFP and (2) Commercial Bid including Indicative Commercial Bid and Reverse Auction, schedule will be informed to the technically qualified bidders at the later stage. The Bank shall evaluate the Technical Bids (including Eligibility Criteria) initially. Indicative Commercial Bids of Technically qualified bidders will be opened at a later stage which will be advised to all the technically qualified bidders. Subsequently reverse auction will be conducted for the commercials based on the Total Cost of Ownership (for 5 years) as per Annexure-20.
- 18.1.6 **Adherence to Terms and Conditions**, The bidders who wish to submit responses to this RFP should abide by all the terms and conditions contained in the RFP. The bidder is required to put in a no deviation bid as per Annexure-16. If the responses contain any extraneous conditions put in by the respondents, such responses may be disqualified as deemed fit by the bank and may not be considered for the selection process.

18.2 Normalization of Bids

- 18.2.1 If required, Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the Normalization process, if the Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the commercial bids; the Bank may at its discretion ask all the technically shortlisted

bidders to re-submit the technical and commercial bids once again for scrutiny. The resubmissions can be requested by the Bank in the following two manners:

- Incremental bid submission in part of the requested clarification by the bank or
- Revised submissions of the entire bid in the whole.

18.2.2 The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The shortlisted bidders, by submitting the response to this RFP, agree to the process and condition of the normalization process.

18.3 Evaluation of Technical Bids

18.3.1 The Technical Bids opened will be evaluated by the Bank on the basis of following criteria -

- i) Completeness of the Technical bid (including eligibility criteria) in all respects and availability of all information/details.
- ii) Point to point conformity of the goods & services offered, to the Technical specifications provided in the RFP.
- iii) The Bank reserves the right to change any terms and condition of this RFP. The evaluation by the Bank will be undertaken by an appropriate committee of officials formed by Bank and its decision shall be final.
- iv) The Technical Bid / Scope of the Work submitted by the Bidder will be evaluated based on the terms and conditions of the RFP. Detailed technical evaluation will include scrutiny of company profile, technical information of proposed setup and services and demonstration of proposed setup. . The Bidder will demonstrate/substantiate all or a few of the claims made in the Technical Bid to the satisfaction of the Bank, the capability of services and support to be offered by Bidders. The Bidder should use their own tools/utilities/simulators to demonstrate the features laid in the RFP/evaluation criteria.

18.3.2 The Technical proposals of only those bidders shall be evaluated who have satisfied the eligibility criteria in the bid evaluation process. Bidders who qualify in technical evaluation criteria will be only taken up for commercial bid evaluation.

18.3.3 Bank may seek clarifications from any or each bidder as a part of technical evaluation. All clarifications received within stipulated time shall be considered for evaluation. In case a clarification is not received within the stipulated time, the respective technical parameter would be treated as non-compliant and decision to qualify or otherwise the bidder shall be accordingly taken by the bank.

18.3.4 The proposal submitted by the bidders shall, therefore, be evaluated on the following criteria:

Sl.	Financial and other Requirement to be met by the Bidder	Maximum Marks	Actual Marks
1	<p>The Bidder should be a registered company in India in the field of System Integrator/ Original Software Developer (OSD) for a period of minimum 5 years as on the date of issue of this RFP.</p> <p>>= 8 years (10 Marks) > or equal to 5 years <8 years (07 Marks)</p>	10	
2	<p>The bidder should have an average turnover of INR Fifty Crore for financial year 2016-17, 2017-18 & 2018-19.</p> <p>>INR 200 Crore average turnover per year (10 Marks) >=INR 100 Crore average turnover per year (07 Marks)</p>	10	
3	<p>The Bidder must have implemented or currently has under implementation an Enterprise Fraud Risk Management Solution or Risk Management Solution (Credit Risk/Operational Risk/Market Risk) in at least one Scheduled Commercial Bank (excluding RRBs and co-operative banks) in India having atleast 1000 branches or a Bank situated abroad with a minimum business turnover/business mix (advances + deposits) of USD 10 bn. as of last financial year.</p> <ul style="list-style-type: none"> - Credentials from more than 2 Bank (15 Marks) - Credentials from 2 Bank (12 Marks) - Credential from 1 Bank (10 Marks) 	15	
4	<p>The Bidder/OEM must have experience of integrating the Fraud Risk Management solution with the following product/application/channel areas:</p> <ul style="list-style-type: none"> • Core Banking System • Internet & Mobile Banking • Cards Transactions • Loan Applications • Treasury and Trade Finance • Call Centre <p>Experience of Integrating with at least 4 product/application/Channel (10 Marks) Experience of Integrating with at least 2 product/application/Channel (7 Marks)</p>	10	
5	<p>The proposed EFRM solution should have been implemented or under implementation in atleast one Scheduled Commercial Bank (excluding RRBs and co-operative banks) in India having at least 1000 branches OR in a minimum of two BFSI organizations globally</p> <p>>One Indian Scheduled Commercial Bank having at least 1000 branches or two BFSI organization globally (10 Marks)</p>	10	

	=One Indian Scheduled Commercial Bank having at least 1000 branches or two BFSI organization globally (7 Marks)		
6	The proposed OEM should be listed in Chartis RiskTech100 for 2018. Top 50 Ranking (05 Marks) Ranking between 51 to 100 (03 Marks)	5	
7	Compliance to Annexure 21 – Functional & Technical requirements Note: <ul style="list-style-type: none"> •The functionalities mentioned as “Essential” have to be readily available in the product during product demonstration phase and the functionalities mentioned as “Preferable” have to be provided as customization free of cost within 6 months of Go-live in case feature is not presently available. •Deviations and non-conformance to requirements in the RFP shall be penalized •Unreasonable scope limitations which defeat the purpose of this RFP shall lead to reduction in scores or even possibility of disqualification of the bidder. This will be at the sole discretion of the Bank •Bidder to comply the functional & technical specification with a minimum score of 85%. The specification marked as “F” will be provided 5 marks & specification marked as “C” will be provided 3 marks while calculating score. •The total marks of the annexure will be scaled down on a scale of 30 marks. 	30	
8	Technical Presentation and Product Demonstration <ul style="list-style-type: none"> •All eligible bidders will be required to make presentations to supplement their bids, showcase overall solution proposed. 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. •Bidder is also expected to demonstrate the product’s capability and applicability to the bank as per the RFP requirements. Bank will schedule the product demonstration and the time and location shall be communicated to the bidders. •The same criteria (as evaluation for functional specifications) will be applied to product demonstration also. In case where the requirements in Annexure 21: Functional and Technical Specifications is responded as ‘F’ and is not demonstrated by the bidder (on Bank’s request), then the corresponding responses would be changed to ‘C’ in Annexure 21: Functional and Technical Specifications. Bank, at its sole discretion, may also penalize the bidder on the total score if such cases are observed. The bank at its discretion may reject a solution if the 	10	

	<p>solution fails to meet critical functional requirements.</p> <ul style="list-style-type: none"> • Bidder is required to score minimum of 80% in the section • Technical Presentation will have 4 marks bifurcated in following sections <ul style="list-style-type: none"> – Bidder & OEM profile including past experience – Proposed solution architecture & features – Implementation methodology & timeline – Manpower & Support Matrix • Product Demonstration will have 6 marks in which bidder is required to demonstrate the functionalities mentioned as “Essential” in Annexure 21 with dummy data. Bidder will be penalized if the functionalities mentioned as “Essential” are not demonstrated during product demonstration. 		
	Total	100	

Bidder eligible for technical evaluation will be assessed as per the above criterion and should score a minimum of 70 %(Cut-off score) to be eligible to consider for commercial evaluation.

Once the evaluation of technical proposals is completed, the bidders who score more than the prescribed cut-off score will only be short-listed.

In case, none of the participating bidders qualify on technical criteria by reaching or exceeding the cut-off score of 70%, then the Bank, at its sole discretion, may relax the cut-off score to a lower value, which, in any case, shall not fall below 65%. In case at least 2 participants are not found with score 65%, Bank reserves the right to cancel and go in for retendering process, however this would be at the sole discretion of the Bank.

Bank may, at its sole discretion, decide to seek more information from the respondents in order to normalize the bids. However, respondents will be notified separately, if such normalization exercise as part of the technical evaluation is resorted to.

18.4 Evaluation of Commercial Bids

18.4.1 The Bidders who qualify after Technical evaluation will be allowed to participate in the reverse auction for finalizing the L1 Bidder. The bidder with the lowest commercials will be declared successful L1 bidder and shall be awarded the contract/ order.

18.4.2 The Indicative commercial Bids of the technically qualified bidders (as per the preceding sections of this RFP), will be opened & evaluated by the Purchaser. Subsequently Allahabad Bank shall publish a date for the reverse auction to the technically qualified bidders. The guidelines for the reverse auction are mentioned in Annexure-18

18.4.3 Evaluation of all eligible bidders will be done in Indian Rupees only.

18.4.4 The indicative commercial bid may be used for arriving at the ceiling price for the reverse auction. Bids quoting unrealistic prices for any of the solution will be rejected at the discretion of the bank. However Bank at discretion may also decide the starting bid for reverse auction.

- 18.4.5 In case, minimum one quote is received during the on-line commercial Reverse Auction process, the prices mentioned in indicative commercial bid (in physical form) submitted by the other technically qualified bidders will be treated as their final price during the commercial evaluation. The bidder will be finalized and selected as per laid down guidelines in the RFP/Tender document.
- 18.4.6 After the completion of reverse auction, the L1 bidder is required to provide the final commercial bids (FCB) with all price break up & details within next day 5pm, matching the reverse auction price for commercial evaluation. The FCB will comprise of the Total cost of Ownership for Bank (TCO), which should be duly signed and stamped by the authorized signatory of the Bidder.
- 18.4.7 The Bank's decision in respect to evaluation methodology will be final and binding and no claims whatsoever in this respect will be entertained. Bank's decision on award of contract shall be final and binding on all Bidders.
- 18.4.8 Any variation between online reverse auction price and the signed document will be considered as sabotaging the tender process and will invite disqualification of Bidders to conduct business with Bank as per prevailing guidelines.
- 18.4.9 The Bank also reserves the right to re-issue / re-commence / cancel the bid process at any stage. Any decision in this regard by the Bank shall be final, conclusive and binding on the Bidders

19. AWARD CRITERIA

After completing the commercial evaluation process, the Purchaser will award the contract to the Successful Bidder whose bid has been determined to be the lowest evaluated bid through e-tendering. If necessary, Bank may negotiate with lowest evaluated bidder to bring down the prices to the reasonable level.

20. PERIOD OF VALIDITY OF THE BID

Bids shall remain valid for 180 (One Hundred eighty) days after the date of Technical bid opening, prescribed by the Bank. The Bank holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence. In exceptional circumstances, The Bank may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The Bid Security provided shall also be suitably extended. A Bidder acceding to the request will neither be required nor be permitted to modify its bid. A Bidder may refuse the request without forfeiting its Bid Security.

21. ADDRESS OF COMMUNICATION

Offers / bid should be addressed to the Bank at the address given in the RFP.

22. EXERTING UNDUE INFLUENCE

Bidder shall NOT contact Allahabad Bank on any matter relating to this bid, from the time of the submission of commercial bid to the time the contract is awarded. Any effort by a Bidder to influence Allahabad Bank's bid evaluation, bid comparison or contract award decision may result in the rejection of the bid.

23. SIGNING OF THE BID

The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. The Bidder shall necessarily provide a copy of 'Power of Attorney' or 'Board resolution' authorizing the signatory for signing the Bid on behalf of the Bidder.

24. COSTS OF PREPARATION & SUBMISSION OF BID

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

25. BANK'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

The Bank reserves the right to accept or reject any offer without assigning any reason thereof. Any decision of the Bank in this regard shall be final, conclusive and binding upon the Bidders. The bank reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids at any time prior to contract award, 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 bank's action. During the evaluation process at any stage if it is found that the Bidder does not meet the eligibility criteria or has submitted false / incorrect information the bid will be rejected summarily by the bank's notification of rejection of bid.

26. NO COMMITMENT TO ACCEPT ANY LOWEST OR ANY TENDER

The Bank will 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. Purchaser will not be obliged to meet and have discussions with any Bidder and/or to listen to any representations.

SECTION C- GENERAL TERMS AND CONDITIONS OF CONTRACT

27. CONTRACT PERIOD

The contract period for **SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION** will be for period of **5 Years** from the date of acceptance with an option of extension period of two (02) Years. Bank shall have the option of terminating the contract during the contract period by giving a 3 months' notice.

28. AWARD OF CONTRACT

28.1 Notification to Award:

The final decision on the bidder will be taken by the Bank. Before the expiry of the period of validity of the proposal, the Bank shall notify the successful Bidder in writing by registered letter or by fax or by hand-delivery or by e-mail, that its bid has been accepted and will issue Notification of Award (NoA). The Bidder shall acknowledge in writing receipt of the notification of acceptance and has to convey his absolute, unconditional and unqualified acceptance as per Annexure-10 within Three (03) days of receipt of NoA from the bank and thereafter, enter into agreement / Contract within The Bidder shall necessarily provide a copy of 'Power of Attorney' or 'Board resolution' authorizing the signatory for signing the Bid on behalf of the Bidder days of date of notification of the Award & submit the required performance Bank Guarantee.

28.2 Signing of Contract

The notification of the award shall be followed by signing of the Contract. The Bidder should sign the Contract Form (Annexure-11). Bidder should implement the project as per agreed delivery & timelines. The signing of contract shall be completed within 21 days of receipt of notification of the award of bid.

28.3 Discharge of Bid Security

Bank shall promptly request the successful Bidder to provide Performance Bank guarantee (as per Annexure 6) within 21 days of award of NoA. Bid Security of successful Bidder shall be discharged on the Successful Bidder signing the Contract/Agreement and upon furnishing the Performance Bank Guarantee. The Bid Security of unsuccessful bidders shall be discharged and returned by the bank on completion of the bidding process.

29. PAYMENT TERMS

Selected Bidder will have to submit the documents at the Bank's office along with request letter for payment. Documents related to each Phase should be submitted for payment in single lot.

Terms of Payment will be as under:

- a. No advance payment will be made.
- b. Payment will be made in Indian Rupees only.
- c. All taxes to be paid will be subject to GST applicability. TDS will be applicable.
- d. If the GST paid by the Bank is not uploaded on tax authority's GST portal within a stipulated period, then the same will be deducted from the subsequent payments to the selected service provider.
- e. The Bank shall make payments to the selected bidder in accordance with the final commercial proposal.
- f. The bidders are required to raise milestone wise invoice with applicable GST (GST applicable basis of actual milestone payment) for the services component (ATS/FM/implementation cost).
- g. All application software, database, and related software etc. should be maintained with back to back 24*7 support from the respective OEMs by the Bidder till the end of contract period. All payments will be released after only after submission of proof for the same along with invoices, request for payment and other related documents.
- h. Bills would be payable, on receipt of advice/confirmation for satisfactory delivery/installation/re-installation, live running and service report from the user department/concerned offices where the purchased software have been delivered and implemented. Also the Bidder has to submit the certificate of insurance covering all the risks during transit, storage, installation, commissioning, testing and handling including third party liabilities.

Payment of EFRM Application Software:

40% Payment: 40% of the cost of Software items/Licenses shall be made on Delivery, successful Installation and on commencement of UAT, on submission of invoice with Proof of Delivery and other documents.

15% Payment: 15% of the cost of Software items/Licenses shall be made on Go-Live of Phase-1.

15% Payment: 15% of the cost of Software items/Licenses shall be made on Go-Live of Phase-2.

30% Payment: 30% of the cost of Software items/Licenses shall be made on Go-Live of Phase-3 & on completion of successful 1st DR Drill for the solution.

Payment of Database, Middleware & other peripheral software:

70% Payment: 70% of the cost on delivery of licenses & installation and submission of invoice with Proof of Delivery. Bank may at its discretion verify the details before releasing the payment.

20% Payment: 20% of the cost on commencement of UAT.

10% Payment: 10% of the cost on Go-live.

Payment of Implementation:

20% Payment: Successful completion and signoff for Phase-1 UAT

10% Payment: Successful completion and signoff for Phase-1 Production

20% Payment: Successful completion and signoff for Phase-2 UAT

10% Payment: Successful completion and signoff for Phase-2 Production

20% Payment: Successful completion and signoff for Phase-3 UAT

10% Payment: Successful completion and signoff for Phase-3 Production & on completion of successful 1st DR Drill for the solution.

10% Payment: Successful completion of all agreed customization.

Payment of Facility Management Services:

Quarterly payment on arrear basis will be released.

Payment of AMC/ATS/SA:

For EFRM Application Software: ATS/SA payments will be released on quarterly in arrears basis.

For Database, Middleware & other peripheral software: AMC/ATS/SA payments will be released on yearly advance basis after submission of necessary AMC/ATS/SA renewal documents from OEM.

Payment of Training:

40% Payment: Completion of Pre-implementation Training

60% Payment: Completion of Post-implementation Training

30. EXPENSES FOR THE CONTRACT

The incidental expenses for execution of Agreement / Contract shall be borne by the successful Bidder.

31. FAILURE TO ABIDE BY THE AGREEMENT / CONTRACT

The conditions stipulated in the Agreement/Contract shall be strictly adhered to and any breach/ violation thereof will entail termination of the Contract without prejudice to the other rights of the Bank including recovery of penalties as specified in this RFP or Agreement/ Contract.

32. PRICES

Prices payable to the successful Bidder as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations. The Bidder will pass on to the Bank, the benefit of discounts if any announced in respect of the cost of the items for which orders have been placed during that period.

33. PRICE REASONABLENESS

It is absolutely essential for the Bidders to quote the lowest price at the time of making the offer in their own interest. The Bank reserves the right to do price discovery and engage the successful bidder in discussions on the prices quoted.

34. NOTICES

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed followed by hand-delivery with acknowledgement thereof, or transmitted by pre-paid registered post or courier.

Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post, then on expiry of seven days from the date of posting.

35. SUCCESSFUL BIDDER'S INTEGRITY

The successful Bidder is responsible for and obliged to conduct all contracted activities in accordance with the contract using industry standards and economic principles and exercising all means available to achieve the performance specified in the contract.

36. SUCCESSFUL BIDDER'S OBLIGATIONS

- 36.1 The bidder 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.
- 36.2 The bidder will be responsible for arranging and procuring all relevant permissions / Road Permits etc. for transportation of the equipment to the location where installation is to be done. The Bank would only provide necessary letters for enabling procurement of the same.
- 36.3 The Bidder will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Bidder's negligence. The Bidder will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.

- 36.4 The successful bidder is obliged to work closely with the bank's staff, act within its own authority and abode by the directives issued by the Purchaser and implementation activities.
- 36.5 The bidder is responsible for managing the activities of its personnel or sub contracted personnel and will hold itself responsible for any misdemeanours on their part or on the part of the Sub Contractors.
- 36.6 Bidder shall provide necessary training from the OEM to the designated Bank's officials on the configuration, operation/ functionalities, maintenance, support & administration for software/ hardware and components, installation, troubleshooting processes of the proposed solution.
- 36.7 The Bidder will treat as confidential, all data and information about the bank, 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.

37. USE OF CONTRACT DOCUMENTS AND INFORMATION:

- 37.1 The Bidder shall not, without the bank'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 Bidder 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.
- 37.2 The Bidder shall not, without the bank's prior written consent, make use or make copies etc. of any document or information except for purposes of performing the Contract.
- 37.3 Any document, other than the Contract itself shall remain the property of the bank and shall be returned (in all copies) to the bank on completion of the Bidders' performance under the Contract, if so required by the bank.

38. ADHERENCE TO CYBER SECURITY POLICY

- 38.1 Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy. The IT /Information Security/ Cyber Security Policy of RBI will be shared with successful bidder. Bidders should ensure Data Security and protection of facilities/application managed by them.
- 38.2 The deputed persons should be aware about Bank's IT/IS/Cyber security policy and have to maintain the utmost secrecy & confidentiality of the bank's data including process performed at the Bank premises. At any time, if it comes to the notice of the bank that data has been compromised/disclosed/misused/misappropriated then bank would take suitable action as deemed fit and selected bidder would be required to compensate the bank to the fullest extent of loss incurred by the bank.

- 38.3 Bidder has to agree and provide undertaking not to disclose any Bank information and will maintain confidentiality of Bank information as per policy of the Bank and will sign “Non-Disclosure Agreement” document provided by Bank.
- 38.4 The legal and regulatory requirements, including data protection, intellectual property rights, copy right, all the relevant regulations for sub-contracting; including the controls that need to be implemented shall be included in the supplier agreement.
- 38.5 All information resources (online/in-person) of the bidders and its partners shall be made accessible to Reserve Bank of India as and when sought.
- 38.6 Credentials of bidder/third party personnel accessing and managing the bank’s critical assets shall be maintained and shall be accordance with Bank’s policy.
- 38.7 The Bank shall evaluate, assess, approve, review, control and monitor the risks and materiality of bidder/outsourcing activities and bidder shall ensure to support baseline system security configuration standards. The Bank shall also conduct effective due diligence, oversight and management of third party bidders/service providers & partners.
- 38.8 Bidder criticality assessment shall be conducted for all partners & bidders. Appropriate management and assurance on security risks in outsources and partner arrangements shall be ensured.

39. INTELLECTUAL PROPERTY RIGHTS

- 39.1 The bidder claims and represents that it has obtained appropriate rights to provide the Deliverables and Services upon the terms and conditions contained in this RFP.
- 39.2 The bidder shall be responsible at its own cost for obtaining all necessary authorizations and consents from third party licensors of Software used by bidder in performing its obligations under this Project.
- 39.3 If a third party’s claim endangers or disrupts the Bank’s use of the Deliverables, the bidder shall at no further expense, charge, fee or cost to the Bank, (i) obtain a license so that the Bank may continue use of the Deliverables in accordance with the terms of this RFP.
- 39.4 Bidder shall indemnify and keep fully and effectively indemnified the Bank and shall always keep indemnified and hold Bank, its employees, personnel, officers, directors, representatives (hereinafter collectively referred to as “Personnel”) harmless from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by bidder or in respect of any other services rendered under this RFP.

40. PATENT RIGHT

- 40.1 The Bidder shall indemnify the Bank and shall always keep indemnified and hold Bank, its employees, personnel, officers, directors, representatives (hereinafter collectively referred to as “Personnel”) against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, Software package or

any part thereof in India and abroad.

40.2 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 Goods or any part thereof in India, the Bidder shall act expeditiously to extinguish such claims. If the Bidder fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Bank will give notice to the Bidder of such claims, if it is made, without delay.

40.3 The Bank will give notice to the bidder of any such claim without delay, provide reasonable assistance to the bidder in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

41. ESCROW MECHANISM

The bank and the vendor shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code for the Enterprise Fraud Risk Management (EFRM) Solution procured by the bank in order to protect its interests in an eventual situation. The Bank and the vendor shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter alia, the events of the release of the source code and the obligations of the escrow agent. Cost for the escrow will be borne by the vendor. As a part of the escrow arrangement, the final selected vendor is also expected to provide a detailed code documentation of the EFRM solution which has been duly reviewed by an external independent organization.

42. RESPONSIBILITY OF COMPLETENESS

Any supplies and services, which might not have been specifically mentioned in this tender but, are necessary for the installation, Configuration, testing, commissioning, performance or completeness of the order, shall be provided / made available as per the time schedule for smooth and efficient operation and maintenance of the system under Indian conditions.

The bidder shall be responsible for any discrepancies, errors and omissions in the technical details submitted by him/them, irrespective of whether these have been approved , reviewed or otherwise , accepted by the Bank or not. The bidder shall take all corrective measures arising out of discrepancies, errors and omissions in drawing and other information as mentioned above within the time schedule and without extra cost to the Bank.

43. TERMINATION FOR DEFAULT:

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

- a. If the Bidder fails to deliver any or all of the Goods and Services within the time period(s) specified in the Contract, or within any extension thereof granted by the Bank or
- b. If the Bidder breaches any of its obligations set forth in RFP/ Contract.
- c. If the Bidder, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- d. At the discretion of the bank with prior notice.
- e. Laxity in adherence to standards laid down by the Bank; or
- f. Discrepancies/deviations in the agreed processes and/or products; or
- g. Violations of terms and conditions stipulated in this RFP.
- h. In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner, as it deems appropriate, Goods and services similar to those undelivered, the supplier shall be liable to the Bank for any excess costs for such similar Goods and/or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.
- i. If the contract is terminated under any termination clause, the bidder shall handover all documents/ executable/ Bank's data or any other relevant information to the Bank in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another bidder or to the Bank.
- j. During the transition, the bidder shall also support the Bank on technical queries/support on process implementation or in case of software provision for future upgrades.
- k. The Bank's right to terminate the Contract will be in addition to the penalties /liquidated damages and other actions as deemed fit.
- l. The Bidder agrees that it shall not be relieved of its obligations under the reverse transition mechanism notwithstanding the termination of the assignment.
- m. Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the bidder to the Bank or its designee to ensure smooth handover and transitioning of Bank's deliverables, data migration, maintenance and facility management.
- n. Same terms (including payment terms) which were applicable during the term of the contract should be applicable for reverse transition services. The reverse transition phase shall be completed within 3 months.

44. TERMINATION FOR CONVENIENCE

The Bank, by written notice of not less than 90 (ninety) days sent to the Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective.

45. CONTRACT TERMINATION/CANCELLATION:

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

- a. The selected Bidder commits a breach of any of the terms and conditions of the bid.
- b. The Bidder goes into liquidation, voluntarily or otherwise.
- c. An attachment is levied or continues to be levied for a period of seven days within the contract period.
- d. If the selected Bidder fails to complete the assignment as per the time lines prescribed in the RFP and the extension if any allowed, it will be a breach of contract. The Bank reserves its right to cancel the order in the event of delay and forfeit the performance security as liquidated damages for the delay.
- e. If deductions on account of Liquidated Damages and / or Service Level Penalties reaches 20% of the total contract price.
- f. In case the selected Bidder fails to deliver the quantity/quality as stipulated in the delivery schedule, The Bank reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder.
- g. After award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, The Bank reserves the right to get the balance contract (remaining work) executed by another party of its choice by giving three months' notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which The Bank may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.
- h. The Bank reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking The Bank guarantee under this contract.

46. CONSEQUENCES OF TERMINATION

- 46.1 In the event of termination of the Contract due to any cause whatsoever, whether consequent to the stipulated term of the Contract or otherwise, the Bank shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow and assist any other person / organization as may be selected by the Bank to take over the obligations in relation to the execution / continued execution of the scope of the Contract.
- 46.2 In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by The Bank, the Bidder herein shall be obliged to provide all such assistance to any person / organization as may be required and as the Bank may specify including training, where the successor(s) is a representative / personnel of the Bank to enable the successor to adequately provide the

Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term / earlier termination hereof.

46.3 Nothing herein shall restrict the right of The Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished and pursue such other rights and/or remedies that may be available to The Bank under law or otherwise.

46.4 The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

46.5 Bidder shall hand over existing data along with the archival system to the Bank/ Bank's appointed SI as per required format at no additional cost to the Bank.

47. FORCE MAJEURE

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or The Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

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

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

48. CONFIDENTIALITY

The Bidder must undertake that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information.

Bidder acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, contract, purchase order to be issued, data papers and statements and trade secret of the Bank relating to its business practices and their competitive position in the market place provided to the selected Bidder by the Bank in connection with the performance of obligations of Bidder under the purchase order to be issued, in part or complete shall be considered to be confidential and proprietary information

("Confidential Information") and shall not be disclosed to any third party/published without the written approval of the Bank.

The Confidential Information will be safeguarded and Bidder will take all the necessary action to protect it against misuse, loss, destruction, alterations or deletions thereof. In the event of a breach or threatened breach by Bidder of this section, monetary damages may not be an adequate remedy; therefore, Bank shall be entitled to injunctive relief to restrain Bidder from any such breach, threatened or actual.

Any document, other than the Contract itself, shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the Bidder's performance under the Contract, if so required by the Bank.

Bidder must also agree to:

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

49. EXECUTION OF NON-DISCLOSURE AGREEMENT

The successful Bidder should execute Non-disclosure Agreement (NDA) as per Annexure- 7 within Twenty One (21) days from the date of Notification of Award.

50. ARBITRATION

50.1 The Bidder and The Bank shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between Authorized Official of the Bank and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

50.2 In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Kolkata and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof.

Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

- 50.3 The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.
- 50.4 The arbitrators shall hold their sittings at Kolkata. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Kolkata alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.
- 50.5 The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

Procedure for appointment of Arbitrator

1. A person of any nationality may be appointed as an arbitrator, unless otherwise agreed by the parties.
2. In case either of the parties fails to appoint an arbitrator within thirty days from the receipt of a request from the other party; or the two appointed arbitrators fail to agree on the third arbitrator within thirty days from the date of their appointment, the appointment shall be made, upon request of a party, by the Supreme Court or, as the case may be, the High Court or any person or institution designated by such Court.
3. Under an appointment procedure agreed upon by the parties, if a party fails to act as required under that procedure; or the parties, or the two appointed arbitrators, fail to reach an agreement expected of them under the procedure; or a person, including an institution, fails to perform any function entrusted to him or it under that procedure, a party may request the Supreme Court or, as the case may be, the High Court or any person or institution designated by such Court to take the necessary measure, unless the agreement on the appointment procedure provides other means for securing the appointment.

4. The Supreme Court or, as the case may be, the High Court, while considering any application, notwithstanding any judgment, decree or order of any Court, shall confine to the examination of the existence of an arbitration agreement. The designation of any person or institution by the Supreme Court or, as the case may be, the High Court, for the purposes shall not be regarded as a delegation of judicial power by the Supreme Court or the High Court.
5. The decision on a matter entrusted under the provisions of Arbitration and Conciliation Act, to the Supreme Court or, as the case may be, the High Court or the person or institution designated by such Court is final and no appeal including letter of patent shall lie against such decision.
6. The Supreme Court or, as the case may be, the High Court or any person or institution designated by such Court, before appointing an arbitrator, shall seek a disclosure in writing from the prospective arbitrators in terms of provisions of the Act, and have due regard to any qualifications required of the arbitrator by the agreement of the parties; and other considerations as are likely to secure the appointment of an independent and impartial arbitrator.
7. In the case of appointment of sole or third arbitrator in an international commercial arbitration, the Supreme Court or, as the case may be, the High Court or any person or institution designated by such Court may appoint an arbitrator of a nationality other than the nationalities of the parties where the parties belong to different nationalities.
8. The Supreme Court or, as the case may be, the High Court may make such scheme as they may deem appropriate for dealing with matters entrusted by the provisions of the Act to it.
9. Where more than one request has been made to the different High Courts or their designates, the High Courts or his designate to whom the request has been first made shall alone be competent to decide on the request.
10. Where the matters referred to arise in an international commercial arbitration, the reference to the "Supreme Court or, as the case may be, the High Court" shall be construed as a reference to the "Supreme Court"; and where the matters referred to arise in any other arbitration, the reference to "the Supreme Court or, as the case may be, the High Court" shall be construed as a reference to the "High Court" within whose local limits the principal Civil Court referred to is situate, and where the High Court itself is the Court referred to in that clause, to that High Court.
11. An application made for appointment of an arbitrator or arbitrators shall be disposed of by the Supreme Court or the High Court or the person or institution designated by such Court, as the case may be, as expeditiously as possible and an endeavour shall be made to dispose of the matter within a period of sixty days from the date of service of notice on the opposite party.

12. For the purpose of determination of the fees of the arbitral tribunal and the manner of its payment to the arbitral tribunal, the High Court may frame such rules as may be necessary, after taking into consideration the rates specified in the Fourth Schedule of the Act. However, this shall not apply to international commercial arbitration and in arbitrations (other than international commercial arbitration) where parties have agreed for determination of fees as per the rules of an arbitral institution.”

51. JURISDICTION

Arbitration proceedings shall be held in Kolkata, India.

52. AUTHORIZED SIGNATORY

The selected Bidder shall indicate the authorized signatories who can discuss and correspond with The Bank, with regard to the obligations under the contract. The selected Bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the Bidder to discuss, sign agreements/contracts with The Bank, raise invoice and accept payments and also to correspond. The Bidder shall provide proof of signature identification for the above purposes as required by the Bank.

53. END OF SALES AND END OF SUPPORT

The Bidder has to ensure that any equipment/ software licenses supplied as part of this RFP should not have either reached or announced end of sales for at least 1 year from the date of submission of bid and end of support for at least 7 years from the date of supply. In the event if any equipment/ software licenses supplied by the Bidder reaches end of support, within the period of contract, the Bidder has to replace the equipment at no additional cost to the Bank.

54. CANCELLATION OF TENDER PROCESS

Allahabad Bank reserves the right to accept any of the offers or reject in part or full any or all offers, without assigning any reason thereof. Any decision of Allahabad Bank in this regard shall be final, conclusive and binding upon the Bidders. The Bank reserves the right to accept or reject any Bid in part or in full, and to cancel the Bidding process and reject all Bids at any time prior to contract award, 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 Bank's action. During the evaluation process at any stage if it is found that the Bidder does not meet the eligibility criteria or has submitted false /incorrect information the bid will be rejected summarily by The Bank.

55. PUBLICITY

Any publicity by the Bidder in which the name of The Bank is to be used should be done only with the explicit written permission of The Bank. The Bidder shall not make or allow making a public announcement or media release about any aspect of the Contract unless The Bank first gives the Bidder its prior written consent.

56. CORRUPT OR FRAUDULENT PRACTICES:

56.1 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;

a. "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

b. "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.

56.2 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.

56.3 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.

SECTION D - SPECIAL CONDITIONS OF CONTRACT

57. INSPECTION AND ACCEPTANCE:

- 57.1 The Purchaser or its representative shall have the right to make Post-Delivery Inspection and/or Acceptance/Performance Test of the Goods to confirm their conformity to the requirements of the Purchaser, at no extra cost to the Purchaser. The inspection and testing will be conducted by the Purchaser, their consultant or other such person nominated by the Purchaser at its option. The Purchaser shall notify the Bidder in writing of the identity of any representatives retained for these purposes.
- 57.2 Post-delivery inspection of goods will be done at the specified locations where equipment are supposed to be supplied. Bidder should assist the purchaser or its representative in the aforesaid inspection. Should any inspected or tested Goods fail to conform to the specifications or found not to be in acceptable conditions, the Purchaser may reject them and the Bidder shall either replace the rejected Goods or make all alterations necessary to meet specification requirements without any additional cost to the Purchaser.
- 57.3 The acceptance/performance test will be performed after completion of installation and commissioning of all the machines at the site of installation. Complete Software, as specified in the Technical Bid, in line with scope of work and terms of the RFP, must have been supplied, installed and commissioned properly by the Bidder prior to commencement of the tests. The acceptance test will be conducted by the Purchaser, their consultant or other such person nominated by the Purchaser at its option. The acceptance will involve trouble-free operation for seven consecutive days at site. The Bidder will be responsible for setting up and running the acceptance test without any extra cost to the Purchaser. No malfunction in the Database, application software etc. is expected to occur during the acceptance test. The Bidder shall maintain necessary log in respect of the result of the test, to establish to the entire satisfaction of the Purchaser, the successful completion of the tests specified. An average uptime of 99.5% in case of equipment for the duration of test period shall be considered as acceptable.
- 57.4 In the event of software failing to pass the acceptance tests, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance tests, failing which the Purchaser reserves the right to get the equipment replaced by the Bidder at no extra cost to the Purchaser or to cancel the order and recall all the payments with interest at 15% per annum from the date of the respective payments till the time of actual receipt of refund.
- 57.5 Successful conduct and conclusion of the acceptance tests for the installed goods & equipment shall also be the sole responsibility and at the cost of the Bidder.
- 57.6 On successful completion of installation, commissioning, acceptability test, receipt of deliverables etc., and Bank is satisfied with the working on the system, the acceptance certificate (as mutually decided and approved by the Bank) signed by the successful Bidder and the representative of the Bank will be issued. The date on which such certificate is

signed shall be deemed to be the date of successful commissioning and Acceptance of the systems.

57.7 No additional charges shall be payable by the Bank for carrying out these acceptance tests.

58. MANUALS / DOCUMENTATION

58.1 Before the products / systems are taken over by the Bank, the Supplier shall supply technical / systems Manuals for all the Systems supplied and for all required interfaces. Operation and maintenance Manuals for all the systems and applications covering the operations needed to start, run, other operations, transfer to fall back system / site including business continuity plan to be provided by the bidder. User manuals for all the models shall be provided by the bidder. The manuals shall be in English.

58.2 Unless and otherwise agreed the products and equipment shall not be considered to be complete for the purpose of taking over until such manuals have been supplied to the Bank. The Supplier shall provide one set of Design Manual, System Manual, User manual and Security Manual for all the supplied products. The Supplier shall also provide one soft copy of each of the manuals. Soft and hard Copy Manuals shall commensurate with number of installations of Products in the Bank.

59. INSURANCE

All the equipment (license, software etc.) supplied under the contract shall be fully insured by the successful Bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation. The insurance shall be obtained by the Bidder naming Allahabad Bank as the beneficiary, for an amount equal to 110% of the invoiced value of the goods on "all risks" basis (including SRCC clauses). The period of insurance shall be up to the date the supplies are accepted and the rights of the property are transferred to The Bank.

Should any loss or damage occur, the Selected Bidder shall:-

- i. Initiate and pursue claim till settlement and
- ii. Promptly make arrangements for repair and / or replacement of any damaged item irrespective of settlement of claim by the underwriters.

60. TAXES AND DUTIES

The price would be inclusive of all applicable taxes under the Indian law like customs duty, freight, forwarding, insurance, delivery, etc. but exclusive of only applicable GST, which shall be paid / reimbursed on actual basis on production of bills with GSTIN. Any increase in GST will be paid in actual by the bank or any new tax introduced by the government will also be paid by the bank. The entire benefits / advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to Bank. The price quoted by the bidder

should not change due to exchange rate fluctuations, inflation, market conditions, increase in custom duty. The bank will not pay any out of pocket expense.

The bidder shall solely be responsible for all payments (including any statutory payments) to its employees and shall ensure that at no time shall its employees, personnel or agents hold themselves out as employees or agents of the Bank, nor seek to be treated as employees of the Bank for any purpose, including claims of entitlement to fringe benefits provided by the Bank, or for any kind of income or benefits. The bidder alone shall file all applicable tax returns for all of its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services; and the bidder will make all required payments and deposits of taxes in a timely manner.

The bidder shall be liable to pay all applicable corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India.

Wherever the laws and regulations require deduction of such taxes at the source of payment, the Purchaser shall effect such deductions from the payment due to the Bidder. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Purchaser as per the laws and regulations in force. Nothing in the Contract shall relieve the Bidder from his responsibility to pay any tax that may be levied in India on income and profits made by the Bidder in respect of this Contract.

61. INDEMNITY

The Bidder hereby indemnifies Bank, and shall always keep indemnified and hold Bank, its employees, personnel, officers, directors, representatives (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against Bank as a result of:

- Bank's authorized/ bonafide use of the Deliverables and/ or the Services provided by Bidder under this RFP;
- and/ or an act or omission of the Bidder, employees, agents, sub-contractors in the performance of the obligations (including delivery of equipment and performance of service) of the Bidder under this RFP;
- and/ or claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Bidder, against Bank;
- Bidder shall indemnify and keep fully and effectively indemnified the Bank against any fine or penalty levied on the Bank for improper payment of tax for the reasons attributable to the bidder
- and/ or breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Bidder under this RFP;

- and/ or any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights;
- and/ or breach of confidentiality obligations of the Bidder contained in this RFP;
- and/ or willful negligence or gross misconduct solely attributable to the Bidder or its employees or sub-contractors.
- Non-compliance of the Bidder with Laws/ Governmental Requirements
- IP infringement under any laws including Copyrights Act 1957 and IT Amendment Act 2008
- Loss of data due to any of the reasons mentioned above

The Bidder shall at its own cost and expenses defend or settle any such claim against Bank, provided Bank notifies the Bidder in writing. The Bank shall cooperate with the Bidder in the defense and settlement of the claims.

It will be the Bidder's responsibility to rapidly do away with such third-party claims. The Bidder will also pay any compensation arising from the infringement claims and the Bank will in no manner be responsible for such payments. In addition, the Bidder will bear all the related expenses and legal fees.

On its part, the Bank will promptly relay to the Bidder any such claims and offer assistance within reasonable limits to rid the claim.

The Bidder must undertake to indemnify that all the components delivered are free of defects, are brand new and original. If at some stage it is discovered that the components do not meet these criteria, the Bank has the right to cancel the order and the Bidder will have to refund the total amount received from the Bank along with the interest and separate penalties. Similar conditions apply to software as well. Software offered must be licensed and original.

All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.

62. BIDDER'S LIABILITY

Bidder 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.
- Bodily injury (including death) and damage to real property and tangible personal property caused by bidder's gross negligence.

Bidders liability in case of claims against the 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.

Bidder will declare and undertake that the 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 equipment/software supplied by bidder as a part of the RFP.

Bidder shall not be liable or responsible for any delay or failure to perform Services under this Agreement to the extent that such delay or failure to perform has arisen as a result of any delay or failure by the Bank or its employees or agents to perform any of its duties and obligations as set out in this Agreement. In the event that Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of the Bank, Bidder shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of the Bank. Any cost escalation as a result of delays or failures on the part of the Bank shall be referred to Senior Management of both parties for its resolution.

63. MINIMUM WAGES

The bidder hereby agrees and undertakes that during the subsistence of this agreement it will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government (Central / State) Minimum Wages / Salaries act in force on this behalf from time to time. Bidder should submit confirmation for Government Rules relating to Minimum wages as per Annexure-16.

64. CONFLICT OF INTEREST

The Bidder shall disclose to The Bank in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

65. OWNERSHIP AND RETENTION OF DOCUMENTS

- a. The Bank shall own the documents, prepared by or for the selected Bidder arising out of or in connection with the Contract.
- b. Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by The Bank, the Bidder shall deliver to The Bank all documents provided by or originating from The Bank and all documents produced by or from or for the Bidder in the course of performing the Service(s), unless otherwise directed in writing by The Bank at no additional cost.
- c. The selected Bidder shall not, without the prior written consent of The Bank, store, copy, distribute or retain any such Documents.

- d. The selected Bidder shall preserve all documents provided by or originating from the Bank and all documents produced by or from or for the Bidder in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of the Bank/Purchaser in this regard.

66. PENALTY

- a. The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- b. If any act or failure by the Bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
- c. Bank may impose penalty to the extent of loss incurred, if the loss was due to the actions directly attributable to the staff of Bidder.
- d. If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, The Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.
- e. Failure to maintain uptime SLA will attract penalty on the Bidder.

The overall penalty (excluding Liquidated Damage) is limited to 10% of the total contract value

67. SERVICE LEVELS

67.1. Service Levels during implementation phase

- 67.1.1. The Bidder is expected to complete the responsibilities that have been assigned as per the implementation and integration.
- 67.1.2. Timelines are mentioned in the section: Implementation Phases & Project timelines.
- 67.1.3. 1% of the total implementation fees would be levied as a penalty for every one week delay as per implementation timelines per product/service. Bank shall be within its rights to terminate the contract, at its sole discretion, if the delay continues for more than 4 weeks.
- 67.1.4. Penalty would be levied for delivery, installation, and implementation delays for each solution and shall be a maximum of 10% of the total cost of that solution from the finalized Bidder for the Bank.

67.2. Service Levels during operations phase

- 67.2.1. Penalties will be levied @ Rs 1,00,000/- per instance for any loss or equal to the loss of amount due to breach will be deducted whichever is higher, Bank has suffered due to frauds taken place during the down time or non-availability of

system attributable to the bidder. The penalty will be restricted to the 10% of yearly pay-out value.

- 67.2.2. Non detection of frauds: Penalty will be levied @ Rs 10,000/- per instance for non detection of frauds.
- 67.2.3. Penalties will be levied @ Rs 1, 00,000/- per instance or equal to the loss of amount due to breach will be deducted whichever is higher for alerts not sent on time to the concerned persons in case of frauds. The penalty will be restricted to the 10% of yearly pay-out value.
- 67.2.4. Penalties will be levied @ Rs 1,00,000/- per instance or equal to the loss of amount due to breach will be deducted whichever is higher for violations of rules configured to prevent fraud and/or generate alerts etc. The penalty will be restricted to the 10% of yearly pay-out value.
- 67.2.5. The Bidder is required to adhere to the service levels as mentioned below for the operations phase.

Solution Module/Service Area	Service level	Penalty
EFRM Solution Uptime	Uptime % calculated on monthly basis for EFRM. In case of any hardware problems, the SLA will not be applicable to the bidder.	Penalty as XX% (as mentioned below) of overall monthly EFRM operation charges. If the uptime is below 98%, the Bank shall have full right to terminate the contract with the Bidder.
	99.9% and above	NA
	98% to 99.9%	5%
	95% to 97.99%	8%
	90% to 94.99%	15%
	80% to 89.99%	30%
	70% to 79.99%	50%
	Less than 70%	100%

- 67.2.6. EFRMS Operations Charges/ Cost includes: AMC, Resource costs for EFRMS monitoring and maintenance.

- 67.2.7. Solution uptime is to be maintained without any consideration of devices in HA mode. If a functionality at the primary site is down, the same should be shifted to DR site within the Service Level parameters.
- 67.2.8. EFRMS running expenditure will include all the AMC/Annual License fees, EFRMS manpower charges etc.
- 67.2.9. The "Solution Uptime" is, for calculation purposes, equals to the Total number of hours of the day in a month, less Downtime in number of hours.
- 67.2.10. The "Downtime" is the time between the Time of Report by the Bank and Time of Restoration/Rectification within the contracted hours. "Failure" is the condition that renders the solution is not available to Bank. "Restoration" is the condition when the selected Bidder demonstrates that the solution is in working order and the Bank acknowledges the same.
- 67.2.11. The percentage uptime is calculated on monthly basis as follows:

$$\frac{(\text{Total hours in a month} - \text{downtime hours within the month})}{\text{Total hours in a month}} \times 100$$

Service Area	Expected Output	Service Levels
Query Response	Report on Query response time provided on a weekly basis	90th percentile query response time of the solution proposed by the Bidder has to be within 30 seconds.
Fraud Event Response	24x7 monitoring of all in- scope products and channels Categorization of events into Critical, High, Medium and Low priority shall be carried out in consultation with the selected Bidder during the contracting phase.	All Critical, High and Medium priority events should be logged as incident tickets and responded as per below Service Levels: Events along with action plan/ mitigation steps should be alerted to designated Bank personnel as per the below Service Levels: <ul style="list-style-type: none"> • Critical priority events within 15 minutes of the event identification. • High priority events within 30 minutes of the event identification. • Medium priority events within 60 minutes of the event identification. Service Levels are measured on a monthly basis and the penalty is as follows:

		<p>Critical Events: 95-99%: 10% of the Operations Cost for the Month 90-95%: 15% of the Operations Cost for the Month <90%: 20% of the Operations Cost for the Month</p> <p>High Priority Events: 95-99%: 5% of the Operations Cost for the Month 90-95%: 10% of the Operations Cost for the Month <90%: 15% of the Operations Cost for the Month</p> <p>Medium Priority Events: 95-99%: 1% of the Operations Cost for the Month 90-95%: 2% of the Operations Cost for the Month <90%: 5% of the Operations Cost for the Month</p> <p>Low Priority/Operational Events need to be logged and maintained for reference. An incident ticket need not be raised for such incidents. However these need to be included in the daily reports.</p>
Report and Dashboard	Periodic reports to be provided to Bank	<ul style="list-style-type: none"> • Daily Reports: Critical reports should be submitted twice a day. (First report at 10 am and second report at 5pm every day). • Delay in reporting for daily report for more than 2 hours shall incur a penalty of 2% of Operations Cost for the Month • Weekly Reports: By 10:00 AM, Monday • Monthly Reports: 5th of each month • Delay in reporting by more than 3 days for both weekly and monthly reports shall incur a penalty of 5% of Operations Cost for the Month
Continual Improvement	<p>The Bidder is expected to improve the operations on an on-going basis.</p> <p>The Bidder is expected to provide a quarterly report of the new improvements suggested, action plans, and the status of these Improvements to the Bank. Improvement areas could include:</p>	<p>Quarterly reports need to be provided by the 5th day of each quarter beginning.</p> <p>Delay in providing quarterly reports shall lead to 2% of the monthly EFRMS operation charges</p>

	process changes/ training resulting in efficiency/ Service Level improvement, new correlation rules to identify threat patterns etc.	
Periodic Review	The EFRMS project sponsor or locational delegate from the Bidder is expected to conduct a monthly review meeting with Bank officials resulting in a report covering details about current EFRMS Service Levels, status of Operations, key frauds and new frauds identified, issues and challenges etc.	Monthly meeting for next five years to be conducted on the 5th (tentatively) of each month during the operations phase. A delay of more than three days will incur a penalty of 1% of EFRMS operations cost for that month.
EFRMS solution management – Version / Release/Upgra des / patches	Bidder to inform Bank team and ensure that entire stack of EFRMS – software, middleware, Operating system, Database etc. are updated with latest firmware, patches, upgrades, release, version, etc. as per the Bank policy.	<ul style="list-style-type: none"> • Penalty of 2% for every fortnight for not informing of the Bank of latest versions/release/upgrades/patch for EFRM Solution upon its release. • Penalty of 2% for every week for not informing of critical security patches of EFRMS components. • Penalty of 2% for every week of delayed updating/patching beyond mutually agreed upon time schedule for any component of EFRMS once notified by the Bank.
Audit of EFRM Solution	EFRMS infrastructure may be subjected to audit from Bank and/or third party	<ul style="list-style-type: none"> • Audit observations to be closed in mutually agreed timeframe. • Penalty of 5% for each week of delay in implementation of critical and important observations

		<ul style="list-style-type: none"> • Penalty of 1% for each repeated observations
Manpower services	Bidder to provide experienced and certified manpower at Primary site as per RFP. Any lacuna will attract penalty	<ul style="list-style-type: none"> • Penalty of 110% of per man day charges for each day of absence of resources
Facility Management	For in-scope third party hardware, Bidder shall ensure that the calls are logged with the respective Vendor/OEM within 20 minutes of occurrence of any incidents post identification of the issue. Bidder to ensure active co-ordination and in-time reply to OEM/Vendor queries related to the issue. Bidder is required to timely report & escalate open issue to Bank based on SLA with Vendor/OEM	<ul style="list-style-type: none"> • 0.5% deduction of monthly FM resources cost for every instance of deviation.
Modification (Customization/ Enhancements) resolution	Any functional requirement (Change Request), after completion of sign-off formalities, will be delivered in UAT within mutually agreed timeline. However, delivery of Regulatory and Statutory requirements should	<ul style="list-style-type: none"> • In case of delay, INR 5000 per day would be levied as a penalty for every instance of deviation

	<p>be based on timeline mentioned by the respective Regulatory and Statutory authorities. For large/complex requirements; the priority and the time lines will be mutually discussed and agreed upon.</p>	
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Note:

The Operations Cost for the month = FM cost for the Month + EFRM application ATS for the month

Per Man day charges (for the purpose of deduction on account of absence) = Charges per man year/ (12 x 26 Number of working days in a month).

The penalties during the operational phase will be a maximum of 20% of the operational cost for the month.

68. COMPLIANCE IN OBTAINING APPROVALS / PERMISSIONS / LICENSES

The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes during the duration of the Contract or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the contract, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and their employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands or liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to the bidder.

This indemnification is only a remedy for the Bank. The Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court or appropriate authority awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.

69. COMPLIANCE WITH LAWS

Compliance with all applicable laws: The bidder shall undertake to observe, adhere to, abide by, comply with all laws in force or as are or as made applicable in future, pertaining to or applicable to them as per this RFP, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect Bank and its employees/officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

Compliance in obtaining approvals/permissions/licenses: The bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise from any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and Bank will give notice of any such claim or demand of liability within reasonable time to the bidder.

All necessary compliances relating to the transaction such as disclosure in the returns to be filed, Tax Collected at Source (if applicable) etc. shall be duly undertaken by the supplier/bidder and in case of any non-compliance or delayed compliance, Bank shall have right to recover interest and/or penalty that may be levied including liquidated damages up to 10% of the value of the goods supplied by the bidder. This indemnification is only a remedy for Bank. The bidder is not absolved from its responsibility of complying with the statutory obligations as specified above Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities suffered by Bank arising out of claims made by its customers and/or regulatory authorities.

Early Warning Singnals(EWS)

Bidder required to quote the price as per annexure-25 for the **Early Warning Signals (EWS) Solution as an optional solution**, that Bank may procure during the contract period if required with 1 year warranty and 4 years AMC/ATS with option to extend the AMC/ATS for further 2 years as per terms and conditions mentioned in the RFP.

Price quoted for the EWS solution will not be considered for selection of the L1 bidder.

The purpose is to implement the fully automated Early Warning Signals (EWS) Solution for Allahabad Bank in compliance with Regulatory/Statutory/Govt./IBA/FIU-IND etc. authorities Bank as prescribed from time to time during the contract period at no additional cost to the Bank. The main objective of the solution is to generate the alert, early detection and reporting to protect the Bank against frauds / default in the Loan Accounts. All advance accounts of the Bank will be in the scope of EWS solution.

Any upgradation or modification required by the Bank till six months post Go-Live and thereafter any upgradation or modification required as per the requirement of any Regulator/Statutory Body (RBI or IBA or FIU-IND), any time in the event of new scenarios or developing EWS / any changes / modification / new regulatory/statutory requirements or reporting requirements which warrants the Bank's compliance during the contract period should be provided at no additional cost to the Bank. At present, the RBI framework has provided a list containing 45 early warning signals, which should immediately put the Bank on alert regarding a weakness or wrongdoing in a particular loan account. Further, Department of financial services (DFS) has directed the Banks to implement 84 Early warning Signal triggers, which also should be implemented.

Any modification / upgradation in the existing interface during the contract period should be carried out at no additional cost to the Bank. Further any new interface development & implementation to comply regulatory / statutory guidelines during the contract period should be provided at no additional cost to the bank. All interfaces should be straight through process (STP) mode with all the required encryptions in place EWS solution need to be integrated with different systems such as CBS, Loan Origination System, Rating System, Treasury Systems, EFRM,MIS, HRMS, KYC & AML, Social Networking Sites, MCA, SEBI, Internet and Digital Media etc. These consist of information captured from external bureaus and public sources as well as internal trade line and customer payment behaviour. The solution would need to be interfaced to the CBS and other 3rd party solutions to meet the business requirements. **The solution will be deployed our at DC and DR location.** The proposed EWS solution should have following modules/features:

- a) Data integration system from internal and external systems
- b) Transaction Surveillance Module
- c) Library (that can be appended) of early warning signals
- d) Rule engine - that provides facility of configurable analytical routines to analyze data and serves as input for alerts
- e) Text Mining module
- f) Internet Scanner module
- g) Rating and scoring engine
- h) Alert Generation and management system
- i) Work Flow Management
- j) Reporting Module
- k) Reverse Integration module to feedback the other systems
- l) Data Analytics Module
- m) Audit module
- n) Account level and Customer level Dashboards at Departmental and Executive levels



ANNEXURES

ANNEXURE-1 (TENDER OFFER FORWARDING LETTER)

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

The Deputy General Manager

FRM Cell, **Allahabad Bank**,

Head Office,

2, Netaji Subhas Road,

Kolkata-700001 (West Bengal),

INDIA Phone No 033-22108572

Dear Sir,

Sub: Your RFP for SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION

RFP Ref No. **HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019**

With reference to the above RFP, having examined and understood the instructions including all annexure, terms and conditions forming part of the Bid, we hereby enclose our offer SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION in the RFP document forming Technical as well as Commercial Bids being parts of the above referred Bid.

In the event of acceptance of our Bid by the Bank we undertake to SUPPLY, INSTALLATION, CONFIGURATION, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION as per your Notification of Award in line with the scope of work and terms conditions laid out in the RFP.

In the event of our selection by the Bank for SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION we will submit a Performance Bank Guarantee for a sum equivalent to 10% of the TCO as per Annexure 6 to the bank valid for a period of 5 years + 1 year in favour of Allahabad Bank. In case of the expiry of PBG within contract period, we shall furnish a fresh PBG.

We agree to abide by the terms and conditions of this tender offer till 180 days from the date of Technical bid opening and our offer shall remain binding upon us which may be accepted by the Bank any time before expiry of 180 days.

Further we confirm Bank that we have proposed the goods & services as per the requirement of the RFP. However if sizing/compliance of any items/services is found to be inadequate during the contract period in comparison to RFP requirements and SLAs etc. then we will provide/upgrade/comply the same at no cost to the Bank.

Until a formal contract is executed, this tender offer, 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 contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that the Bank is not bound to accept any offer that the Bank may receive. Further, we understand that the Bank may reject any or all of the offers, without assigning any reason therefore.

We enclose the following Demand Drafts/Pay Orders/BGs:

DD / PO No... Dated for Rupees 25,000/- (Rupees Twenty Five Thousand only) issued byBank, Branch in favour of Allahabad Bank, on(date), payable at Kolkata as Cost of RFP Document & Bank Guarantee No. _____Dated_____ for Rs.25,00,000/- (Rupees Twenty Five Lakh Only) issued byBankBranch, in favour of Allahabad Bank, as BID SECURITY.

Place: _____

Date: _____

Seal and Signature of Authorized Signatory

(Signature)
(Name & Designation)

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

ANNEXURE-2 (MASKED COMMERCIAL BID FORMAT)

RFP Ref No. **HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019**

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

(To be included in Technical Bid)

Masked Bill of Material without price information for **SUPPLY, INSTALLATION, CONFIGURATION, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION** should be submitted in the format mentioned in Annexure-20: Commercial Bid.

Place: _____

Date: _____

Seal and Signature of Authorized Signatory

(Signature)
(Name & Designation)

ANNEXURE-3 (INDICATIVE COMMERCIAL BID)

RFP Ref No. **HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019**

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

(To be included in Technical Bid in sealed envelope)

Indicative Commercial Bill of Material with price information for **SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION** should be submitted in the format mentioned **Annexure-20: Commercial Bid**

Place: _____

Date: _____



Seal and Signature of Authorized Signatory

(Signature)
(Name & Designation)

ANNEXURE-4 (COMPLIANCE TO ELIGIBILITY CRITERIA OF BIDDERS)RFP Ref No. **HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019**

(To be submitted on Company's Letter Head)

<<Name of the Bidder>>

Sr. No.	Eligibility Criteria	Documentary Evidence to be submitted to the bank	Complied (Yes/ No)
Bidder's Eligibility			
1	The Bidder should be a registered company in India for a period of minimum 5 years as on the date of issue of this RFP and should be in same line of business for atleast 3 years	Certificate of Incorporation and Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters is required to be provided for reference with the Bank.	
2	The bidder's organization should have an average turnover of INR Fifty Crore for financial year 2016-17, 2017-18 & 2018-19	Audited Balance Sheet and Profit and Loss Account Statement for last three years. In case of unavailability of audited balance sheet for the FY 2018-19, bidder to submit provisional financial statement signed by statutory auditor or duly certified by chartered accountant.	
3	The bidder's organization should have earned net profit in atleast two out of last three financial years: 2016-17, 2017-18 & 2018-19 from their Indian operations. For the remaining year bidder should have operating profit & positive net worth.	Audited Balance Sheet and Profit and Loss Account Statement for last three years. In case of unavailability of audited balance sheet for the FY 2018-19, bidder to submit provisional financial statement signed by statutory auditor or duly certified by chartered accountant.	
4	Neither the Bidder, nor their promoters and Directors should be defaulters to any financial institution. The Bidder should not have been reported against by any Public-Sector Bank to Indian Banks Association for any malpractice, fraud, poor service, etc. An undertaking (on their letter head) in this regard should be	Self-Declaration letter signed by Authorized Signatory to be submitted.	

Sr. No.	Eligibility Criteria	Documentary Evidence to be submitted to the bank	Complied (Yes/No)
	<p>enclosed by the bidder on behalf of the directors/partners blacklisted by any Government authority or public sector undertaking (PSU) as on date of submission of tender, otherwise the bid will not be considered. An undertaking (on their letter head) in this regard should be enclosed by the bidder on behalf of directors/partners. The Bidder should not have been blacklisted by any Government authority or Public sector Undertaking (PSU) as on date of submission of the tender, otherwise the bid will not be considered. An undertaking (on their letter head) in this regard should be enclosed by the Bidder on behalf of the directors/partners.</p>		
5	<p>The Bidder should not have been declared Non-Performing Asset (NPA) by any BFSI organization as on date of submission of the tender, otherwise the bid will not be considered.</p>	<p>Self-Declaration letter signed by Authorized Signatory to be submitted.</p>	
6	<p>The Bidder must have implemented or currently has under implementation an Enterprise Fraud Risk Management Solution(EFRM) or Risk Management Solution(Credit Risk/Operational Risk/Market Risk) in At least one Scheduled Commercial Bank (excluding RRBs and co-operative banks) in India having business mix of Rs. One Lac Crore with at least 1000 branches OR At least one Bank situated abroad with a minimum business turnover/business mix (advances + deposits) of USD 10 bn. as of last financial year</p>	<p>Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters are required to be provided for reference with the Bank. In case of under implementation (At least UAT in progress) project bidder to provide a self-declaration mentioning the project details and project status along with client contact details.</p>	
7	<p>The bidder should have a minimum of 10 individuals with prior experience in implementation of FRM or a Risk management solution. All resources</p>	<p>Certificate from the Company Auditors / Company Secretary / HR mentioning number of resources having experience in</p>	

Sr. No.	Eligibility Criteria	Documentary Evidence to be submitted to the bank	Complied (Yes/No)
	must be on the payroll of the bidder.	implementation of FRM or a Risk management solution.	
8	The proposed bidder should have office in India and should be able to support project in India during the contract period.	An undertaking letter to be enclosed by the Bidder confirming the same.	
EFRM OEM's Eligibility			
9	<p>The proposed OEM solutions should have been implemented in a minimum of two BFSI organizations globally.</p> <p>OR</p> <p>The proposed OEM solutions should have been implemented in a Scheduled Commercial Bank (excluding RRBs & cooperative Banks) in India having more than 1000 branches. In case there are multiple OEMs or multiple solutions from a single OEM, the above clause would be separately applicable for each of the solution.</p>	<p>Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters are required to be provided for reference with the Bank.</p>	
10	The OEM should be listed in Chartis RiskTech100 for 2018.	An undertaking letter to be enclosed by the OEM along with the Chartis Report confirming the same.	
11	The proposed OEMs should have presence in India and should be able to support project in India during the contract period.	An undertaking letter to be enclosed by the OEM confirming the same.	

Place: _____

Date: _____

Seal and Signature of Authorized Signatory

(Signature)
(Name & Designation)

ANNEXURE-5 (BANK GUARANTEE FOR BID SECURITY)
(ON APPROPRIATE NON-JUDICIAL STAMP PAPER)

Bank Guarantee No:

Date:

The Deputy General Manager

FRM Cell, **Allahabad Bank** ,

Head Office,

2, Netaji Subhas Road,

Kolkata-700001 (West Bengal), INDIA Phone No-

033-22108572

WHEREAS _____ (hereinafter called "the bidder") has submitted its bid for **SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION** in response to Allahabad Bank's Request for Proposal (RFP) No. **Ref. No.: HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019** (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that, WE _____ (name of bank) of _____ (name of country) having our registered office at _____ (address of the registered office of the Bank situated within the territorial limits of India) (hereinafter called "the Bank") are bound unto ALLAHABAD BANK , a body corporate constituted under the Banking Companies(Acquisition and Transfer of Undertaking) Act, 1970 and having its corporate office at 2, N.S. Road, Kolkata 700001 (hereinafter called "the Purchaser" or "Beneficiary") in the sum of Rs.25,00,000/- (Rupees Twenty Five Lakh Only) for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its bid during the period of bid validity (180 days from the date of opening of Technical bid); or
2. If the Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; or
3. If the bidder, having been notified of the acceptance of its bid by the Bank and the bidder during the period of bid validity :
 - (i) fails or refuses to execute the Notification of Award issued; or
 - (ii) fails or refuses to execute the Contract Form in the form and manner to the satisfaction of THE BANK; or

ANNEXURE - 6 (FORMAT FOR PERFORMANCE BANK GUARANTEE)
(ON APPROPRIATE NON-JUDICIAL STAMP PAPER)

Bank Guarantee No.

Date:

The Deputy General Manager

FRM Cell, **Allahabad Bank** ,

Head Office,

2, Netaji Subhas Road,

**Kolkata-700001 (West Bengal), INDIA Phone No 033-
22108572**

WHEREAS _____ (hereinafter called "the bidder") has submitted its bid for **SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION** in response to Allahabad Bank's Request for Proposal (RFP) **Ref. No.: HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019** (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that, WE _____ (name of bank) of _____ (name of country) having our registered office at _____ (address of the registered office of the Bank situated within the territorial limits of India) (hereinafter called "the Bank") are bound unto ALLAHABAD BANK , a body corporate constituted under the Banking Companies(Acquisition and Transfer of Undertaking) Act, 1970 and having its corporate office at 2, N.S. Road, Kolkata 700001 (hereinafter called "the Purchaser" or "Beneficiary") in the sum of ----- (10% of TCO Cost) for which payment will 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 CONDITIONS of this obligation are:

"If the bidder, having been notified, by the purchaser, as selected for supply, installation, implementation & maintenance , during the period of contract fails to supply / provide goods or perform its obligations in accordance with the aforesaid RFP and Contract. "

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

This guarantee will remain in force up to 5 years + 1 year from the date of issue of Notification of Award i.e. up to _____ (mention date of expiry), and any demand in respect thereof should reach the Bank not later than the above date.

Notwithstanding any other term contained herein:

(A) this guarantee shall be valid only up to _____ (Insert Guarantee End Date) whereupon it shall automatically expire irrespective of whether the original guarantee is returned to the Bank or not; and

(B) the total liability of Bank under this guarantee shall be limited to Rs. _____ (Rupees _____ only)

Place:

SEAL
SIGNATURE

Code No.

NOTE:

1. BIDDER SHOULD ENSURE THAT THE SEAL & CODE NO. 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 -7 (NON-DISCLOSURE AGREEMENT)
(ON APPROPRIATE NON-JUDICIAL STAMP PAPER)**

RFP Ref No: HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019

THIS AGREEMENT made and entered into at Kolkata on this the ___ day of _____2019 Between **ALLAHABAD BANK**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at 2, Netaji Subhas Road, Kolkata – 700001, hereinafter called the “**BANK**” 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 “Bidder” which term shall wherever the context so require includes its successors and assigns, **of the Other Part**,

THIS AGREEMENT WITNESSETH AS UNDER:

The Bank is *inter-alia* engaged in the business of banking and various banking operations.

M/s has been selected by Bank for **SUPPLY, INSTALLATION, COINFIGURATION COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION** against the above-referred RFP.

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 THERFORE 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 { which is confirmed in writing within Twenty One days of such "oral disclosure" } 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 may disclose confidential information to consultants only if the consultant has executed non-disclosure agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these and such consultant should also be liable to the original disclosing party for any unauthorized use or disclosure. The Receiving party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The

Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing party's confidential information in violation of the terms of this Agreement.

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

3. Exemptions

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

- Is or becomes publicly known through no unauthorized act of the Receiving party.
- Is rightfully received from a third party without restriction and without breach of this agreement.
- Is independently developed by the Receiving party without use of the other party's Confidential Information and is so documented.
- Is disclosed without similar restrictions to a third party by the Party owning the confidential information.
- Is approved for release by written authorization of the disclosing party; or
- Is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however that the Receiving party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the confidential information and / or documents so disclosed used only for the purposes for which the order was issued.

4. Term

This agreement shall be effective from the date of the execution of this agreement and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the parties. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or all disclosures or uses of confidential information and at the request of the disclosing party, the receiving party shall promptly

return or destroy all written, graphic or other tangible forms of the confidential information and all copies, abstracts, extracts, samples, note or modules thereof.

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 Bank to the Bidder, the Bank 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 Bidder 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.

Either Party 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 other Party.

Either Party shall not reverse-engineer, de-compile, disassemble, or otherwise interfere with any software disclosed hereunder.

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 Bidder will indemnify the Bank against all actions, proceedings, Claims, suits, damages and any other expenses for causes attributable to Bidder in connection with purchase of Hardware/software/goods under this contract.

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 Conciliation 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.

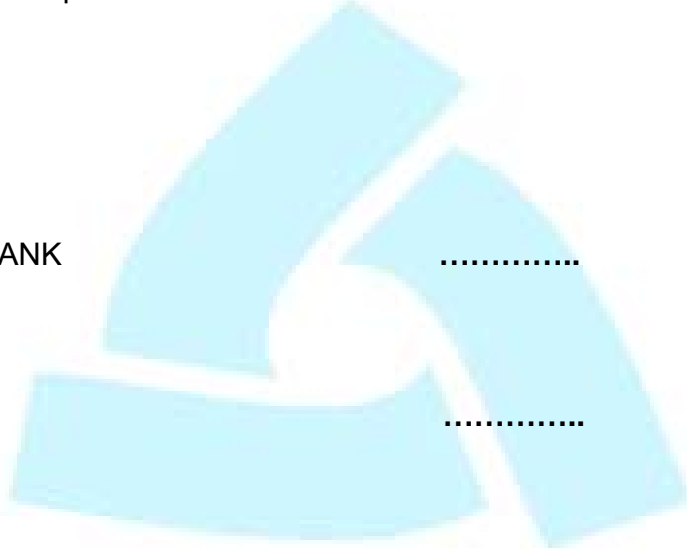
SIGNED:

For and on behalf of BANK

.....

For and on Behalf of
M/s.

.....



ANNEXURE- 8 (AUTHORIZATION LETTER)

(On the Organization's Letter Head)

To:

The Deputy General Manager

FRM Cell, Allahabad Bank ,

Head Office,

2, Netaji Subhas Road,

Kolkata-700001 (West Bengal), INDIA Phone No- 033-22108572

Email:

ho.frmcell@allahabadbank.in

Dear Sir,

SUB: Authorization Letter for attending the Pre-Bid Meeting/Bid opening.

Ref: Your RFP Ref. No: HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019

This has reference to your above RFP for **SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION** of Allahabad Bank we hereby authorize Mr. / Ms.

_____ to attend the Pre-Bid Meeting / Bid opening & to discuss with you on the subject RFP on behalf of our organization.

The specimen signature is attested below:

_____ Specimen Signature of Mr. /Ms.

Signature of Authorizing Authority

Name & designation of Authorizing Authority

Attested Photograph
of the Authorized
representative

Name and designation of Attesting Authority

Place:

Date:

Note: This Authorization letter is to be carried in person and shall not be placed inside any of the Bid covers

ANNEXURE-9 (PRE BID QUERY FORMAT)

(On the Organization's Letter Head)

RFP Ref No: HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019

Sl. No	Page no. of RFP	Clause/section No.	RFP Text/Clause	Bidder's Query	Reason for the change

Yours faithfully,
Authorized Signatory
Name:
Designation:
Date:

Company's Stamp / Seal

**ANNEXURE - 10 (NOTIFICATION OF ACCEPTANCE)
(On the Organization's Letter Head)**

Note: This letter should be on the letterhead of the Bidder and should be signed by an authorized person.

Date:

The Deputy General Manager

FRM Cell, **Allahabad Bank** ,

Head Office,

2, Netaji Subhas Road,

**Kolkata-700001 (West Bengal), INDIA Phone No 033-
22108572**

Email:

ho.frmcell@allahabadbank.in

Dear Sir/ Madam,

Subject: Response to RFP Ref No: **HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated
29.07.2019**

REF: Your Letter No: - _____ Date _____.

This has reference to your letter on the subject, notifying us about the selection of our bid. We hereby convey our absolute, unconditional and unqualified acceptance for the work and activities as per the Scope of Work mentioned in the subject RFP & its addendums.

Signature of Authorised Person (Seal)

ANNEXURE - 11 (CONTRACT FORM)
(ON APPROPRIATE NON-JUDICIAL STAMP PAPER)

CONTRACT NUMBER:

THIS AGREEMENT is made at Kolkata this _____ day of _____, 20__ Between ALLAHABAD BANK, a body corporate constituted under the Banking Companies (Acquisition and Transfer of undertaking) Act, 1970 and having its Head Office at 2, Netaji Subhas Road, Kolkata – 700 001 hereinafter referred to as “ Bank / Purchaser” (which expression shall unless repugnant to the context herein shall mean and include its successors in business and assigns) of the ONE PART and _____ (Name of the Bidder), a company incorporated under the provisions of Companies Act, 1956 and having its registered office at _____, India herein after referred to as “Supplier/Bidder/ Bidder” (which expression shall unless repugnant to the context herein shall mean and include its successors in business and assigns) of the OTHER PART:

WHEREAS the Bank invited bids from reputed organizations for **SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION** as per the scope of RFP (also called as “goods & services”) for a period of Five years and the bidder has agreed to provide & maintain the said goods & services and Bank has accepted the bid by the bidder, received in response to request for proposal (RFP) bearing RFP Ref No: HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019 at a total cost of INR _____/- (Rupees _____) for 5 years (hereinafter referred as “the contract price”). This cost is inclusive of all the cost & taxes (except GST) for the Goods/ Services/AMC/ATS/FM etc as per the scope of the RFP for 5 Years.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

The following documents attached hereto shall be deemed to form and be read and construed as part of this Agreement, viz.:

- The RFP Ref. **HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019** and subsequent addendums etc.
- The Technical and commercials bids submitted by the bidder and subsequent amendments, if any, made into it as accepted by the bank.
- Tender Offer Forwarding letter and Conformity/Undertaking letter (*Annexure-1& 16 of the RFP*)
- Scope of work, Service Level Agreements, Payments terms, LD clauses etc. of the RFP & its amendments (if any) are the part of this contract form
- Integrity Pact

- Additional terms or documents, if any.
- The Bank's Notification of Award for the contract & Selected Bidder's Notification of Acceptance

In consideration of the payments to be made by the Bank to the bidder, the bidder hereby covenants with the Bank to provide the goods and services as per the RFP Ref. HO/FRM/xxx dated: dd.mm.2019 to remedy defects therein, if any, in conformity in all respects with the provisions of the contract.

The Bank hereby covenants to pay the bidder in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Notwithstanding anything contained in this Agreement, in case of any conflict between the terms mentioned in this Agreement and RFP document and its subsequent Addendums, the terms and conditions of the RFP document and its subsequent Addendums will prevail over.

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 Bidder) in presence of _____

Signed, sealed and Delivered by the

Said _____ (For the Bank) in presence of _____

ANNEXURE - 12 (BIDDER'S INFORMATION)

RFP Ref. No. **HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019**

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

1. Bidder's Name :
2. Constitution and year of establishment :
3. Registered Office/Corporate office Address :
4. Mailing Address :
5. Name and designations of the persons authorized to make commitments to the Bank :
6. Telephone, Fax, e-mail :
7. Name & Addresses of Directors/Promoters :
8. Description of business, service profile & client profile :
9. Gross annual turnover of the bidder (Amt. in lakh):
(Not of the Group) —
Year 2016-17 —
Year 2017-18 —
Year 2018-19 —
10. Net Worth of the bidder (Amt. in lakh) :
(Not of the Group) —
Year 2016-17 —
Year 2017-18 —
Year 2018-19 —
11. Details of projects implemented & Managed by the Bidder:

Sr No	Project Details	Name of the Organisation	Brief description of scope of work & other details

Please attach copy of PAN card, GSTN, IT return details of 2016-17, 2017-18, and 2018-19.

DECLARATION

We hereby declare that the information submitted above is complete in all respects and true to the best of our knowledge. We understand that in case any discrepancy or inconsistency or incompleteness is found in the information submitted by us, our application is liable to be rejected.

Note: Details provided above must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

Place :

Date:

SEAL (Authorized Signatory)

ANNEXURE- 13 (PROPOSED HARDWARE SIZING FORMAT)

RFP Ref. No. **HO/FRMC/2019-20/RFP-EFRMS-1/516** Dated **29.07.2019**

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

The below mentioned minimum hardware sizing will suffice the EFRM solution requirement for the transaction volume & TPS mentioned in the RFP.

Proposed Server Sizing

Sl. no.	DC/DR Location	Application Name	Description	Server role / function (App/DB/Middleware/ Web etc.)	Virtual / physical	Environment (Production/ UAT/Training)	Operating system	Processor Type & Qty	Memory (In GB)	HD size (in GB)	FC port Description & Qty	Gigabit Ethernet port Description & Qty	Remarks (if any)
1													
2													
3													
4													
5													
Pls add													

Proposed Storage Sizing

SI no	DC/DR Location	Application name	Description	Environment (Production / UAT/Training)	RAID Type	Flash/SAS Drive	Usable Storage Required(in TB)						
							2019	2020	2021	2022	2023	2024	2025
1													
2													
3													

Date:

Signature with seal:

Name and Designation:



ANNEXURE- 14 (ESCALATION MATRIX)
(To be submitted on the letter head of the Bidder)

SUB: SUPPLY, INSTALLATION, CONFIGURATION, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION of Allahabad Bank

RFP Ref : HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019

Name of the Company:

Delivery Related Issues:

Sl. No.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Fax	Email Address
a.		First Level Contact					
b.		Second level contact (If response					
c.		Regional/Zonal Head (If response not					
d.		Country Head (If response not recd					
e.		Order to be placed On					

Service Related Issues:

Sl. No.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Fax	Email Address
f.		First Level Contact					
g.		Second level contact (If response					
h.		Regional/Zonal Head (If response not					
i.		Country Head (If response not recd					

Any change in designation, substitution will be informed by us immediately.

Signature with seal :

Name and designation :

ANNEXURE- 15 (UNDERTAKING OF AUTHENTICITY OF ITEMS)

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

SUB: RFP FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION OF ALLAHABAD BANK

RFP Ref No. : HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019

To,

The Deputy General Manager

FRM Cell, Allahabad Bank ,

Head Office,

2, Netaji Subhas Road,

Kolkata-700001 (West Bengal), INDIA Phone No 033-22108572

Email:

ho.frmcell@allahabadbank.in

Ref: Your Notification of Award No. _____ Dated _____

With reference to the software items supplied to you vide your order Cited above, We hereby undertake that all the components / parts /assembly / software used in the items shall be original new components/parts/ assembly /software only, from OEM of the products and that no refurbished/duplicate/ second hand components/parts/ assembly / software are being used or shall be used.

We hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation, if required by Bank. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation, for the IT Software already billed, we agree to take back Software without demur, if already supplied and return the money if any paid to us by you in this regard.

We also take full responsibility of Parts related to Database, application software etc. and Service SLA as per the content even if there is any defect by our authorized Service Centre/ Reseller/SI etc.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Company's Stamp / Seal

Date:

ANNEXURE - 16 (CONFORMITY/UNDERTAKING LETTER)

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

To,

The Deputy General Manager

FRM Cell, **Allahabad Bank** ,

Head Office,

2, Netaji Subhas Road,

Kolkata-700001 (West Bengal), INDIA Phone No 033-22108572

Email:

ho.frmcell@allahabadbank.in

Dear Sir,

**SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF ENTERPRISE
FRAUD RISK MANAGEMENT SOLUTION of Allahabad Bank**

RFP Ref. No. : HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019

With reference to our bid submitted in response to the Request for Proposal and subsequent clarifications (*Bank's tender RFP Ref. No. HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019 hereinafter referred to as "RFP"*) issued by Allahabad Bank ("Bank") we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums (if any) and other documents including the changes made to the original tender documents issued by the Bank. We understand that the Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us. We confirm having read and understood the terms and conditions of the RFP & addendums (if any) as well as the Procedures relating to the Bidding process. We hereby undertake and agree to abide by all the terms and conditions stipulated by the Allahabad Bank in the RFP & addendum documents including all annexes and the Procedure for Bidding. Your bank is not bound to accept the lowest or any bid received by you, and you may reject all

or any bid. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute as a binding contract between us. If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract. Your bank may accept or entrust the entire work to one bidder or divide the work to more than one bidder without assigning any reason or giving any explanation whatsoever.

Document Correctness:

We certify that the information furnished herein and as per the documents submitted (hardcopy and softcopy) is true and accurate and nothing has been concealed or tampered with. We further certify that the contents of the softcopy are same as those provided in the hardcopy. We have gone through all the conditions of RFP document and are liable to any punitive action for furnishing false information / documents.

Further, we certify that we have not made any modifications in the original copy of RFP (and addendums, if any) which is duly signed, stamped and submitted as a part of the Technical Bid.

Legal:

We hereby certify that no inquiries or investigations have been threatened, commenced or pending against us or any other member of the consortium by any statutory or regulatory or investigative agencies or lending institutions.

Not Blacklisted:

As on date of submission of tender, we are not/have not been blacklisted by the Central Government / any of the State Governments in India or any Financial Institution in India in the last three years. Also, we are not involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to Bank.

No Deviation:

We have submitted a no deviation bid and unconditionally accept all requirements, payment terms, SLAs and the terms and conditions as mentioned in the said RFP including all corrigendum/amendment floated by Allahabad Bank pertaining to **SUPPLY, INSTALLATION, CONFIGURATION, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION** . Any assumption or exclusion submitted by us in the proposal which is contradictory to the RFP stands null and void.

Know Your Employee (KYE)

We confirm that all the resources (both on-site and off-site) deployed/to be deployed on Bank's project for the captioned RFP have undergone KYE (Know Your Employee) process and requisite checks have been performed prior to employment of said employees as per our policy. We undertake and agree to save defend and keep harmless and indemnified the Bank against all loss, cost, damages ,claim penalties expenses, legal liability because of non-compliance of KYE and of misconduct of the employee deployed by us to the Bank We further agree to submit the required supporting documents (Process of screening, Background verification report, police verification report, character certificate, ID card copy, Educational document, etc.) to Bank before deploying officials in Bank premises for captioned RFP.

Minimum Wages

We confirm that the employees engaged/to be engaged by our Company to carry out the services in your bank for the above said contract are paid minimum wages / salaries as stipulated in the Government (Central / State) Minimum Wages / Salaries act in force. We also indemnify the Bank against any action / losses / damages that arise due to action initiated by Commissioner of Labour for non- compliance to the above criteria. We further authorize the Bank to deduct from the amount payable to the Company under the contract or any other contract of the Company with the Bank if Labour Commissioner imposes a penalty towards non-compliance to the "Minimum Wages / Salary stipulated by government in the Act by your company.

Vicarious Liability

The Bidder shall be absolutely responsible for the payment of salary, all other statutory obligations to the employees engaged/to be engaged by the bidder to pay salary / wages, bonus ,arrears, employment, terminal benefit, compensation and other claims whatsoever and the Bank has no connection in relation to such matters.

Bidder shall be responsible for fulfilling the requirement of all statutory provisions of relevant enactments viz. Minimum Wages Act, Payment of Wages Act, Industrial Disputes Act, Gratuity Act, Contract Labour (Regulations and Abolition) Act and all other labour and industrial enactment at their own risk and cost in respect of all AGs by Bidder. The Bank shall be indemnified for any action brought against it for any violation/non-compliance of any of the provisions of any of the acts, etc. hence non compliance or violation of any of these provisions of any of the Acts will be treated as breach of contract and shall lead to the termination of the contract. The Bidder shall maintain all records required to be maintained under statutory enactments and the Bidder shall submit to the Bank a certificate every month to the effect that Bidder has and is complying with all the statutory regulations as said heretofore.

Place:
Date:



Yours faithfully,
Seal and Authorised Signatory
Name & Designation:
Bidder's Corporate Name

ANNEXURE - 17 (LETTER OF AUTHORITY FOR PARTICIPATION IN REVERSE AUCTION)

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

To,

The Deputy General Manager

FRM Cell, **Allahabad Bank** ,

Head Office,

2, Netaji Subhas Road,

Kolkata-700001 (West Bengal), INDIA Phone No 033-22108572

Email:

ho.frmcell@allahabadbank.in

Sub: LETTER OF AUTHORITY FOR PARTICIPATION IN REVERSE AUCTION
RFP Ref. No. – **HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019**

1. We _____ (name of the company) have submitted our bid for participating in Bank's above referred RFP for **SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION**
2. We also confirm having read and understood the terms of RFP as well as the Business Rules relating to the Reverse Auction for this RFP process.
3. As per the terms of RFP and Business rules, we nominate Mr. _____, designated as _____ of our company as a single point of contact for the Reverse Auction Process.
4. Both Bank and the auction company shall contact the above named official for any and all matters relating to the Reverse Auction.
5. We, hereby confirm that we will honor the Bids placed by us in the auction process, failing which Bank shall forfeit our EMD (Bid security). We agree and understand that the bank may debar us from participating in future tenders for any such failure on our part.
6. Further we agree to provide the detailed breakup of the commercial, as per the Banks requirement, latest by next day 05:00PM, post completion of reverse auction process.

Signature of Competent Authority with company seal
Name of Competent Authority
Company / Organization
Designation within Company / Organization
Date

Name of Authorized Representative
Designation of Authorized Representative
Signature of Authorized Representative
Verified above signature
Signature of Competent Authority
Date



ANNEXURE - 18 (BUSINESS RULES FOR REVERSE AUCTION)

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

Online reverse auction are carried out under the framework of a set of rules. Following are a set of rules/ terms and conditions for Online Reverse Auction process.

1. APPLICABILITY:

- 1.1. Reverse Auctions are carried out under the framework of rules that are called Business Rules.
- 1.2. All bidders participating in Reverse Auction shall understand/accept and give an undertaking for compliance with the same to the Bank in the prescribed format, as per Annexure-18.
- 1.3. Any bidder not willing to submit such undertaking shall be disqualified for further participation respecting the RFP Process.

2. ELIGIBILITY:

- 2.1. Only bidders who are technically qualified (Eligibility, Functional and Technical requirements) in terms of the RFP and who have submitted the prescribed undertaking to the Bank can participate in Reverse Auction relevant to the procurement/services for which RFP is floated.
- 2.2. Bidders not submitting the prescribed undertaking or submitting the same with deviations/ amendments thereto will be disqualified from further evaluation / participation in the process of relative procurement.
- 2.3. Bidders should ensure that they have valid digital certificate well in advance to participate in reverse auction. Bank will not be responsible in case Bidder is not able to participate in reverse auction due to non-availability of Digital Certificate.

3. COMPLIANCE/CONFIRMATION FROM BIDDERS

The bidders participating in Reverse Auction shall submit the following duly signed & signed by the Competent Authority:

- 3.1. Acceptance of Business Rules for Reverse Auction and undertaking (Annexure-18).
- 3.2. Agreement between service provider and bidder, if deemed necessary by the Bank. (This format will be given by the service provider prior to announcement of Reverse Auction.)

3.3. Letter of authority authorizing the name/s of official/s to take part in Reverse Auction as per format in Annexure-17.

4. TRAINING:

4.1 The Bank will facilitate mock reverse auction /training for participation in Reverse Auction either on its own or through the e-Tendering bidder to familiarize for the Reverse Auction.

4.2 Any bidder not participating in training or 'mock reverse auction' shall do so at his own risk and it shall not be open for him to make any complaint/grievance later.

5. DATE & TIME FOR TRAINING/MOCK REVERSE AUCTION:

5.1. The date, time etc. for Mock Reverse Auction/ training in Reverse Auction shall be advised at the appropriate time.

5.2. The Bank shall Endeavour to fix such Date/Time at mutual convenience to the bidder/s, service provider and the Bank.

5.3. No request for postponement/fixing of Training Date/Time shall be entertained which in the sole view and discretion of the Bank might result in any avoidable delay to either the Reverse Auction or the whole process of selection of bidder.

6. DATE/TIME OF REVERSE AUCTION:

6.1. The date and time of commencement of Reverse Auction as also duration of 'Reverse Auction Time' shall be communicated at least 2 working days prior to such auction date.

6.2. Any force majeure or other condition leading to postponement of auction shall entitle the Bank to postponement of auction even after communication, but, the Bank shall be obliged to communicate to all participating bidders the 'postponement' prior to commencement of such 'Reverse Auction'.

7. CONDUCT OF REVERSE AUCTION:

7.1. The Reverse Auction shall be conducted on a specific web portal meant for this purpose.

7.2. The Reverse Auction may be conducted by the Bank itself or through a service provider specifically identified/appointed/empanelled by the Bank.

8. 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.

9. MASKING OF NAMES:

- 9.1. Names of bidders/ bidders shall be anonymously masked in the Reverse Auction process and bidders will be given suitable dummy names.
- 9.2. After completion of Reverse Auction, the auctioneer will reveal the original names of the bidders and its price quoted.

10. START PRICE & DECREMENTAL BID VALUE:

Bank shall determine the start price either on its own or through asking for information of price band on TCO from each bidder at appropriate time during or at the conclusion of technical evaluation. Based on the price band so informed by bidders, Bank would determine the start price for reverse auction. However bank at its discretion may fix the start price value at its own. The decrement value (i.e. a fixed value by which the bidders will decrease their bid price during auction and every reduction will be in multiple of Decrement Value) shall be fixed within range of 0.25% to 2% of the Ceiling Price (Start Price).

11. REVERSE AUCTION PROCESS:

- 11.1. In order to reduce the time involved in the procurement process, Bank shall be entitled to complete the entire procurement process through a single Reverse Auction. For this purpose, Bank shall do all it can to award the contract to L1 bidder or in the circumstances where awarding of contract may have to be done to the L2, L3 bidder as provided for in the RFP.
- 11.2. In case, minimum one quote is received during the on-line commercial Reverse Auction process, the prices mentioned in indicative commercial bid (in physical form) submitted by the other technically qualified bidders will be treated as their final price during the commercial evaluation. The bidder will be finalized and selected as per laid down guidelines in the RFP/Tender document.

11.3. The Bank shall however, be entitled to cancel the procurement of Reverse Auction process, if in its view procurement or reverse auction process cannot be conducted in a fair manner and / or in the interest of the Bank.

12. EXPENDITURE ON REVERSE AUCTION:

All expenses of training or mock auction or reverse auction shall be borne by bidder at their own cost.

13. CHANGES IN BUSINESS RULES:

- 13.1. Any change in Business Rules as may become emergent and based on the experience gained shall be made only by Bank.
- 13.2. Any / all changes made in Business Rules shall be uploaded / communicated to bidder prior to conduct of reverse auction.
- 13.3. If any reverse auction process has commenced and a change is made in Business Rules, it shall be informed immediately to each bidder/ bidder and his concurrence to / acceptance of the change shall be obtained in writing by the Bank.

14. DON'TS APPLICABLE TO THE BIDDER/BIDDER:

- 14.1. No bidder shall involve himself or any of his representatives in any price manipulation directly or indirectly with other bidders. If any such practice comes to the notice, Bank shall disqualify the bidder / bidders concerned from the reverse auction process.
- 14.2. Bidder shall not disclose details of his bids or any other details concerning Reverse Auction process of the Bank to any other third party without specific permission in writing from the Bank.
- 14.3. Neither Bank nor service provider / auctioneer can be held responsible for consequential damages such as no power supply, system problem, network failure, inability to use the system, loss of electronic information, power interruptions, UPS failure, etc. (Bank shall, however, entertain any such issues of interruptions, problems with open mind and fair degree of transparency in the process before deciding to stop or extend the auction.)

15. GRIEVANCES REDRESSAL:

- 15.1. Any aggrieved bidder / bidder of Reverse Auction process can make complaint in writing within 48 hours of the Reverse Auction to the Chief Compliance Officer of the Bank.

- 15.2. The Chief Compliance Officer along with Head of Legal Department and Head of Audit Department shall give personal hearing to the aggrieved bidder and decide upon the complaint / grievance of the bidder.
- 15.3. Decision of the Grievance Redressal Committee shall be binding on the Bank as well as on all bidders/bidders participating in the Reverse Auction Process.

16. 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.

17. Web Portal and Access

- Reverse Auction will be conducted on a specific web portal meant for this purpose with the help of the Service Provider identified by the Bank.
- Service Provider will make all necessary arrangement for fair and transparent conduct of Reverse Auction like hosting the web portal, imparting training to eligible Bidders etc., and finally conduct of Reverse Auction.
- 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 bidders 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 bidders 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 (if required). 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.

Signature of Competent Authority with company seal

Name of Competent Authority

Company / Organization

Designation within Company / Organization

Date



ANNEXURE - 19 (BIDDER'S FINANCIAL STATUS)

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

RFE Ref. No. : **HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019**

Name of the Bidder Company / Firm: _____

Details of turnover and profit for last three years:

Sr. No	Financial parameters of the bidder Business Results	Annual Turnover (INR)	Net Profit / (Loss) (INR)	Net Worth (INR)
1	2016-2017			
2	2017-2018			
3	2018-2019			
	Only Bidder company / Firm figures need to be mentioned. <i>(Not to include subsidiary, affiliate or group entities figures)</i>			

Also, copies of Audited Balance Sheet and Profit & Loss accounts for the years 2015-16, 2016-17 and 2017-18 should be submitted along with this Annexure.

Certified By:
signatory
(Chartered Accountant)

Seal & Signature of authorized

(For Bidder)

Place:
Date:

ANNEXURE - 20 (COMMERCIAL BID)

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

Ref. No.

Dated

To,

The Deputy General Manager
FRM Cell, Allahabad Bank ,
Head Office,
2, Netaji Subhas Road,
Kolkata-700001 (West Bengal), INDIA Phone No 033-
22108572
Email:
ho.frmcell@allahabadbank.in

Dear Sir,

Commercial Proposal for RFP Ref. No. – HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated
29.07.2019

With reference to the above RFP, having examined and understood the instructions, terms and conditions, scope of work etc. of RFP, we hereby submit our Commercial offer for Allahabad Bank for the entire contract period.

RFP Ref No. HO/FRMC/2019-20/RFP-EFRMS-1/516 dated: 29.07.2019

BILL OF MATERIAL

S. No	Guidelines
1	Overall
1	All monetary figures are to be quoted in Indian Rupees (INR) only.
2	The bidder is expected to quote the costs for all items required for fully complying with the requirements of the RFP and the addenda in the respective sections of the price bid. The prices for the respective sections would be deemed to include all components required to successfully utilize the solution.
3	Bank is not responsible for any arithmetic errors in the commercial bid details sheet committed by the shortlisted bidders, however, if there are any computational errors the Bank will evaluate the Bid as per provisions contained under RFP document.
4	The bidder is expected to specify the type of licenses along with the details with respect to quantity/rate/etc., wherever applicable.
5	In case the bidder includes/combines any line item as part of any other line item in the commercial bid, then this has to be clearly mentioned in the description indicating the line item which contains the combination
6	The bidder has to quote for each line item. If any line item is part of the solution proposed in the RFP response, it has to be referenced. If it is not applicable, then the Bidder has to mention Not Applicable (NA).
7	The price would be inclusive of all applicable taxes under the Indian law like customs duty, freight, forwarding, insurance, delivery, etc. but exclusive of only applicable GST, which shall be paid / reimbursed on actual basis on production of bills with GSTIN. Any increase in GST will be paid in actual by the bank or any new tax introduced by the government will also be paid by the bank The entire benefits / advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to Bank.

8	The Bidder may insert additional line items as applicable based on the solution offered in the respective tabs
9	The Bidders should quote as per the format of Bill of Material ONLY and a masked replica of the Bill of Material should be enclosed in the technical bid.
10	The <u>masked</u> Bill of Materials which would be submitted as part of the Technical Bill of Material should contain "XXX" for ALL the corresponding commercial values that will be present in the unmasked Bill of Material that will be part of the Commercial submission.
11	The Bidder should to the extent possible stick to the same structure of the Bill of Material. Hence the Bank does not expect the bidders to delete necessary rows.
12	Any addition/reduction in the resource or infrastructure quantities will be on pro-rata basis arrived from the respective managed services cost
13	Allahabad Bank will ONLY consider quotes in Commercial Bill of Material document as the 'Commercial Bid'.
14	The number of resources and price mentioned by the bidder will be fixed for the current scope. The pro-rata cost will be paid for all increase and decrease in devices during the tenure of the contract
15	Upon finalization of the contract, the 'Commercial Offer' will be firm for the period of contract and would NOT change due to any factor (e.g. change in actual manpower deployment for SLA adherence, economic factors etc.), however bank at its discretion may increase or decrease the resources or quantities which will be paid to bidder on pro rata basis.

RFP Ref No. HO/FRMC/2019-20/RFP-EFRMS-1/516 dated: 29.07.2019

New Application cost

Sl no	Application	Product name & version	Type of license	Qty	Rate (INR)	Amount
1	Enterprise Fraud Risk Management Solution		Enterprise Perpetual	1		0
2	Please add(if required)					0
Grand Total						0

Implementation Cost for Applications

Sl no	Application	Product name & version	Amount
1	Enterprise Fraud Risk Management Solution		
2	Please add(if required)		
Total			0

ATS for Application

Sl no	Application	Product name & version	Type of license	Year 2			Year 3			Year 4			Year 5		Total
				Qty	Rate (INR)	Amount	Qty	Rate (INR)	Amount	Qty	Rate (INR)	Amount	Qty	Rate (INR)	
1	Enterprise Fraud Risk Management Solution					0			0			0			0
2	Please add(if required)					0			0			0			0
Total						0			0			0			0

Training Cost

Sl. No.	Training Type	No. of Trainees per batch	No. of batches	Min. No. of Days per Batch	Amount
1	Introduction to Solution functionalities and features	20	2	2	
2	Rules and Scenarios for each channel	20	2	5	
3	Alert and Scoring of transactions for each channel	20	2	3	
4	Case Management and Workflow for each channel	20	2	3	
5	Reports and Dashboard creation	20	2	3	
6	Other remaining features for channels	20	2	4	
Total					0

Customization Effort

Sl no	Customization Type	Team leader Man day Rate	Total man days for Team leader	Team Member Man day rate	Total man days for Team member	Amount
1	Other than RFP scope		50		100	0
Total						0

Note:

1. The application ATS cost for each year to be quoted separately from Year 2 onwards
2. The ATS cost should be evenly distributed over the years.

RFP Ref No. HO/FRMC/2019-20/RFP-EFRMS-1/516 dated: 29.07.2019

Database/Middleware/Other License Procurement Cost

Sl no	Application	Product name & version	Type of license	Qty	Rate (INR)	Amount
1	Database					0
2	Middleware					0
3	Any other (Please specify)					0
Grand Total						0

ATS for Database/Middleware/Other License

Sl no	Application	Product name & version	Type of license	Year 1			Year 2			Year 3			Year 4			Year 5			Total
				Qty	Rate (INR)	Amount	Qty	Rate (INR)	Amount	Qty	Rate (INR)	Amount	Qty	Rate (INR)	Amount	Qty	Rate (INR)	Amount	
1	Database					0			0			0			0			0	0
2	Middleware					0			0			0			0			0	0
3	Any other (Please specify)					0			0			0			0			0	0
Total																			0

Note:

1. The application ATS cost for each year to be quoted separately

2. Bidder may add new rows for ATS cost for individual licenses for proposed applications

RFP Ref No. HO/FRMC/2019-20/RFP-EFRMS-1/516 dated: 29.07.2019

Resource Cost

S · n o	Resource	Loc ati on of the Res our ce	Minimu m no. of Resour ces Per Shift	Total Num ber of shifts	Servic e Wind ow	Year 1			Year 2			Year 3			Year 4			Year 5			Total
						Qty	Rate (INR)	Total Amt (INR)	Q ty	Rate (INR)	Total Amt (INR)	Qty	Rate (INR)	Total Amt (INR)	Qty	Rate (INR)	Total Amt (INR)	Qty	Rate (INR)	Total Amt (INR)	
1	L1- Support for EFRM Applica tion manag ement & monito ring		2	3	24x 7x2 65			-			-			-			-			-	-
2	L2- Support for EFRM Applica tion manag ement & monito ring		1	2	2 Shif ts			-			-			-			-			-	-
3	L3- Support for EFRM Applica tion manag ement & monito ring		1	1	Duri ng Busi nes s hou rs			-			-			-			-			-	-
4	L2- Applica tion & Databa	D C	1	2	2 Shif ts			-			-			-			-			-	-

	se Admini stratio n																			
5	L2- Applica tion, OS & Databa se Admini stratio n	D R	1	1	3rd Shif t(Ni ght)															
6	any other please specif y																			
Grand Total																		-		

Note:

1. Bidder to adhere to the no. of shifts mentioned in the RFP & Commercial Bill of Material

RFP Ref No. HO/FRMC/2019-20/RFP-EFRMS-1/516 dated: 29.07.2019

New Application cost

SI no	Application	Product name & version	Type of license	Qty	Rate (INR)	Amount
1	Early Warning Signals (EWS) Solution		Enterprise Perpetual	1		0
2	Please add(if required)					0
Grand Total						0

Implementation Cost for Applications

SI no	Application	Product name & version	Amount
1	Early Warning Signals (EWS) Solution		
2	Please add(if required)		
Total			0

ATS for Application

SI no	Application	Product name & version	Type of license	Year 2			Year 3			Year 4			Year 5			Total
				Qty	Rate (INR)	Amount	Qty	Rate (INR)	Amount	Qty	Rate (INR)	Amount	Qty	Rate (INR)	Amount	
1	Early Warning Signals (EWS) Solution					0			0			0			0	0
2	Please add(if required)					0			0			0			0	0
Total						0			0			0			0	0

Note:

1. The above offered price is inclusive of all cost & taxes but exclusive of only GST.
2. The above cost includes delivery, installation, insurance and all the other auxiliary items/licenses etc. required as per the RFP.

3. Further the costs indicated above are final and we, the Bidder, agree to provide the goods & services as detailed in the Bank's "Request for Proposal" for the entire contract period with no additional cost to Bank.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Date:

Company's Stamp / Seal



ANNEXURE - 21 (FUNCTIONAL & TECHNICAL SPECIFICATIONS)

RFP Ref. No. - HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019

RFP Ref No. HO/FRMC/2019-20/RFP-EFRMS-1/516 dated: 29.07.2019				
Functional Requirement for EFRM Solution				
S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
System Requirement				
1	The solution must be recoverable. This includes back-ups, DR, contingency, support arrangements and appropriate recovery/restart points	e		
2	The solution must be scalable without rewriting the application or redesign of the infrastructure	e		
3	The solution must be compliant with Information Security Policy	e		
4	The solution should have ready interfaces for the following:			
4.1	ISO 8583/ISO 20022/Existing XML Messages	e		
4.2	ISO 8583 based Advice message (0120/220/420 message from Switch)	e		
4.3	ISO 8583 based Financial (0200)/400 / Authorization (0100) message from Switch	e		
5	Support uploads of XML and other files/messages such as XBRL/txt/ASCII/CSV/other standard and proprietary formats including formats from Clearing and Settlement and Dispute Management System.	e		
6	Maximum transaction response time for online scoring should be ≤ 200 milliseconds	e		
7	Reports / rule simulations, concurrent usage by various users of entities should not have any impact on performance	e		
8	The solution should be capable of handling Peak TPS load at 100% real time decisioning (including non-financial transactions)	e		
9	Technically scalable architecture to scale to add new channels or users (Ability to scale seamlessly, without changing core architecture)	e		
10	The product architecture should provide for N-tier capability based on SOA architecture with vertical as well as horizontal scaling possible.	c		
11	The system should provide horizontal, vertical and linear scalability without inherent bottle necks and core design changes	e		
12	The solution should promote extensibility thereby allowing the bank to enhance key components with minimal changes and disruptions and improving re-usability	e		

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S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	System Requirement			
13	The solution should be modular and configurable for ease of change management and maintenance while providing the flexibility of accommodating new generation application	e		
14	The system should be configurable and parameterized	c		
15	The application should be able to support various payment channels as per the market requirements	c		
16	The solution should not be constrained to a single Hardware Platform or Operating System	c		
17	The application architecture should be modular (enable plug and play) to eliminate any development/ enhancement limitations and also for load balancing and fault tolerance	c		
18	The solution must have adequate real-time application monitoring capabilities with dashboards	e		
19	Log all the transactions passing through the FRM (Request and Response) including the application messages and communication messages without impacting on the performance at peak load condition. Each transaction must be uniquely identifiable by a unique transaction Id in the system.	c		
20	Comprehensive GUI Based Monitoring, Management and reporting of channels and respective devices, interchange connections, queue status, status of all the internal components of FRM indicating service interruptions etc. (including user defined criterion for generating alerts such as email, SMS, call).	e		
21	Audit Trail of all changes made in the application, system Parameter, user role changes etc. with details like user name, IP address, date and time, module name etc.	e		
22	Solution should be highly available with load balancing configuration.	c		
23	Ability to add transaction types with minimal configuration changes. Bank intends to launch additional transactions (existing and new in the current markets); FRM should be highly configurable to support the same.	e		
24	The system should maintain a record of users who have accessed the system resources and actions performed along with security violations (if any).	e		
25	All the file/data transfers from/to FRM should be in secured manner.	e		
26	The solution should automatically synchronize the time in an online manner with the time source of the bank.	e		

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Functional Requirement for EFRM Solution				
S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	System Requirement			
27	The solution should provide native access to Industry leading RDBMS like ORACLE, SQL Server, PostgreSQL and MYSQL.	c		

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Functional Requirement for EFRM Solution				
S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Detection & Rule Engine			
1	Solution should have inbuilt business rules engine to implement scenarios	e		
2	Solution should have ability to add new scenarios	e		
3	Solution should be able to execute scenarios in specific order	e		
4	The solution should have capability to change scenario parameters by business users	e		
5	Solution should have ability to group scenarios together for performance	e		
6	Solution should have the ability for unlimited rules capacity	e		
7	The solution should have the functionality to retrieve historical activity and capture for rule creation / maintenance.	e		
8	Rules engine should be able to create a case based on scores as a decision element.	e		
9	Rules engine should have the ability for allowing criteria to be defined / modified (add, delete, create, update).	e		
10	The solution should have the ability to prioritize work based on portfolio and / or relationship specific scores and /or UCIC(Unique Customer Identification Code)	c		
11	The solution should have the ability to track changes to rules (i.e. who, when, what, why) (audit changes) and support maintaining different versions of the same rule definition	e		
12	The solution should have the ability for each transaction to be evaluated by every rule.	e		
13	The solution should be able to identify the rules triggered by a	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Detection & Rule Engine			
	transaction			
14	The solution should be able to assign a unique case number to each item scored and actioned by the rules engine or out sorted for analyst review.	e		
15	The solution should support defining of variables based on existing variables	e		
16	Rules engine to support decision tree/decision tables for identifying the fraud patterns	e		
17	The solution should support defining the rules at multiple levels like transaction, account, customer/group of customers and also any additional information from unstructured stored in a separate database within EFRMS or from external systems.	e		
18	The solution should be able to assign weight ages to the rules	e		
19	Rules engine should enable the users to simulate the various levels of thresholds for the variables identified to indicate the number of alerts that will get generated	c		
20	The solution should support copying of existing rule to create a new rule	e		
21	Rules engine should provide ability to create a case from non-monetary events (with or without a monetary transaction occurring) Non-monetary events include items such as: Address change, Phone number change, Check request, Balance Enquiry, PIN Change,	e		
22	Solution must be able to identify cheque frauds.	e		
23	Solution should support maintaining different versions of the same rule definition.	c		
24	Solution should support running rules in real time and batch mode.	e		
25	Solution should support use of standard logical operators (eg: AND, OR, NOT etc) in all Real time Authorization Rule conditions.	e		
26	Solution should support use standard arithmetic operators (e.g.: >, <=, = etc) in all Real time Authorization Rule conditions.	e		
27	There must be a visible result of rule evaluation to determine the success rate of the rule	e		
28	Solution should support rule creation for Maker and Checker user authorization.	e		
29	Solution should be capable to execute scenarios at scheduled times such as days, weeks or months	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Detection & Rule Engine			
30	Rules engine should be able to create scores that are portfolio specific and/ or relationship specific.	c		
31	Rules engine should be able to list, by priority, of all rules triggered by a transaction.	e		
32	Rules engine should be able to create / modify exclusion criteria, within a rule, to route activity to an exclusion queue.	e		
33	Rules engine should be able to create / modify reactivation criteria, within the rule, for accounts that have previously been reviewed and excluded	e		
34	Rules engine should be capable of import of data to perform data aggregation tasks, with the option to aggregate and apply date-based lookback periods to your data to facilitate rule development	e		
35	Rules engine should be able draw contents from multiple data sources, including one or more tables or excel file	e		
36	Rules engine should facilitate visual identification of patterns of interest in your data to facilitate the process of rule development. Rules engine should support drag and drop of selection of variables for rule creation	e		
37	Solution should enable the detection at multiple levels like transaction, account, customer, group of accounts / customers	e		
38	Rules engine should enable the users to interact with recent data to identify the transaction patterns during the day	e		
39	Rules engine should enable the users to deploy the rules in production system based on the finalization of rules in real time / near real time	e		
40	Rules engine should facilitate comparison of impact by changing thresholds	c		
41	Rules engine should support various arithmetical techniques to create summary variables on user interface	c		
42	Solution should support blocking a transaction in real time, if required.	e		
43	Solution should support deferment/hold a transaction in real time, if required.	e		
44	Solution should have capability to detect the Fraud for the channels and products mentioned in the scope	e		
45	Solution should support ability to execute rules in test mode against production data and analyze the impact of such a rule based on the output of the alert.	c		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Detection & Rule Engine			
46	Solution should specify Filter Rules based on data available in the transaction.	e		
47	Solution should specify an Outcome Action for each Real time Authorization Rule.	c		
48	Solution should support use Demographic Data in Rules creation	e		
49	Each rule must have a unique identifier	e		
50	The proposed EFRMS should be capable of generating an alert in case receipt of multiple requests from the same customer originating from different locations/ branches of the Bank.	e		
51	The proposed EFRMS should be capable of generating an alert when the account of a customer assisted by the Bank is reported as SMA to RBI. Note that this information is available at RBI's end and presently RBI is notifying this to all the member banks through e-mails routinely on daily basis	e		
52	The proposed EFRMS should be capable of generating an alert based on x number instances of an employee overriding a particular system generated exception/s	e		
53	The proposed EFRMS should be capable of generating an alert based on Loan Accounts bearing „ZERO“ rate of interest or ROI varying within a band of x% from the reference rate viz. Bank Base Rate.	e		
54	The proposed EFRMS should be capable of generating an alert based on the instances where the progress of the underlying contract has not been reviewed/ monitored for x number of months and Performance Bank Guarantees is issued by the Bank.	e		
55	Rules engine should be able to create discrete scores for transactions	c		
56	Rule engine should be able to create/delete/modify/update rules in real time operations for particular scenario.	e		
57	The proposed EFRMS should provide provides flexibility to enhance or suppress new alerts for an entity/unwanted alerts.	e		
58	The proposed EFRMS should automatically identify behavioral trends.	c		
59	The proposed EFRMS scoring model must support adaptive learning for emerging frauds, suspected data and should recommend rules.	c		
60	The solution must have capability for cross-channel rule engine.	e		
61	Solution should support the technique of defining trusted pairs to reduce false positives.	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Detection & Rule Engine			
62	The proposed solution must be able to highlight activity on entities who have previously been confirmed fraud	e		
63	The solution must control potentially problematic rules from being added	e		
64	The solution must support rule and alerts including but not limited to the following levels: card, customer, staff, merchant, terminal, device, account	c		
65	The solution should have the capability of allowing definition of an Identity oncology framework where relationships of Entities with other entities, people can be mapped and the industry to which it belongs to can also be mapped.	e		
66	The EFRMS must have facility to map entity to Directors from DIN (MCA data)	e		
67	EFRMS must provide an option where performance profiling of entities can be done on financial parameters (e.g. Financial Ratios, business growth trends etc.) which can be saved as templates that can be specific to an entity or an industry.	e		
68	Rule engine should allow feature of nested rules (i.e. in case condition specified by one rule is met, the rule should allow the facility to look up/decide upon outcomes of any other rules – if they are triggered for the same transactions or same entity in other/prior transactions or same entity in other products or same/other entities).	e		
69	Rule engine is required have feature that enables a rule to match transaction values against a set/range of values or names or key words or geography or dates or a combination thereof.	e		
70	Rule engine to allow features to be valid for a period/time specific (i.e. in months or date range driven).	e		
71	Rule engine to allow features to be valid only for a particular geography (i.e. for a particular zone).	e		
72	Rule engine to allow features to be valid only for a particular industry (e.g. separate set of rules for manufacturing vs. service etc.).	e		
73	Rule engine to allow features to be valid only for a particular product/portfolio (e.g. certain rules to be valid for only new companies).	e		
74	Rule engine to allow features to be valid only for a particular entities a certain set of criteria or a group of entities (e.g. certain rules to be valid for only new companies).	e		

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	Detection & Rule Engine			
75	Rule engine to provide features to work on a combination of any of the attributes mentioned above	e		
76	Rule engine to have the feature of having an option to provide a rating to rule either at an absolute level or based on various parameters like industry, geography, value of transaction, counter party involved in transaction, risk score of entity in question etc.)	e		
77	Rule engine to provide granular access control for creation/modification/deletion of rules based on attributes	e		

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	Data Management			
1	The ETL tool should provide native access to Industry leading RDBMS like ORACLE, SQL Server, MYSQL and appliances like Netezza, Teradata, etc.	e		
2	The solution should provide a pre-built transformation to use SOAP (Simple Object Access Protocol) and REST (Representational State Transfer) to access a web service as a source for the ETL process	e		
3	The solution should provide specialized table loaders to provide optimized bulk loading of databases such as Oracle, Teradata and DB2.	e		
4	The solution should provide support for Message-Oriented Middleware, including Web Sphere MQ from IBM, MSMQ from Microsoft and Tibco's Rendezvous	e		
5	The solution should have the capability to accept large amount of data from various file systems and process this data.	e		
6	The solution should provide integrated workflow scheduling, automatic load balancing and grid computing support	e		
7	The solution should provide a utility to check if a particular transformation can be executed.	c		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Data Management			
8	The solution should have the ability to perform the complete process of extracting and transforming the data and loading it (entire ETL lifecycle) into a datamart and generate reports.	e		
9	The solution should provide an out-of-the-box transformation to support conditional processing within jobs, allowing distinct portions of a job to be defined to run conditionally	e		
10	The solution should have the capability of analytical transformation to perform forecasting on time-series or transactional data as part of the ETL process flow	e		
11	The solution should have the ability for Command-line job deployment options for deploying single and multiple jobs	e		
12	The solution should provide the ability to execute external OS level commands such as call shell scripts as part of the ETL process	e		
13	The solution should provide a single metadata repository which provides the ability to track data lineage by performing impact and reverse impact analysis visually, through a graphical user interface	e		
14	The solution should have the ability to perform complex search (based on object name, type, date range etc.) of the metadata repository and should also be able to save search criteria for reuse.	e		
15	The solution should have the ability to import and export relational metadata in external formats to exchange metadata with third-party applications	e		
16	The solution should provide the ability to export metadata as a package for backup and archival and import the same through a wizard driven interface	e		
17	The solution should have the ability to compare the metadata being imported with the existing metadata to better facilitate change management	e		
18	The solution should provide a wizard driven interface to perform column standardization on table metadata on column lengths, formats, and other attributes that you would like to match between the tables.	e		
19	The solution should provide the capability to generate metadata reports which can provide the requisite information related to tables, process flows etc. used as part of the ETL process	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Data Management			
20	The solution should provide the capability to assign checkpoints in the ETL process flow to ensure recovery and de-bugging in case of failure, interruptions or errors	e		
21	The solution should provide enhanced logging capabilities accessible from a log tab which can help determine the point of failure of the ETL process and the corresponding error highlighted in the code	e		
22	The solution should provide the capability to display warnings of a job being changed since previous open, with a brief description of the change, to facilitate use in a collaborative user development environment	c		
23	The solution should provide the capability to drill through to source level information in the data profiling report	e		
24	The solution should have the ability to correct inconsistencies, casings and abbreviations.	e		
26	The solution should provide safe string encode/decode capabilities	e		
27	The solution should provide language (Java, C, C++, etc) code executions	e		
28	The solution should provide following transformation nodes pre-built:			
28.1	Clustering	e		
28.2	Pattern Analysis	e		
28.3	Basic Statistics	e		
28.4	Frequency Distribution	e		
29	The solution should have the capability to provide fuzzy logic to induce tolerance during matching	e		
30	The solution should have the ability to have options for automatic merging of clustered records	e		
31	The solution should have the capability to enrich data from various data sources.	e		
32	The solution functions should run within the Appliance which will help meet your data quality requirements – and, in the end, build a strong foundation for business analytics with cleansed and integrated data.	c		
33	The solution should have the capability to integrate the watch-list monitoring capabilities in real time. (e.g: card, customer,	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Data Management			
	accounts etc.)			
34	The solution should have the ability to compress data	e		
35	The proposed software must be able to accept text and should accept commonly used text sources such as ASCII text, document files, PDF files, spreadsheet files etc.	e		
36	The solution should include a document converter to convert data not in ready text format (such as webpage and pdf files etc.) to a textual format.	e		
37	Solution should also include easy abilities to read from XML files.	e		
38	The EFRMS system must have ingestion capabilities from a variety of sources, a few of them are illustrated as under:			
38.1	Core banking system (B@NCS24)	e		
38.2	BI systems & Datawarehouses	e		
38.3	Treasury (treasury system)	e		
38.4	Internet Banking application data	e		
38.5	Mobile Banking application data	e		
38.6	Loan Origination Systems	e		
38.7	ATM switch	e		
38.8	CTS data	e		
38.9	Payment gateways e.g. NEFT, RTGS, UPI, BHIM, IMPS etc.	e		
38.10	Pay manager	e		
38.11	Swift	e		
38.12	Rating Model	e		
38.13	Bank's KYC and AML systems	e		
38.14	Bank's internal black list databases	e		
38.15	Websites	e		
38.16	Linkages from information sources by RBI (e.g. SMA), peer banks (defaulter lists), DRT, Court case listing databases, etc.	e		
39	Should contain crawling capabilities which should be able to retrieve data that go many layers deep.	e		
40	The EFRMS must feature to permit linkage of the central raw data repository to Bank's backup system.	e		

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	Data Management			
41	The data ingestion engine EFRMS must have ability to configurable parameters for evaluating data quality, further it must also have an error alerting mechanism that provides alters on ingestion errors with details such as:			
41.1	Date and Time ingestion failure	e		
41.2	Error code	e		
41.3	Description of error	e		
41.4	Suggestive remedy	e		

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	Reporting			
1	The solution should have the ability to enable users to conduct Fast, Thorough Explorations and Analysis on your data from different data sources across the Enterprise	e		
2	The solution should be able to generate visualizations on the fly, without any performance degradation	e		
3	The solution should enable different types of users on all available data without the need to Subset / sample / create multiple views of data.	e		
4	The offering should have integrated modules for data preparation, exploration, visualization and administration	e		
5	The solution should provide Self-Service platform without the need to build a semantic metadata layer for End users, thus reducing dependency on IT	e		
6	The solution should provide a user friendly, web based , drag and drop interface for data preparation	e		
7	The solution should visually prepare data for analysis, including joining tables, defining custom calculated columns and creating custom expressions for data tables available in-memory	e		
8	The solution should allow data to be accessed from any industry standard data source using native connectors.	e		
9	The solution should provide the capability to search for data tables available on the database.	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Reporting			
10	The solution should provide the capability to upload data from a spreadsheet in to memory for analysis	e		
11	The solution should provide self service analytics on data in-memory without the need to create a semantic metadata layer prior to exploration, thus reducing dependency for end users	e		
12	The solution should allow data load jobs to be scheduled to automate the process of loading data into memory	e		
13	The solution should be compatible with both Windows and Linux operating systems	e		
14	The solution should provide interactive analytical capabilities such as Correlations & Regression, network plot, decision tree & scenario analysis.	e		
15	The solution should provide capabilities to view Entity relationships in Network Plot and allow drill into details to explore relationships and define strength of relationships	e		
16	The solution should provide Text Analytics on unstructured Data utilizing pre-defined ontologies and explore results for details	e		
17	The solution should provide enhanced forecasting capabilities with Scenario Analysis i.e. It allows users to see how the forecast would be effected by changing independent variable values	c		
18	The solution should automatically select the most appropriate forecasting algorithm for selected data	c		
19	The solution should have the ability to build Flow Diagrams for Path Analysis	e		
20	The solution should provide Autocharting Based on data selected for analysis, solution should automatically choose best visualization suited to display the type of data selected	e		
21	The solution should provide Geographical location and map views in the reporting module.	c		
22	The solution should allow users to change queries by selecting items to be displayed from a sidebar or dynamically filtering and grouping	e		
23	The solution should provide viewable descriptive statistics, such as min, max and mean, enabling users to gain an overall sense of a particular measure	e		
24	The solution should provide the capability to link to an external url from a visual object with relevant context	c		
25	The solution should allow 'On-the-fly' hierarchy creation for adding drill-down capabilities to visualizations and reports	e		
26	The solution should provide capabilities to Slice and dice	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Reporting			
	multidimensional data by applying filters on any level of a hierarchy			
27	The solution should provide a data acquisition wizard for previewing, filtering or sampling data prior to creating visualizations or reports	e		
28	The solution should provide users the capability to save and share their analysis as exploration, report, or PDF	e		
29	The solution should provide the capability to export data to Excel and CSV/TSV document formats	e		
30	The solution should be capable of read and write of comments on reports to aid in collaboration	e		
31	The solution is capable of emailing a report link with comments to others	e		
32	The solution should allow users to Capture screenshots and share comments with others	e		
33	The solution should allow users to Receive Alerts	e		
34	The solution should provide a thumbnail view of recent and favorite items to select and open	c		
35	The solution should provide precision layout capabilities provide flexibility in report layout and design Eg: Stack or group items, use send-to-back or bring-to-the front capabilities, and more	c		
36	The solution should provide filtering and selection capabilities to reports with easy-to-integrate common action elements such as radio buttons, drop-down/combo boxes, check boxes and sliders	c		
37	The solution should provide Percentage of Records as part of Filtering and Result Data set giving a purview of the amount of data being Analyzed	e		
38	The solution should support distribution of Reports and Dashboards to iPad and Android devices. The application should be provided free of cost.	c		
39	The solution should have the ability for Interactive report viewing for information consumers on iPad and Android devices	c		
40	The solution should be able to create the required management dashboards and reports required by management	e		
41	The solution should allow user controlled rendering of visualizations	c		
42	The solutions should have the capability to custom colors across reports and sessions	e		
43	The solutions should have the ability to cancel query in process	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Reporting			
44	The solutions should have the capability to lookup email address in metadata	e		
45	The solutions should have the capability to link stored processes	e		
46	Self-service capability to import data from databases	c		
47	The solution should be capable of applying filters on aggregated variables	e		
48	The solution should have the functionality of applying global prompts	e		
49	The solution should be capable of Parameterised Calculations / Display Rules / Filters / Ranks	e		
50	The solution should be capable to schedule & distribute reports/dashboards	e		
51	The solution should have both simple & advance variable aggregation options	e		
52	The solution should support viewing Reports and Dashboards in Office solutions	e		
53	The solution should support Outlook Integration with full interactive reports, gadget panes	c		
54	The solution should support SharePoint Integration with full interactive reports	c		
55	The solution should support Excel integration with ability to leverage native Excel charts	e		
56	solution should have capability to monitor Resource utilization including CPU, I/O and Memory	e		
57	Solution should have capability to monitor User sessions and logging activity.	e		
58	The solution should provide server side logging for user actions – reports downloaded	e		
59	The solution should have 'out of the box' usage report	e		
60	The solution should have the capability to set table limits	e		
61	Mobile device blacklisting and whitelisting through the web based security and administration interface	e		
62	The solution should support selection of two or more entities from the visual analysis chart, input the two entities into a search/path find function and present the results back to the user to map how the entities connect	c		
63	Solution should support the ability to print Alert details based on a pre-define template.	e		
64	The solution should be capable of alerts to be configured so they are exported to 3rd party systems in batch or real-time	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Reporting			
65	Reports review and appropriate reaction could be managed by more than one appointed person using workflow functionality.	e		
66	The solution should able to link external data base (e.g. CIBIL) to assist in investigation	e		
67	The solution should provide the feature for extracting rules and all related attributes into excel, CSV, MDB other database formats for manual analysis either of all rules or filtered on parameters like:			
67.1	Product/portfolio impacted by rule	e		
67.2	Transaction type impacted by rule	e		
67.3	Geography impacted by rule	e		
67.4	Rules based on person created/date of activity/amount of valid alerts generated by rules	e		
67.5	Errors reports in case of inability of rules to process data from specified sources	e		
68	The solution of must provide MIS/exception reports (exportable into excel, CSV, MDB other database formats for manual analysis)for the following aspects such as (illustrative) :			
68.1	Duplicate rules that are active	e		
68.2	Conflicting rules that are active	e		
68.3	Redundant rules (date range based)	e		
68.4	Blocked rules (date range based)	e		
68.5	Deleted rules (date range based)	e		
68.6	Rules set to expire (date range based)	e		
68.7	Rules having maximum false positive markings at alert triage stage	e		
68.8	Rules created and approved by same user	e		
68.9	Statistics of alerts generated by rules (based on period, product, geography, value of transaction, channel, source system or a combination thereof)	e		
69	The solution must also have ability to have a log/history of all changes in attributes to rules with ability to export such logs into excel, CSV, MDB other database formats for manual analysis with attributes such as date of change, user initiating change, user(s) approving change, content/parameter(s) of the rule that are changed.	e		
70	The data ingestion engine EFRMS must have ability provide reports on data ingestion with details such as (illustrative):			
70.1	Date and Time	e		
70.2	Details Data Ingested (i.e. from CBS, credit agency feeds, news	e		

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Functional Requirement for EFRM Solution				
S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Reporting			
	feeds etc).			
70.3	Type of Ingestion (Real time/online/batch etc).	e		
70.4	Status of ingestion (failed/in progress/successful/cancelled).	e		
70.5	User account involved in initiating ingestion.	e		
70.6	User account involved in cancelling ingestion.	e		
71	The data ingestion engine EFRMS must have ability to provide MIS reports on ingestion:			
71.1	Data source wise successful data ingestion statistics (e.g. count of transactions, total of value of transactions – where relevant etc.)	e		
71.2	Period trend lines/ graphs/pie charts for successful data ingestion on various data attributes	e		
71.3	Data source wise failed data ingestion statistics (e.g. count of transactions, total of value of transactions – where relevant etc.)	e		
71.4	Period trend lines/ graphs/pie charts for failed data ingestion on various data attributes	e		
72	The tool shall have the capability to allow adding of manual fraud cases, so that these cases are incorporated in FMR and other reports produced from the tool.	e		

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Functional Requirement for EFRM Solution				
S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Case Management			
1	The proposed The proposed solution should be able to customize activities and automation of workflow (different workflows may be developed for different types of cases)	e		
2	The proposed solution should have the ability to assign activities in the workflow to a group of users	e		
3	The proposed solution should have the ability to create, edit and view a case based on user permissions	e		
4	The proposed solution should have the ability to classify cases by type, category, and subcategory	e		
5	The proposed solution should have the ability to attach documents and video files (any digital media may be stored)	e		
6	The proposed solution should have the ability to set default fields and values on screens based on case type	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Case Management			
7	The proposed solution should create an audit record containing the identification of the user, a timestamp, and date when actions are performed to a case that may be provided to management, an examiner, or regulating agency	e		
8	The proposed solution should have the ability to generate a batch file for regulatory reporting via E-Filing	e		
9	The proposed solution should have the ability to align cases by priority, high to low to the analyst role in the queue. New cases will populate the queue according to the priority.	e		
10	The user should be able to manually change a case, The user should be able to change / modify the 'due date (SLA) add comments, and designate future review time to re-review the case (i.e. Automated reminder). If "pending" due to unavailability of analyst, then work should move to "general" queue for work.	e		
11	The user should be able to manually modify and take specific actions on a pended case.	e		
13	The user should be able to take ownership of a task (with notification going back to original pending analyst)	e		
14	The user should be able to release pended record back into queue/auto escalation of pending cases in review / investigation queue	e		
15	The number / label / length / arrangement of such fields should be configurable	e		
16	The user should be able to add or remove a document to a case	e		
17	The user should be able to add or remove a reminder to a case	e		
18	The user should have ability to link cases under investigation	e		
19	The proposed solution have ability to elevate an alert into a case	e		
20	The proposed solution has ability to add several alerts to one case.	e		
21	The proposed solution has flexibility of case management screens: ability to change field layout, field names, field types, contents of dropdown lists, without vendor involvement.	c		
22	The proposed solution has ability to configure case management workflows in a flexible way by the user.	e		
23	The proposed solution should have full audit trail / logging of all changes in the database (who, when, which table, which field, old value, new value).	e		
24	The proposed solution should support the ability to email Case details to other users in the bank.	e		
25	The proposed solution should have ability to be able to instantly update existing cases with fresh transaction detail.	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Case Management			
27	The proposed solution should use queue priorities to present next case to profiler	e		
30	The proposed solution should have ability to find a case in Case Manager based on Card PAN, Account number, Sort Code, Customer Address, Surname, DOB	e		
31	The proposed solution should provide an Incident Triage Queue to allow the user to review incoming items prior to creating or linking an incident to a case	e		
32	The proposed solution should have the ability to receive alerts from multiple monitoring systems that have been designated as incidents that require investigation	e		
33	The proposed solution should have the ability for additional review(s) of case disposition based on several factors (role, tier, delegated authority, etc...)	e		
34	The proposed solution should provide a free form text comments box on working case screens.	e		
35	The user should be able to comment on case without taking ownership	e		
36	The user should be able to reassign record	e		
37	The proposed solution should allow the user to manually enter a case	e		
38	The proposed solution should be able to differentiate between cases which were closed/resolved and still open	e		
39	The user should have ability to apply a mass action to case - close, append etc	e		
40	System should offer integration and links to tools that perform automated case processing	e		
41	Case management should have input/output functionality (API) in order to be able to link to other platforms	e		
42	The proposed solution should have retrospective analysis, looking for other like events after updating additional informational about a case or alert which may affect further instances of fraud. Once a case is closed, The proposed solution should re-score rules or models for future analysis.	e		
43	The proposed solution has ability for automatic assignment of cases to investigators, ability for supervisor to override and assign cases manually.	e		
44	The proposed solution have ability to import large amount of information from txt, csv, or xls format - useful for first population of database, or the integration with other databases.	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
Case Management				
45	Case management fields should be populated automatically with application details if case is generated from an alert	e		
46	The proposed solution should be able to enter investigation steps taken and their results in the system. There should be configurable templates (e.g. Drop- down list) for both of these, in order to speed up data entry for typical actions and results.	e		
47	Investigators should be able to sort and filter all case records by entering search criteria into any data field. Possibilities should include logical searches like "Equals A or contains B", etc. Query results should be displayed as a list, possibility to open a record on the list to view all fields, then close and return to result list.	e		
48	The proposed solution should be able to export the results of a query, or the entire table to xls and/or csv	e		
49	The proposed solution should support batch update: Ability to update many records at the same time, e.g. Overwrite recovered amount for several hundred records at the same time.	e		
50	The proposed solution should have ability to specify a Manual Outcome Action for each Case Creation Rule.	e		
51	The proposed solution should have ability to manually assign a new fraud case to a work queue based on case attributes	e		
55	The proposed solution should have ability to view Fraud Cases on a work queue	e		
56	The proposed solution should have ability to integrate with call center, IVR, and call gateway.	e		
57	The proposed solution should have ability to determine the transaction that created the case	e		
S.No.	Workflow	Essential/ Customizable	Bidders Response (F/C)	Remarks
1	Screen flow and system process must represent the task workflow.	e		
2	Power users should have the ability to configure standard workflows to route case activities to appropriate teams	e		
3	Cases should be managed by more than one appointed person using workflow functionality.	e		
4	Workflow actions should not be deleted or altered after submission	e		
5	The proposed solution should have the ability to delete or remove workflows if they become redundant	e		
6	The proposed solution should have the ability to control or change (edit/delete) certain workflow functions	e		

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Functional Requirement for EFRM Solution				
S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
Case Management				
7	The proposed solution should be able to manage and capture audit trails for workflow configuration	e		
8	The system should have the ability to automatically execute immediate card stops / temporary blocks on all cards on an account across all channels	e		
9	Detection rules creation/modification and deletion could be subject of approval by more than one appointed person using workflow functionality.	e		
10	Alerts should be managed by more than one appointed person using workflow functionality.	e		
11	Reports review and appropriate reaction could be managed by more than one appointed person using workflow functionality.	e		
12	The user access management should be able to restrict the rights to delete/modify/recreate workflow steps of certain users.	e		
13	The proposed solution should provide different access rights for different users	e		
14	The proposed solution should have the ability to create and modify workflow without assistance of software vendor	e		
15	The proposed solution should have the ability to transition from one activity to other on the basis of defined turnaround times	e		
16	System should provide the flexibility to send notifications to the intended users on assignment of any activity	e		

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Functional Requirement for EFRM Solution				
S.No.	Functionality	Customizable/ Essential	Bidder's Response (F/C)	Remarks
Scoring				
1	The solution should have ability to assign risk / fraud scores to transactions.	e		
2	Solution should have ability to score individual transactions	e		
3	Solution should be able to apply fraud score at entity level	e		
4	Solution should be able to build anomaly detection models to find previously unknown activities that are indicative of fraud	e		
5	Solution should be able to build pre-defined anomaly univariate and multivariate models	e		
6	Solution should have ability to build and deploy new models	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Customizable/ Essential	Bidder's Response (F/C)	Remarks
	Scoring			
7	Solution should have ability to define clusters using several different techniques and relations	e		
8	Solution should have ability to include different sets of limits and thresholds for different event types	e		
9	Solution should use non-financial transactions for behavior profiling (scoring model).	e		
10	Solution should support the ability to score alerts in order to prioritize the alert analysis task.	e		
11	Solution should support ability to score Alert Correlations and automatically promote them to Cases.	e		
12	Solution should have ability to build predictive fraud models designed to learn from past fraud and better predict future attempts	e		
	Alerting			
1	Solution should have ability to suppress unwanted alerts	e		
2	Solution should route alerts to the appropriate person/group	e		
3	Solution should have advanced routing rules to route along any data event	e		
4	Solution should have capability to reduce redundant alerts	e		
5	Solution should have capability to group alerts into single entity actionable events	e		
6	Solution should provide reports on alerts	e		
7	Solution should have capability to visualize the network related to alerts or risk networks	e		
8	Analyst should be able to action alerts by routing, emailing, closing or other events	e		
9	Analyst should be able to make notes in alerts	e		
10	Solution should be Integrated with case management	e		
11	The Solution should support detailed Threshold Analysis, in order to fine tune alerts and reduce false positives.	e		
12	The Solution should support ability to import Alerts from external detection systems in batch and real time.	e		
13	The Solution should support the ability to correlate Alerts in batch and real time in order to detect linkages between the Alerts.	e		
14	The Solution should support the ability to score alerts in order to prioritize the alert analysis task.	e		

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Functional Requirement for EFRM Solution				
S.No.	Functionality	Customizable/ Essential	Bidder's Response (F/C)	Remarks
	Scoring			
15	The Solution should be able to integrate with email/SMS gateways as required.	e		
16	The Solution should systemically identify linkages between different alerts, even though the alerts are generated from different batches and runs.	e		

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Functional Requirement for EFRM Solution				
S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Analytics			
1	Solution should be able to analyze data and generate visualization on the fly, without any performance degradation.	e		
2	Solution should visually prepare data for analysis, including joining tables, defining custom calculated columns and creating custom expressions for data tables available.	e		
3	Solution should provide a user friendly, web based, drag and drop interface for data preparation.	e		
4	Solution should Demonstrate the capability to develop various fraud detection / prevention models using supervised and unsupervised techniques.	e		
5	Solution should have integrated modules for analytics comprising data preparation, exploration, visualization and administration.	e		
6	Proposed solution must explore and seek correlations on data sets using server sources.	e		
7	The solution should provide analytical capabilities for:			
7.1	Correlations & Regression	e		
7.2	Network plot	e		
7.3	Decision Tree	e		
7.4	Scenario analysis	e		
8	Solution should Demonstrate the capability to enable different types of users on all available data without the need to Subset / sample / create multiple views of data.	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Internal Frauds			
1	Proposed solution should have the capability to identify suspicious employee activities (balance enquiries, exceptions, TODs, charge waivers etc.) based on the real-time transaction monitoring.	e		
2	EFRMS should have the ability to detect potential fraudulent adjustment entries passed by the branch manager/other employees directly in customer accounts.	e		
3	Solution should have rules defined to exclude specific employees from analysis (whitelists & blacklists)?	e		
4	The proposed solution should support monitoring of the following activities not limited to	e		
4.1	General ledger account debit used to credit an employee account	e		
4.2	Recently debited suspense account for the same amount in the same branch	e		
4.3	Unusually high volume of transactions in a suspense account	e		
4.4	Associate conducts general ledger transactions during time off	e		
4.5	Abnormal volume or amount of offsets to cash in a suspense account	e		
5	The proposed solution should monitor Employee or related accounts with high credit limits receiving high number of transactions	e		
6	The solution should monitor Accounts with high balances are closed by an employee.	e		
7	The solution should monitor Internal transactions having false or invalid transaction codes.	e		
8	The proposed solution should monitor high propensity of delinquencies for a branch or associate	e		
9	The solution should have the capability to identifying linkages between different entities based on the transactional relationships which are suspicious.	e		
10	EFRMS should have the ability to detect potential fraudulent accounts opened in the name of employees and indicating suspicious transactions.	e		
11	Request for change of PIN in a recently opened or dormant account	e		
12	Request for a change of beneficiary in a recently opened or dormant account	e		
13	EFRMS should have the ability to detect fraudulent account opening and closure events (e.g. Rapid account opening with	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Internal Frauds			
	high value transactions and immediate closing) done using employee details.			
	Application Frauds			
1	The proposed solution should be capable to use multiple application details like name , address, employment details for configuring rules	e		
2	The proposed solution should be capable to configure / define matching rules to match application data with existing loan accounts, watch lists using fuzzy match with different thresholds for matching percentage	e		
3	The proposed solution should support monitoring of the following activities not limited to			
3.1	Previous Fraudulent Application - ID Match	e		
3.2	Previous Fraudulent Application - Name and DOB Match	e		
3.3	Previous Fraudulent Application - Similar Last Name and Full First Name and DOB Match	e		
3.4	Previous Fraudulent Application - Address Match	e		
3.5	Previous Fraudulent Application - Phone Match	e		
3.6	Previous Fraudulent Application - Email Match	e		
3.7	Previous Fraudulent Application - Company Name Match	e		
3.8	Previous Fraudulent Application - Company Address Match	e		
3.9	Previous Fraudulent Application - Guarantor Match	e		
3.10	Previous Fraudulent Application - Referee Match	e		
3.11	Previous Fraudulent Application - Introducer Match	e		
3.12	Inconsistent Check - Previous Application ID Match but not Name	e		
3.13	Inconsistent Check - Previous Application ID Match but not DOB	e		
3.14	Inconsistent Check - Previous Application ID Match but not Sex	e		
3.15	Inconsistent Check - Previous Application ID Match but not Mobile	e		
3.16	Inconsistent Check - Previous Mobile Match but not ID	e		
3.17	Inconsistent Check - Previous Company Match but Company Phone	e		
3.18	Inconsistent Check - Same Address but Different Surname and Home Phone	e		
3.19	Inconsistent Check - Same Home Phone but Different Address	e		
3.20	Inconsistent Check - Same Home Phone but Different Name	e		
3.21	Inconsistent Check - Same Home Phone but Different DOB	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Internal Frauds			
3.22	Inconsistent Check - Same Mobile but Different Name	e		
3.23	Inconsistent Check - Same Mobile but Different DOB	e		
3.24	Inconsistent Check - Same Office and Home Phone but Different Name and DOB	e		
3.25	Inconsistent Check - Same Office Address but Different Company Name	e		
3.26	Inconsistent Check - Home Phone and Company Phone Match but Different ID	e		
3.27	Inconsistent Check - Home Address and Company Address Match but Different ID	e		
3.28	Inconsistent Check - Other Card Number Match but Different Name/ID	e		
3.29	Inconsistent Check - Unusual Salary Increase within X days	e		
4	The proposed solution should support monitoring of the following activities not limited to:			
4.1	Stated income exceeds a pre-defined threshold or a limit imported from other data feed	e		
4.2	Transaction involving a property involved in a bankruptcy or prior fraud investigation	e		
4.3	Transaction involving an intermediary with high percentage of charge-offs or losses	e		
5	EFRMS should detect multiple applications being processed parallelly at the same or bank's different branch for same facility	e		
6	EFRMS should have the ability to detect scenarios where one application of a customer has been rejected yet processed at another branch subsequently.	e		
7	EFRMS should have the ability to detect cases where loan is sanctioned for an amount greater than the maximum eligibility.	e		
8	EFRMS should have the ability to identify loan applications having involvement of blacklisted vendors/builders/valuers/advocates.	e		
9	EFRMS should have the ability to identify cases where the sanctioning authority has approved the loan beyond their discretionary power.	e		
	Trade Finance Frauds			
1	The proposed solution should support monitoring of the following activities not limited to			
1.1	Detect any double financing	e		
1.2	Identify whether the importer was defaulter in any other facility availed in the bank.	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Internal Frauds			
1.3	Ability to risk score bill of entry for seeking external confirmations.	e		
2	The proposed solution should have ability to score commodities for dual use.	e		
3	The proposed solution should have ability to create alert in case High Seas sales cases of import and transactions.	e		
4	EFRMS should have the ability to detect cases where the borrower is extended high value advances for importing goods of smaller value	e		
5	EFRMS should have the ability to detect cases where credit is extended to borrowers for goods in which the exporter doesn't deal.	c		
6	EFRMS should have the ability to to detect corporate where goods inspection is not done at regular intervals	c		
7	EFRMS should have the ability to detect anomalous/potentially fraudulent corporate where trade finance documents/application received from the customer and acknowledgment not generated for the same.	c		
8	The proposed solution should have ability to create alert for remittances for the import of capital goods.	c		
	Corporate Finance			
1	The proposed solution should support monitoring of the following activities not limited to			
1.1	Previous Fraudulent Application - Company Name Match	e		
1.2	Previous Fraudulent Application - Company Address Match	e		
1.3	Ability ot monitor if there are any breaches in sanctioning Limits	e		
1.5	Analysis of Valuation of colaterals submitted. The required data can be fetched from appropriate application.	e		
2	EFRMS should have the ability to detect breach of group exposure limits set by the bank's risk department.	e		
3	EFRMS should have the ability to detect cases where the borrower is being charged lower interest rates than the industry minimum interest rate.	e		
4	EFRMS should have the ability to detect instances where loan amount is enhanced in spite of poor financials (obtained from other application)	e		
5	EFRMS should have the ability to highlight loan accounts where there are high value debits or large cash deposits.	e		
6	EFRMS should have the ability to to detect instances wherein	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Internal Frauds			
	penalties and fines are frequently adjusted/reversed			
	Priority Sector Lending			
1	The proposed solution should support monitoring of the following activities not limited to			
1.1	Monitoring of Sanctioning Limits	c		
1.2	Ability to detect re-use of the the same KYC documents	c		
1.3	Ability to detect deficeint KYC document	c		
1.4	Ability to Detect if there is any multiple Funding	c		
1.5	Analysis of Valuation of colleterals submitted. The required data can be fetched from appropriate application.	c		
2	EFRMS should have the ability to detect where loans are extended despite CIBIL scores being lesser than the acceptable score.	c		
	Alternate Channels Frauds			
1	The solution should have the various rules that can be configured for preventing debit card fraud	e		
2	EFRMS should have the ability to generate alerts where Debit card is swiped at multiple geographies beyond the possible travel time of the card holder.	e		
3	EFRMS should have the ability to analyze customer accounts to highlight high frequency of debit card transactions in a day	e		
4	The solution should be capable to respond to reported frauds in last X hours and prevent the same by configure rules / models based on the reported frauds	e		
5	The solution should be capable to generate the profiles of the accounts / accounts based on the aggregations of transaction types both financial and non –financial types to be used in rule application	e		
6	The solution should be capable to perform exploration, create derived variables with large volumes of data to understand the transaction patterns	e		
7	EFRMS should have the ability to generate alerts for Debit card transactions involving foreign currency both for withdrawal and purchases.	e		
8	EFRMS should have the ability to identify cases where customer Debit card is involved for loading of multiple mobile wallets.	e		
9	The solution should be capable to author rules based on the suspicious patterns identified	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Internal Frauds			
10	The solution should demonstrate flexibility in modifying the existing rules, simulate the changes in the rules and publish for making the modified rule in production.	e		
	Internet Banking			
1	Solution should have the ability to monitor all pre-login, login and post login transactions to detect any suspicious patterns	e		
2	Solution should provide pre-packaged scenarios to monitor pre-login, login and post login fraudulent patterns.	e		
3	Solution should be able to detect & prevent following fraud schemes including but not limited to:			
3.1	identity theft and account take over as result of phishing attack, malware attack and social engineering attacks.	e		
3.3	Transaction Velocity Check	e		
3.4	Suspicious Beneficiary registrations and unusual funds transfer	e		
3.5	Sudden Transaction Amount Surge compared to established customer/account profile	e		
3.6	Sudden Transaction Volume Surge compared to established customer/account profile	e		
3.7	Personal Details Change (Mobile Change, PIN change etc.)	e		
3.8	Transaction from non-predominant IP, ISP, IP Country, IP City, device, odd hours compared to established profile	e		
3.9	Entity white list and black list for IP, ISP, IP Country, IP City, device id, e-banking user id, mule account	e		
3.10	Zone Hopping	e		
4	Solution should support various business policies to approve/decline/challenge both login and post login transactions based on the fraud risk score.	e		
5	Solution must provide wide range of stronger authentication capabilities to be used based on the risk score of the transaction for consumer and corporate banking customers.	e		
6	Solution should support advanced IP geo-intelligence capabilities to deduce IP Country, IP City, Proxy IP, ISP etc. from the transaction IP address.	e		
7	Solution should have capability to build and re-factor dynamic e-banking user behavior profiles including but not limited to:			
7.1	Preferred Country	e		
7.2	Preferred City	e		
7.3	Preferred IP	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Internal Frauds			
7.4	Preferred ISP	e		
7.5	Preferred Device	e		
7.6	Preferred Payee	e		
7.7	Average Daily/Weekly/Monthly Funds Transfer amount by payee/biller	e		
7.8	Average Daily/Weekly/Monthly Funds Transfer volume by payee/biller	e		
7.9	Preferred Transaction hour	e		
8	Solution should provide well defined API for integration with host internet banking and mobile banking system for real-time decision making supporting wide range of interface protocols and message formats.	e		
9	EFRMS should have the ability to identify instances where customer has requested to add too many payees in his internet banking login.	e		
10	EFRMS should have the ability to identify accounts where the user is attempting to make transfers beyond the day's transfer amount threshold	e		
11	Proposed Solution should have the capability to take external lists data as input to detect any known fraudsters/compromised devices/ips etc. The external list data could be the data shared by regulators, IBA, NPCI etc.	e		
12	Proposed Solution should able to consume externally sourced entity information (e.g. IP addresses, destination accounts etc.) to identify known fraudulent activity. The system should also have the facility to export the entity data corresponding to confirmed fraud cases within the bank so that the data can be shared with external agencies like regulators, banker's association etc	e		
13	Proposed should support integration with existing 2FA solution for triggering additional authentication methods like OTP, Softtoken based on the risk of the transaction	e		
	Core Banking			
1	Proposed solution should provide out of the box integration with	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Internal Frauds			
	Bank's CBS, without involving the vendor support. Also, new versions should be supported.			
2	Proposed solution should not impact the performance of the CBS (B@NCS24) .	e		
3	Proposed solution should be capable of real-time monitoring multiple types of accounts i.e. advances, deposits, trade finance, forex, bills, non fund based business, remittances.	e		
4	EFRMS should have the ability to identify duplicate accounts belonging to same customer	e		
5	Proposed solution should be able to correlate core banking transactions with other direct channel transaction for cross-channel fraud and compliance management in real-time.	e		
6	Proposed solution should be to monitor user/branch/region level exceptions real-time and provide real-time alerts when ever defined threshold breach happens.	e		
7	EFRMS should have the ability to identify accounts where tax is exempted.			
8	Proposed solution should be able suspicious fraud & non-compliance patterns at both individual user/employee level and overall branch level.	e		
9	Proposed solution should have the capability to identify suspicious transactions attempted on dormant and near-dormant accounts based on the real-time transaction monitoring.	e		
10	Proposed solution should have the capability to perform specific transaction monitoring and fraud detection/non-compliance scenarios for new accounts (say accounts of vintage less than 6 months).	e		
11	EFRMS should have capability to report instances where the customer risk score is less than minimum acceptable threshold limit e.g CIBIL score, credit rating agency scores etc	e		
12	EFRMS should have the ability to detect whether prospective customers do not match with the bank's internal black lists, and other negative lists.	e		
13	EFRMS should have the ability to generate alerts where FD maturity proceeds are diverted or transferred to third party accounts	c		
14	EFRMS should have the ability to analyze customer accounts to detect potential fraudulent customers based on the information available on social media and news articles.	c		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Internal Frauds			
15	Proposed solution should have the capability to monitor specific office account and identify suspicious debit/credits in office accounts based on the real-time transaction monitoring.	e		
	Mobile Banking			
1	EFRM solution should alert when mobile app transactions for same account from multiple mobile numbers	e		
2	EFRM solution should alert on high velocity of payouts to multiple accounts in short period of time in same day	e		
3	EFRMS should have the ability to generate alerts in dormant accounts where there are unusual large transactions made through mobile application	e		
4	EFRMS should have the ability to detect activities where customer Logs in from regular geographic locations which are followed by a log ins from non-regular geographic locations.	e		
5	Proposed Solution should provide Additional Authentication in case of change in the Mobile Banking device.	e		
6	Proposed Solution should be Maintaining of black-lists for user ID, mobile number and account numbers for fraud/doubtful transactions.	e		
7	EFRMS should have the ability to detect multiple failed attempts for authentication by customer	e		
8	Proposed Solution should allow Mobile Number to be validated with CBS before linking the primary account with a user id.	e		
	Treasury Operations			
1	Transaction Check –transactions being handled by same employee for certain specific customers	e		
2	Transaction Check – unusual flow of transactions into employee accounts	e		
3	The system should be able to monitor individual trading limits across a particular asset class for a specific employee.	e		
4	The system should be able to monitor overall trading limits across the entire portfolio of assets for a specific employee.	e		
5	The system should be able to monitor the group's trading limit in a particular asset class for a set of employees.	e		
6	EFRMS should have the ability to detect customer accounts where securities of a particular asset class being held for a short duration.	c		
7	EFRMS should have the ability to generate alerts for customers' accounts where the Investment in securities that have falling	e		

RFP Ref No. HO/FRMC/2019-20/RFP-EFRMS-1/516 dated: 29.07.2019				
Functional Requirement for EFRM Solution				
S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	Internal Frauds			
	share price for a long period of time.			
8	The system should be able to monitor all the Employees with Concentrated positions in a Single Security of their entire portfolio.	e		
9	The solution should be able to capture multiple correction and cancellation trades initiated by an employee	e		
10	The solution should be able to alert any employee trading on Restricted & black-listed securities	e		

RFP Ref No. HO/FRMC/2019-20/RFP-EFRMS-1/516 dated: 29.07.2019				
Functional Requirement for EFRM Solution				
S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
1	The solution offered should support Banks digital channels such as web & mobile.	e		
2	The solution should support the risk score model built up (e.g. usage of statistical models etc.) to analyze risk of a transaction.	e		
3	The risk engine offered as part of the solution should have self learning capabilities with a multitude of risk indicators.	e		
4	The solution should support & leverage the knowledge of already identified historical frauds when authoring new rules.	e		
5	The solution should support simulating the effect of new rules before promoting them to live actions.	e		
6	The solution should support risk score model utilized in rule management.	e		
7	The solution should authenticate users or conduct risk analysis at the login level.	e		
8	The solution should authenticate users or conduct risk analysis after the user has logged in (transactional level) or during processing of the transaction, as applicable.	e		
9	The solution should have the ability to biometrically authenticate the users.	e		
10	The solution should have the ability to use authenticators from third parties or in-house solutions.	e		
11	The solution should have capability to integrate with other	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	system, as applicable.			
12	The solution should support for analysing flagged or suspected frauds (drill down, follow audit trails, look at history, etc.).	e		
13	The solution should support behavioural analysis e.g. recognizing individual customers' behaviour and identifying uncharacteristic activity.	e		
14	The solution should support building behavioural model.	e		
15	The solution should support detection input for connection characteristics, like IP-addresses, MAC address, anonymizer proxies, and IP geo-location mapping.	e		
16	The solution offered should utilize device identification or machine fingerprinting.	e		
17	The solution should support detection input for account characteristics, like newly opened account etc.	e		
18	The solution should support defining customized actions (e.g. putting a transaction in queue or blocking an account) connected to rules.	e		
19	The solution should support risk score model (or equivalent) where many minor cues can add up to a risk score which in turn can trigger an action.	e		
20	The solution should support the risk score be added up over time (e.g. during the span of a session).	e		
21	The solution should cover other behavioural aspects than per user, e.g. per account behaviour, per beneficiary/receiver behaviour, per IP-address behaviour, per device-id behaviour.	e		
22	The solution should support balancing the ratio false positive/negative ratio to reach manageable thresholds in line with case management personnel capacity.	e		
23	The solution should provide detection input for endpoint characteristics, endpoint identity, or endpoint reputation.	c		
24	The solution should support detection input for malware presence.	c		
25	The solution should detect online banking sessions conducted from out-of-footprint geographies.	e		
26	The solution should identify transactions that are originated from high-risk internet service providers Domains, and flag sessions conducted from multiple locations in a short period of time.	e		
27	The solution should have / or utilize a network or database of fraudulent data that can be shared across institutions to	c		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	determine risk.			
28	The solution should contain a policy management tool that allows for the building of a custom rules can be configured in real time	e		
29	The offered solution should provide transaction signing and biometrics capabilities (fingerprint, retina scan etc.) for self service machines, mobile channels etc. to help balance consumer needs for security and convenience.	e		
30	The solution should has proven fraud detection rates around 90-95% range.	e		
31	The solution should offer the following authentication categories/methods/abilities to integrate: Risk- Based Authentication: Invisible Authentication (an Email, challenge questions, Biometrics [Fingerprint/Eyeprint], Dynamic Knowledge-Based Authentication [KBA], One-Time Passwords: Hardware Tokens, Phone/SMS) & Transaction Signing	e		
32	The solution offered should provide both login and post login transaction protection capabilities (e.g. change password)	e		
33	The proposed solution should encompass installation, integration and customization with the existing Net Banking and Mobile Banking applications of the Bank.	e		
34	The Bidder should provide required customization for integration with the bank systems and it is vendors responsibility to arrange for the same	e		
35	The solution architecture should be based on web services technology to ensure future interoperability and simpler integration with other applications.	c		
36	The solution must support multiple applications and environments, including Web-based applications such as net-banking and mobile banking.	e		
37	The solution should have the ability to identify/mark transactions and/or activities which are being manipulated by Trojans.	c		
38	The solution must be able to use the inputs from the online fraud monitoring services (anti-Phishing, anti-Pharming, anti-Trojans etc) such as suspected IPs, suspected locations, compromised accounts, Mule account details used by various Trojan families, dummy data fed to fraud sites etc and other inputs provided by the bank and third parties.	e		
39	Solution must provide easy interface for designing, testing	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	(off-line and on-line/simulation) and deploying customized rules / policies. Ability to run rules in a simulation mode to monitor the effect of a rule without actually applying it.			
40	The solution must provide a range of authentication capabilities, tailoring appropriate authentication for particular transaction risk levels	e		
41	The solution must have capability to deliver out of the band authentication worldwide.	e		
42	The APIs, Back Office applications and Databases should support creating rules using Internet Protocol Version 6 (IPv6) in addition to IPv4.	e		
43	Common Criteria certification and Federal Information Processing Standards (FIPS) 140-2 should be provided for the proposed solution.	c		
44	The solution should include a Risk based Engine with self learning capabilities based on the user behavior and environment. The authentication mechanism should use the risk score generated by the Risk Engine to prevent fraud in real-time by challenging high risk transactions.	e		
45	The solution should provide for risk based authentication mechanism which should help the bank to deploy a layered and flexible multifactor solution covering both wired as well as wireless online users. It should be capable of including various forms of transaction channels that the bank has today like Net banking and Mobile Banking. The Solution should describe the way in which it is able to adapt authentication mechanism to different levels of risk associated with a transaction for the user.	e		
46	The risk based engine should be able to correlate transactions across all the channels integrated in a real time basis and prevent cross channel fraud.	e		
47	The Risk Based Engine should allow channel specific policies to be built and enforced. For Eg: Internet and Mobile Banking channel specific policies	e		
48	The authentication mechanism should support site-to-user), challenge questions, two factor authentication using secure tokens and/or software tokens, SMS, out of the band phone or any other additional authentication when necessary. It should also support authentication through Digital Signatures for high value transactions for Corporate NetBanking Users.	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
49	The risk scoring should be done using a self learning model to raise dynamic authentication using the following - 1) Device Parameters 2) User Behaviour patterns 3) Inputs shared by other Banks on fraud etc.	e		
50	The proposed solution should have an inbuilt Case Management System which should facilitate to create cases automatically, assign cases to operators, track, investigate and provide feedback to the risk engine.	c		
51	The Detection based mechanism should include the following parameters: The list is only illustrative and not exhaustive.			
51.1	Device based	e		
51.2	IP and country based	e		
51.3	Channel	e		
51.4	Amount (payment and transaction)	e		
51.5	High risk IPs	e		
51.6	Locations	e		
51.7	Fraudulent accounts	e		
51.8	Channel access types	e		
51.9	Unsuccessful attempts on channels	e		
51.10	Policies of the Bank	e		
52	Unique risk score should be produced for each activity based on a specific model used to automatically weigh each indicator's risk probability. The final risk score should be comprised of combining a short and long-term influenced score and a manually influenced risk score used to combat emerging threats	e		
53	The transaction monitoring mechanism should be based on:			
53.1	Risk-based detection scoring	e		
53.2	User configurable rules	e		
53.3	Self learning system	e		
53.4	Other Proprietary mechanism	c		
54	Transaction monitoring should happen on pre-login, Login and Post login transaction on the internet banking system	c		
55	All events should be logged and be available to support investigation related to fraud incidents and other uses.	c		
56	A customized reporting dashboard is to be provided to conduct proactive risk monitoring, case management, as well as trending and modeling analysis.	e		
57	Should provide a web based module for monitoring and	e		

Functional Requirement for EFRM Solution

S.No.	Functionality	Essential/ Customizable	Bidder's Response (F/C)	Remarks
	configuring which is accessible real time by various Allahabad Bank users based on job responsibilities. For example- System admin, Fraud Analyst, Case Management & Fraud Risk Monitoring ,Customer Service etc.			
58	The Solution should be able to get all the transactional logs on a real time or offline manner for the risk engine to analyze and calculate the risk value of the transaction and build a case for forensic and further manual risk analysis.	e		
59	The solution should be able to pull out logs of various Fund transfer, Bill pay transactions etc. as well as Profile-change transactions and send to the risk engine for risk score calculation. Based on the risk score a case should be created automatically in the case Management system.	e		
60	The mule account details should be available as a service from the OEM / Bidder	c		
61	The solution should have mechanism built to interface with other systems in the future and should provide updates to include newer authentication mechanisms	e		
62	Proposed Solution should have the capability to integrate with Security operation center of the bank.	e		

ANNEXURE - 22 (UNDERTAKING FOR MSME BENEFITS)

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

To:

The Deputy General Manager

FRM Cell, Allahabad Bank ,

Head Office,

2, Netaji Subhas Road,

Kolkata-700001 (West Bengal), INDIA Phone No 033-

22108572

Email:

ho.frmcell@allahabadbank.in

SUB: MSME Benefits for RFP Ref. No. – HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019

Dear Sir,

This has reference to our bid submitted in response to your Request for Proposal (RFP) Ref. No. **HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019** floated for **SUPPLY, INSTALLATION, CONFIGURATION, COMMISSIONING AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT SOLUTION**. We have carefully gone through the contents of the above referred RFP and hereby undertake and confirm that, as per the Govt. Of India guidelines, we are eligible to avail the following MSME benefits in response to your RFP floated, as referred above.

- a) Issue of Tender Documents to MSEs free of Cost
- b) Exception to MSEs from payment of EMD/Bid Security

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

Yours Sincerely

For M/s _____

Signature

Name:

Designation: Director/Company Secretary

Place:

Date:

Seal & Stamp

ANNEXURE- 23 (MANUFACTURER’S AUTHORISATION FORM)

(Applicable to all OEMs)

(This format has to be issued by OEM on their Letter Head duly signed by the authorized signatory)

Ref. No.

Dated

To:

The Deputy General Manager

FRM Cell, **Allahabad Bank** ,

Head Office,

2, Netaji Subhas Road,

Kolkata-700001 (West Bengal), INDIA Phone No 033-22108572

Email:

ho.frmcell@allahabadbank.in

Sub: MAF for RFP Ref. No HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019

We an established and reputable manufacturers/OEM of having factories/development centres atand do hereby authorize M/s..... (Name and address of Bidder) to bid, negotiate and conclude the contract with you for our products against the above RFP.

We hereby confirm our full warranty and AMC/ATS/SA support as per the requirement of the RFP, for the goods & services offered for supply in response to the above RFP by the above mentioned firm/organization.

We assure that, in the event of M/s (name of the Bidder’s Company) not being able to fulfil its obligations as our Bidder with respect to all terms and conditions of this RFP related to our products, we would continue to meet these terms through alternate arrangements.

The Technical Bill of Material, related to our products, as proposed against the above RFP is attached.

Yours faithfully,

(NAME)

For and on behalf of M/s _____
(Name of Manufacturer/s)

Note: Bidder has to ensure that MAF should be on the letter-head of the manufacturing concern who is authorizing the bidder to bid for their product and should be signed by a person competent to bind the manufacturer.



ANNEXURE - 24 (INTEGRITY PACT)
(ON APPROPRIATE NON-JUDICIAL STAMP PAPER)

RFP Ref No: HO/FRMC/2019-20/RFP-EFRMS-1/516 Dated 29.07.2019

Integrity Pact Between **ALLAHABAD BANK** hereinafter referred to as **"The Principal"**
And hereinafter referred to as **"The Bidder / Contractor"**

Preamble

The Principal intends to award, under laid down organizational procedures, contract/ s for The Principal values full compliance with all relevant Laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s) and / or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitment of the Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles>

- a. No employee of the Principal, personally or through family members, will in connection with the tender for , or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - c. The Principal will exclude from the process all known prejudiced persons.
- (2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

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

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

- a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/ she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
 - b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.
 - c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d. The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, Similarly the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed at (page nos. 6- 7).
 - e. The Bidder(s)/ Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
 - f. Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
- (2) The Bidder(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

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

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings".

Section 4 - Compensation for Damages

- (1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.
- (2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

- (1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
- (2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

Section 6 - Equal treatment of all Bidders | Contractors | Subcontractors

- (1) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.
- (2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
- (3) The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions..

Section 7 - Criminal charges against violating Bidder(s) | Contractor(s) | Subcontractor(s)

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

Section 8 - Independent External Monitor

- (1) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him / her to treat

the information and documents of the Bidders/Contractors as confidential. He/ she will report to the Chairman, Allahabad Bank.

- (3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
- (4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, ALLAHABAD BANK and recues himself/ herself from that case.
- (5) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- (6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- (7) The Monitor will submit a written report to the Chairman, Allahabad Bank within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
- (8) If the Monitor has reported to the Chairman Allahabad Bank, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Chairman Allahabad Bank has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- (9) The word 'Monitor' would include both singular and plural.

Section - 9 - Earnest Money/Security Deposit

Every bidder, while submitting commercial bid, shall deposit an amount* as specified in the RFP as Earnest Money/Security Deposit, with the buyer through any of the following instruments:-

- (i) Bank Draft or a Pay Order in favour of the

- (ii) A confirmed guarantee by an Indian Nationalized Bank, promising payment of the guaranteed sum to the Allahabad Bank, on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the Buyer shall be treated as conclusive proof for payment.
- (iii) Any other mode or through any other instrument, as stated in RFP.

The Earnest Money/Security Deposit shall be valid till the complete conclusion of contractual obligations to complete satisfaction of both the bidder and the buyer, whichever is later.

In the case of successful bidder a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the Buyer to forfeit the same with assigning any reason for imposing sanction for violation of this pact.

The provisions regarding Sanctions for Violation in Integrity Pact include forfeiture of Performance Bond in case of a decision by the Buyer to forfeit the same without assigning any reason for imposing sanction for violation of Integrity Pact.

No interest shall be payable by the Buyer to the Bidder(s) on Earnest Money/Security Deposit for the period of its currency.

Section -10 Sanctions for Violation

Any breach of the aforesaid provisions by the Bidder or any one employed by him or acting on his behalf (whether with or without the knowledge of the Bidder) or the commission of any offence by the Bidder or any one employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act 1988 or any other act enacted for the prevention of corruption shall entitle the Buyer to take all or any one of the following actions, wherever required:-

- To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the Bidder. However, the proceedings with the other Bidder(s) would continue. The Earnest Money/Security Deposit/Performance Bond shall stand forfeited either fully or partially, as decided by the Buyer and the Buyer shall not be required to assign any reason therefore.
- To immediately cancel the contract, if already signed, without giving any compensation to the Bidder.
- To recover all sums already paid by the Buyer, and in case of an Indian Bidder with interest thereon at 2% higher than the prevailing Prime Lending Rate, while in case of a Bidder from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the Buyer from the Bidder in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
- To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the Bidder, in order to recover the payments, already made by the Buyer, along with interest
- To cancel all or any other Contracts with the Bidder.

- To debar the Bidder from entering into any bid from the Government of India for a minimum period of five years, which may be further extended at the discretion of the Buyer.
- To recover all sums paid in violation of this Pact by Bidder(s) to any middleman or agent or broker with a view to securing the contract.
- If the Bidder or any employee of the Bidder or any person acting on behalf of the Bidder, either directly or indirectly, is closely related to any of the officers of the Buyer, or alternatively, if any close relative of an officer of the Buyer has financial interest/stake in the Bidder's firm, the same shall be disclosed by the Bidder at the time of filing of tender. Any failure to disclose the interest involved shall entitle the Buyer to rescind the contract without payment of any compensation to the Bidder. The term 'close relative' for this purpose would mean spouse whether residing with the Government servant or not, but not include a spouse separated from the Government servant by a decree or order of a competent court; son or daughter or step son or step daughter and wholly dependent upon Government servant, but does not include a child or step child who is no longer in any way dependent upon the Government servant or of whose custody the Government servant has been deprived of by or under any law; any other person related, whether by blood or marriage, to the Government servant or to the Government servant's wife or husband and wholly dependent upon Government servant.
- The Bidder shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the Buyer, and if he does so, the Buyer shall be entitled forthwith to rescind the contract and all other contracts with the Bidder. The Bidder shall be liable to pay compensation for any loss or damage to the Buyer resulting from such rescission and the Buyer shall be entitled to deduct the amount so payable from the money(s) due to the Bidder.
- In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the Buyer with the Bidder, the same shall not be opened
- The decision of the Buyer to the effect that a breach of the provisions of this Integrity Pact has been committed by the Bidder shall be final and binding on the Bidder, however, the Bidder can approach the monitor(s) appointed for the purposes of this Pact.

Section 11- Fall Clause

The Bidder undertakes that he has not supplied/is not supplying the similar systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India and if it is found at any stage that the similar system or sub-system was supplied by the Bidder to any other Ministry/Department of the Government of India at a lower price, then that very price will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded.

Section 12 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

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

Section 13 - Other provisions

1. This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. Kolkata.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Issues like Warranty / Guarantee etc. Shall be outside the purview of IEMs.
6. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

(For & On behalf of the Principal)
(Office Seal)
Place -----

(For & On behalf of Bidder/ Contractor)
(Office Seal)
Date -----

Witness 1:
(Name & Address)

Witness 2:
(Name & Address)