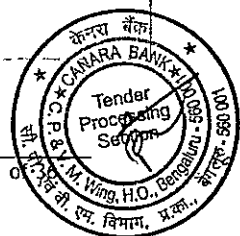


Corrigendum - 2 to GeM Bid ref no. GEM/2024/B/5063486 dated 18/06/2024 for Selection of vendor for end-to-end implementation of comprehensive AML solution for 5 years.

It is decided to amend the following in respect of the above GeM bid:

Sl No	Section/Annexure/Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1	Annexure-2 Pre-Qualification Criteria	Annexure-2 Pre-Qualification Criteria	Existing Annexure	Amended Annexure 2: Pre-Qualification criteria as attached along with this Corrigendum.
2.	SECTION F OWNERSHIP &AWARDING OF CONTRACT	7.Project Execution:	The entire project needs to be completed expeditiously. The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at Bengaluru. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The bidder shall submit a Weekly progress report to the Bank as per format, which will be made available to the selected bidder.	The entire project needs to be completed expeditiously. The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at <u>Bengaluru/Hyderabad</u> . However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The bidder shall submit a Weekly progress report to the Bank as per format, which will be made available to the selected bidder.



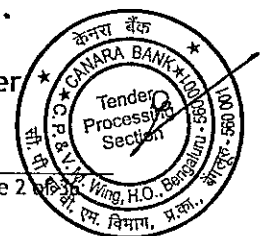
3.	Annexure-8 Scope of Work:	Annexure-8 Scope of Work:	Existing Annexure	Amended Annexure-8 Scope of Work as attached along with this Corrigendum.
4.	Section-C Deliverable and service level agreements	Clause No:2 Alert Generation Batch Job	Existing Clause	Amended Clause Alert Generation Batch Job attached along with this Corrigendum.
5.	Section-C Deliverable and service level agreements	Clause No:1 Project Timelines	Existing Clause	Amended Clause for Project Timelines attached along with this Corrigendum.
6.	Section-C Deliverable and service level agreements	Clause No 7: Penalties/Liquidated Damages	Existing Clause	Amended Clause for Penalties/Liquidated Damages attached along with this Corrigendum.
7.	Section E Selection of Bidder	Clause 3: Evaluation of Bids:	Existing Clause	Amended Clause for Evaluation of Bids attached along with this Corrigendum.
8.	SECTION B - INTRODUCTION	Clause 8: Scope of Work. 8.4. Project Completion management	Existing Clause	Amended Clause for Project Completion attached along with this Corrigendum.
9.	SECTION G - GENERAL CONDITIONS	28.Adoption of Integrity Pact	Existing Clause.	Amended Clause for Adoption Integrity Pact attached along with this Corrigendum
10.	Annexure-10 Technical Evaluation Criteria	Annexure-10 Technical Evaluation Criteria	Existing Clause	Amended Annexure-10 Technical Evaluation Criteria attached along with corrigendum.
12.	Annexure-17 Bill of Material	Annexure-17 Bill of Material	Existing Clause	Amended Annexure-17 Bill of Material attached along with corrigendum.

All the other instructions and terms & conditions of the above GeM Bid shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject GeM bid.

Date: 12/07/2024
Place: Bengaluru


Deputy General Manager



Annexure-2
Pre-Qualification Criteria

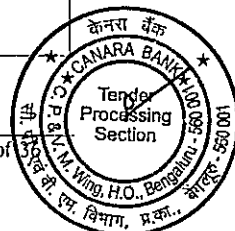
(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Selection of vendor for end to end implementation of comprehensive AML solution for 5 years.

Ref: GEM/2024/B/5063486 dated 18/06/2024.

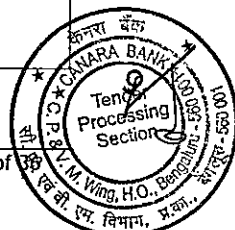
We have carefully gone through the contents of the above referred RFP along with replies to Prebid queries & amendment, if any and furnish the following information relating to Pre-Qualification Criteria.

Sl. No.	Pre-Qualification Criteria	Documents to be submitted in compliance with Pre-Qualification Criteria	Bidders Response
1.	Signing of Pre-Contract Integrity Pact	The bidder should submit signed Pre-Contract integrity pact on Non-Judicial Stamp Paper of Rs.500/- or more (as per respective state Stamp Act whichever is higher) as per Appendix-F.	
2.	The bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	Certificate of local content to be submitted as per Annexure-5as applicable.	
3.	The Company operating should be legally compliant company and can be: a. A partnership firm or a Limited Liability Partnership duly registered under the Limited Liability Partnership Act, 2008. (OR) b. Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013. (OR) c. Proprietorship firm duly registered under the applicable shops and commercial Establishments Act and should be compliant to all the applicable laws.	Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies. (OR) Copy of Certificate of registration under and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	



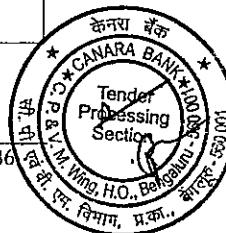


Sl. No.	Pre-Qualification Criteria	Documents to be submitted In compliance with Pre-Qualification Criteria	Bidders Response
		<p>For (c) Documentary proof for confirming registration of Proprietorship firm (è.g. Copy of Certificate of registration under shops and commercial Establishments Act., GST etc)</p> <p>Copy of Certificate of registration under shops and commercial Establishments Act.</p>	
4.	<p>Bidder should be the Original Equipment Manufacturer (OEM)/ Original Software Owner (OSO)/ Original Software Developer (OSD) of Solution. (OR) An authorized dealer/distributor of the proposed Solution</p>	<p>If the applicant is OSD/OSO, an Undertaking Letter has to submit in this effect. (OR) If the bidder is an authorized dealer/ distributor, an authorization letter from their OEM and OSO/ OSD to deal/market their product in India and it should be valid for entire contract period from the date of submission of the bid.</p>	
5.	<p>The bidder should have implemented and maintaining atleast 1 (one) IT solution in any of the Scheduled Commercial Banks having minimum 2000 branches in India.</p>	<p>The bidder should submit purchase Order/Contract Agreement along with satisfactory performance letter/reference letter from the customer duly mentioning the details of the solution including name of the OEM and sign off.</p>	
6.	<p><u>The Bidder's Proposed AML Solution should have been implemented and maintained in any Scheduled Public Sector or Private Sector banks with minimum 2000 branches in India as on RFP date.</u> <u>The aforesaid implemented AML Solution must have atleast "Rule/Scenario based Alert Generation for Transaction Monitoring and Report Generation" as part of its scope.</u></p>	<p>The bidder should submit purchase Order/Contract Agreement along with satisfactory performance letter/reference letter from the customer duly mentioning the details of the solution including name of the OEM and sign off.</p>	
7.	<p>The bidder should have an Average annual turnover of Rs.50 Crores during last 3 financial years (i.e., 2020-21, 2021-22 & 2022-23) from Indian operations. This must be the individual company turnover and not of any group of companies.</p>	<p>Bidder should submit Audited Balance Sheet copies for last 3 financial years i.e., 2020-21, 2021-22 & 2022-23 along with certificate from the Company's Chartered Accountant to this</p>	





Sl. No.	Pre-Qualification Criteria	Documents to be submitted in compliance with Pre-Qualification Criteria	Bidders Response
		effect with Unique Document Identification Number.	
8.	The bidder should have positive Net Worth in the last three financial years (i.e., 2020-21, 2021-22 & 2022-23) and also should have not been eroded more than 30% in the last three financial years ending on 31/03/2023.	The bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	
9.	Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this RFP.	The bidder should submit self-declaration on the Company's letter head to this effect.	
10.	The bidder should have support office in Bengaluru or Mumbai for 24x7 supports.	The Bidder should submit the details viz., address, phone no., email id and contact person Name & Mobile no. etc.,	
11.	The bidder should provide confirmation that any person/ Partnership/ LLP/ Company including any subsidiary or holding company/ proprietorship connected to bidder directly or indirectly has not participated in the bid process.	The bidder should submit letter of confirmation on the Company's letter head to this effect.	
12.	Any bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or	A declaration stating "We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from such a country, has been registered with Competent Authority. We hereby certify that we and our OEM fulfills all requirements in this regard and are eligible to be considered" to be submitted in Company's letter head. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]	





Sl. No.	Pre-Qualification Criteria	Documents to be submitted in compliance with Pre-Qualification Criteria	Bidders Response
	d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. A natural person who is a citizen of such a country; or g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.		
13.	Authorization Certificate - Whether the Bid is authenticated by authorized person.	Bidder to submit a copy of the Power of Attorney or the Board Resolution and KYC documents evidencing the authority delegated to the authorized signatory.	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Pre-Qualification Criteria should be part of the RFP.

Date:
Place:

Signature with seal
Name:
Designation:



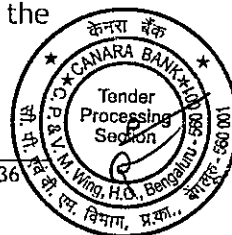
Annexure-8
Scope of Work

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Selection of vendor for end-to-end implementation of comprehensive AML solution for 5 years.

Ref: GEM/2024/B/5063486 dated 18/06/2024

1. The proposed AML-CFT Solution is expected to be an end-to-end comprehensive Solution, covering the complete suite of functionalities and processes designed to systematically identify, analyze, and mitigate risks related to money laundering, terrorist financing, and other financial crimes.
2. The AML-CFT Solution should provide the AML Software, corresponding Databases and all kind of Hardware assets including but not restricted to Servers, Storage, Network Switches, Tape Library, Racks etc. and skilled resources required to support the complete Solution.
3. The Proposed Solution should be also available at our Disaster Recovery Site (DRC) with same infrastructure as in Primary Data Site (PDC) to support Business Continuity by Switch over in case of any Disaster at primary Site and conduct regular drill as per our Policy or as and when required. There should be mechanism to replicate the Database between PDC & DRC while maintaining the RPO of 15 minutes and RTO of 120 minutes as per Bank's Policy.
4. The proposed Solution should work in high availability or fault tolerant modes at both DC and DR.
5. The initial contract would be valid for a period of 5 years from the date of commencement of contract post deployment of the solution as per the detailed requirement. Upon completion of initial contract period, Bank may extend the contract further based on satisfactory service experience and mutual agreement on the terms of renewal.
6. As part of the Facility Management Services, the proposed Solution must be completely managed by the vendor, which covers the Software, Operating System, Database, or any other software, and hardware provided as part of the solution.
7. All these services must also be available physically at our Operating Office or Data Center or Disaster Recovery Site on call basis as and when the need arises.
8. The AML solution must adapt to changing needs, handle increasing data volumes, transaction velocity and provide timely insights to detect and prevent financial crimes effectively.
9. The Solution should adhere to data privacy regulations and implement robust security measures to protect sensitive customer information.
10. The Solution must be designed to accommodate increasing transaction volumes without compromising system performance, Timely alert generation and system responsiveness.
11. The Solution should stay up-to-date with current AML regulations and ensure the system aligns with the latest compliance requirements.



12. The Solution must provide Robust security measures to safeguard sensitive financial data and ensure compliance with data privacy regulations.
13. The proposed solution shall be integrated with the Bank's Centralized Datawarehouse to access Transaction data for AML Batch process, and generating alerts on T+1 basis. Vendor to provide any required data migration tool to migrate data from Datawarehouse to AML Solution, as part of their solution.
14. The proposed solution should be capable of integrating with all the business channels of the Bank, and all-Watch list portals subscribed by the bank in future. Bank will provide the necessary APIs & interface at Bank's Solution, required for Integration with the vendor's AML solution.
15. Some of the channels currently being used are as follows:

- 15.1.1. Core Banking Solution (CBS),
- 15.1.2. SWIFT
- 15.1.3. Remit Money, International UPI
- 15.1.4. All Digital Channels (Mobile Banking, Internet Banking, UPI, AEPS, NEFT, RTGS, IMPS, BBPS, Debit Card, Credit Card, Pre-Paid Cards, ATM Switch, CBDC etc.)
- 15.1.5. API Banking

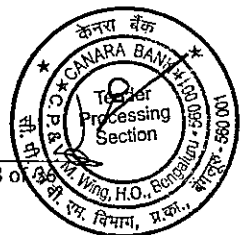
15.2. The solution should adapt to introduction of any new channel by the Bank.

16. License and Hardware Sizing

- 16.1. The proposed solution should provide Enterprise Subscription Software AML License for 5-year contract period.
- 16.2. Enterprise Software license must include the usage rights, updates, upgrades, security patches, technical support and maintenance, customer support, troubleshooting and maintenance services for the contract period.
- 16.3. The AML Solution with license and hardware must be scaled based on the following data as of 31st March 2024:

No. of Branches	9604
Volume of Transactions per day (approx.)	3-4 crores
Estimated Average YoY growth in transactions (approx.)	50 %
No. of Customers	11.16 Crores
Average No. of Daily Customer Screening Requests	1.5 Lakhs

- 16.4. Total concurrent user logins are expected to be around 150.
- 16.5. At any point of time during the contract period, the resource utilization like CPU, Memory, Database etc. should not exceed 60 % of the total capacity.
17. Branches and Other offices should be able to login to package for reporting Behavioral (Non-Transaction Based) alert scenarios as and when required.



18. The proposed solution should be deployed on Bank's premises. However, the solution should be capable of seamless migration to cloud on demand. The solution components should have an on-premise and on-cloud version.
19. The proposed solution should support hybrid architecture which enables flexibility to host the platform either on-premise or on public/ private/ hybrid cloud at any point of time as required by the Bank to leverage advanced infrastructure technologies like containerization, micro services, server less computing and data mesh capabilities. The licenses/ Software should also be with all latest features with cloud compatibility such that solution can be switched over to cloud at any point of time without any additional license/Software Cost. Bank can use cloud environment with the existing licenses whenever required. Migration cost and any other related cost can be fixed by mutual discussion considering prevailing market rate at the time of migration to cloud.
20. The following are some of the broad functionalities expected to be in the proposed AML-CFT Solution:

20.1. Customer Screening

This module must be able to identify and prevent financial transactions involving individuals, entities, or groups that are sanctioned by regulatory authorities or suspected of terrorist activities, thereby ensuring compliance with international regulations and mitigation of MLTF risks. The module should be capable of customer screening against Watchlists utilizing Fuzzy logic and other advanced technologies.

Bulk screening of entire existing customer database with prescribed Terrorist name/ Sanctions Watchlists and Bank's own lists and alert the users.

Incremental screening of customers on-boarded on a T+1 basis (T - Date of customer on-boarding) and alert the users.

Integration with official sanctions lists provided by global and local regulatory bodies, such as OFAC, UN, EU, and national authorities, as well as lists created by the bank itself.

20.2. Suspicious Transaction Monitoring

This module should focus on identifying and analyzing financial transactions for potential signs of money laundering, terrorist financing and other illicit activities. This module must employ advanced AI/ML based algorithms, rule-based detection, and data analysis techniques to proactively detect suspicious patterns and anomalies within transactions.

20.3. Trade Based Money Laundering

The solution should be capable of monitoring and detecting suspected Trade-Based Money Laundering activities in bank accounts.

Public

23. User Management

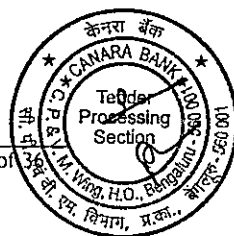
- 23.1. The solution should be capable of integrating with bank's Active Directory (AD) for application user login and authentication.
- 23.2. The solution should have provision for Multi Factor Authentication (MFA) user login either through OTP or Biometric Authentication in addition to user id and password. The required SMS Gateway and Biometric services will be provided by the bank. The solution must be capable of integrating with our Services through APIs.
- 23.3. The solution should have the provision for creating application users, defining and mapping roles to the concerned user based on their respective functions from frontend configuration window.
- 23.4. The solution should abide by bank's user management and password protection policy.
- 23.5. The solution should be able to capture and store the logged-in users and their activities through audit trail logs.

24. Implementation & Onsite Operation Resources

- 24.1. Selected bidder should ensure, a minimum of 30% of the implementation resources, shall be from OEM, and shall be available onsite, till the successful completion of the project (including AI/ML), who shall handle critical responsibilities of the implementation such as installation, configuration, platform administration etc.
- 24.2. Bidder should nominate a Project Manager responsible for end-to-end Implementation of the Solution.
- 24.3. The selected bidder should provide three (03) dedicated onsite resources to work on shifts during contract period post go-live. However, charges for onsite resources will be paid from the date of acceptance of the solution of the Bank. The cost agreed upon for the resource will be frozen for the contract period.
- 24.4. Out of the above, Two (02) of the resources should be for Application Support working on separate shifts (7am to 3pm and 12pm to 8pm) and the other for IT Infrastructure Support, working on general shift (10am to 6pm). Details of the total resources requirement is as mentioned below:

Sl. No.	Resource type	Count
1.	Onsite Application Support Resources	2
2.	Onsite Infrastructure Support Resource	1

- 24.5. The Shift timings are provisional and subject to change depending on other factors like Software capabilities, Data Upload, Alert generation time, etc.
- 24.6. It is the responsibility of the bidder to resolve any issues arising during the day to day operations for the smooth functioning of the Solution.



- 24.7. Onsite resources should be available onsite on all bank's working Hours and days in Office. Bidder must ensure availability of the resources also on non-working days/hours on call if issues in the proposed solution is reported or as and when need arises.
- 24.8. All the Onsite resources shall be available at our Office in Hyderabad.
- 24.9. Selected Bidder needs to provide the Onsite resources at any of the Bank's office, in any location within India, as and when bank deems necessary during the contract period without any additional cost to bank.
- 24.10. Bank may take additional resource/s as per frozen price through this RFP process. Cost of one onsite resource will be derived proportionately from the respective line item of Bill of Material of the selected bidder.
- 24.11. In case the resources go on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution is not hampered.
- 24.12. Bank reserves the right to claim change in resource based on the performance of the resources.
- 24.13. LD and Other clauses mentioned elsewhere in RFP will be applicable for resources also.
- 24.14. The billing of onsite support will be commenced after successful project sign-off/acceptance. However, selected bidder has to ensure that onsite resource should be part of the project implementation team.
- 24.15. Bidder also should nominate a Project Manager responsible for day-to-day operations till contract period, who will be the Single Point of Contact (SPOC) for the bank for any communication. However, for escalation purpose, details of other persons shall also be given.
- 24.16. The selected bidder is responsible for providing practical solution for resolution of the issues and implementation of the same. If the issue requires OEMs technical person's/ product developer's etc., intervention, the selected bidder should take up suitability with the appropriate level at OEM and obtain the solution and implement it for resolution of the issue. If the analysis of the issue requires LOG submission, the selected bidder should submit the same for further analysis in consultation with the Bank. However, penalty shall be applicable as per uptime clause.
- 24.17. The bidder must provide a Ticketing tool or portal to raise complaints/ issues in the proposed solution to track the progress in resolving issues till its-closure. Then the ticketing tool/portal should provide the Turn Around Time (TAT) for problem-resolution. It should be able to provide the resolution status by portal Dashboard, emails and SMS as and when updated.
- 24.18. The Ticketing tool is in addition to other means of raising complaints like emails.
- 24.19. Rectification of any VAPT observations raised during periodic audit of applications by bank team within stipulated provided timelines.





24.20. Response Time and Meantime to Restore [MTTR]

24.20.1. Response Time and Resolution Time shall be as per Clause 7.6 defined in SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS

24.21. The selected bidder should submit following KYC, documents for onsite resource:

24.21.1. Resume latest (Candidate Photograph should be part of Resume only) and Print should be in color only.

24.21.2. Address Proof (Local and Permanent) - Duly attested photocopy by candidate and selected bidder HR.

24.21.3. Aadhaar Card - Duly attested photocopy by candidate and selected bidder HR.

24.21.4. Passport - Duly attested photocopy by candidate and selected bidder HR.

24.21.5. Background Police Verification report - Duly attested photocopy by candidate and selected bidder HR.

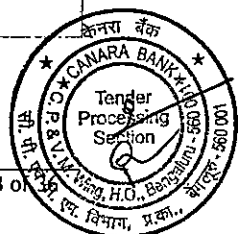
24.22. The onsite resource will also be responsible for complete day-to-day activities such as end to end management including attending complaints, incident, security threat, signature updates, daily updates, product related issues, any other issues etc., to the Bank as per SOW/SLA at no extra cost during contract period.

24.23. Support should include advising & helping the Bank in implementing controls for the risk advised by regulators/Govt. of India.

24.24. The Skill Sets, Roles and Responsibilities of the Resources should be as follows:

24.24.1. Resource Type- Onsite Application Support Resources

No. of Resources	2
Years of Experience	2+
Education Qualification	Graduate in Engineering /MCA/ B.E/B.Tech or equivalent or higher qualification
Knowledge & Experience and Certification (if applicable)	Should have experience in proposed AML Solution. 1. The resource must have adequate knowledge of the proposed platform. 2. Basic understanding of banking domain and the financial services industry is essential.



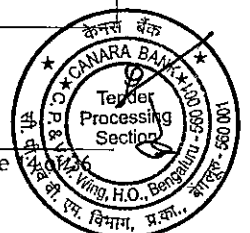
3. Ability to work with databases, design schemas, and use SQL to query data.
4. Knowledge of security principles and best practices for designing and implementing the proposed AML/CFT Solution.
5. Ability to create clear and concise documentation for the proposed AML/CFT Solution.
6. Ability to communicate effectively with cross-functional teams, stakeholders, and client.
7. Ability to troubleshoot issues and identify solutions for technical problems

Roles and Responsibilities

1. Daily loading of Customer & Transaction data to the AML servers.
2. Routine generation of AML Alerts as per periodicity (Daily, Weekly, Monthly, etc.) and rules.
3. Documentation and Reporting of information (such as Daily Activity Statistics, System performance incidents, System architecture, configurations and key metrics) to the AML team for review.
4. Timely resolution and minimal disruption to services.
5. Generation of Error-free Monthly reports (such as CTR, NTR, CBWTR, CCR, etc.) for submission.
6. Diagnosis of Technical Issues and Troubleshooting.
7. Perform Debugging, UAT Testing, attend to audit observations including VAPT. Maintaining integrity and security of Software updation and patching.
8. Provide support to end-users, including training and assistance in utilizing the AML application effectively.
9. Work with data scientists to develop, train, and validate AI/ML models that enhance the AML solution's capabilities.
10. Integrate AI/ML algorithms into the AML application to improve detection accuracy and operational efficiency.
11. Monitor the performance of AI/ML models, ensuring they meet accuracy and reliability standards, and retrain models as necessary to adapt to new data or regulatory changes.
12. Ensure that the AML solution complies with all relevant regulations and standards, including those issued by financial authorities and regulatory bodies.
13. Continuously evaluate and improve processes related to the operation and support of the AML solution

24.24.2. Resource Type- Onsite Infrastructure Support Resource

No. of Resources	1
Years of Experience	2+
Education Qualification	Graduate in preferably, BE/B. Tech/MCA/MBA with minimum 2 year of experience in IT Infrastructure in the field of Banking IT domain / support of related solution.





Knowledge & Experience and Certification (if applicable)

1. Understanding of server architecture, deployment, maintenance, and troubleshooting.
2. Ability to diagnose and resolve hardware issues.
3. Knowledge of optimizing hardware performance.
4. Understanding of firewalls, and secure network design.
5. Basic Knowledge of SAN Storage.
6. Understanding of RAID configurations, storage provisioning, and management.
7. Experience with backup software (e.g., Veeam, CommVault, Veritas) and Tape Library.
8. Knowledge of disaster recovery planning and implementation.
9. Ensuring the integrity and security of backed-up data.
10. Understanding of change management processes and tools.
11. Ability to communicate effectively with technical and non-technical stakeholders.
12. Strong analytical skills to troubleshoot and resolve complex issues.
13. Experience working in a collaborative environment, often with cross-functional teams.
14. Knowledge of virtualization technologies (e.g., VMware, Hyper-V).

Roles and Responsibilities

1. Documentation and Reporting of information (such as Daily Activity Statistics, System performance incidents, System architecture, configurations and Key metrics) to the AML team for review.
2. Timely resolution and minimal disruption to services.
3. Diagnosis of Technical Issues and Troubleshooting.
4. Maintaining integrity and security of Software updations and patching.
5. Ensure the proper functioning of servers and other hardware components critical to the AML solution.
6. Plan and execute hardware upgrades or replacements to improve performance or address obsolescence.
7. Attending to VAPT observations and ensuring rectifications.
8. Continuously monitor hardware, database, and Network performance and implement tuning measures to optimize system efficiency.
9. Oversee the configuration and management of network components supporting the AML solution, ensuring reliable and secure connectivity.
10. Diagnose and resolve network-related problems that impact the AML application, working with network engineers as needed.
11. Continuously evaluate and improve processes related to the operation and support of the AML solution.
12. Take Backups and Test restoration of database and applications as per Bank's Backup and Restoration Policy.
13. Follow established escalation procedures to refer complex or unresolved issues to higher-level support or specialized teams. Coordinate with senior engineers, network administrators, and vendors as necessary.
14. Monitor storage usage and plan for future capacity needs.
15. Troubleshoot and resolve database-related issues in a timely manner.
16. Apply patches and updates to database software to address vulnerabilities and bugs.



- 24.25. The Bank shall have discretion to reject any resources and the selected bidder has to replace them with appropriate resources in consultation with the bank.
- 24.26. The guidelines contained in Master Direction on Outsourcing of IT Services of RBI are applicable on the selected bidder.

25. The selected bidder should comply with the provisions of Digital Data Protection Bill, whenever finalized.

26. Selected bidder responsible for supplying additional hardware at their own cost in the event the initially fixed Hardware is found insufficient for the volume and growth statistics estimated at a later date.

We hereby comply with the above Scope of Work without any deviations.

Date:
Place:

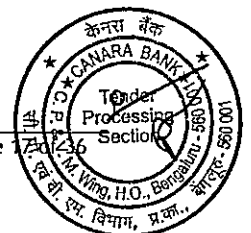
Signature with seal
Name:
Designation:



SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS

2. Alert Generation Batch Job

- 2.1. The solution should ensure that, the AML DAILY batch job (each day) completes the generation of all alerts, as per the defined scenarios, within a maximum of Six (06) hours from the time, the bank handovers the required transaction data to process.
- 2.2. The solution should ensure that, the AML WEEKLY batch job (Once in a Week) completes the generation of all alerts, as per the defined scenarios, within a maximum of Seven (07) hours from the time, the bank handovers the required transaction data to process.
- 2.3. The solution should ensure that, the AML MONTHLY batch job (on Month End) completes the generation of all alerts, as per the defined scenarios, within a maximum of Twenty-Four (24) hours from the time, the bank handovers the required transaction data to process.
- 2.4. The solution should be able to handle the peak data volumes and system loads without exceeding the stipulated completion window.
- 2.5. The vendor should provide detailed logs, Dashboards or reports that display job status, estimated completion times, and any potential issues.
- 2.6. Performance tuning and optimization practices are implemented to adhere the completion window as per clause 2.1, 2.2 and 2.3
- 2.7. The Solution should be capable of scaling, both horizontal and vertical, to handle increased workloads while maintaining the stipulated completion requirement.



SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS

1. Project Timelines

1.1. Bank shall provide the address and contact details for delivery of required hardware/software items for implementation of the proposed AML Solution while placing the order.

1.2. The vendor shall submit the acceptance of the Purchase Order within seven (7) days from the date of issue of Purchase Order. In case of non-receipt of acceptance by the due date, the Purchase Order shall deem to have been accepted by the vendor.

1.3. Delivery, Installation, Integration, Implementation and Go-Live

1.3.1. The selected bidder should complete the Delivery, Installation, Integration, Implementation and Go-Live of the entire proposed AML Solution within Thirty Four (34) weeks from the date of acceptance of the Purchase Order or within Thirty Five (35) weeks from the date of issue of Purchase Order.

1.3.2. Delivery of Hardware & other Items (including OS) at DC, DRC & UAT Locations: Within Ten (10) weeks from the date of acceptance of Purchase Order or Eleven (11) weeks from the date of issue of Purchase Order.

1.3.3. Installation, Integration and Commissioning of Hardware & Other Items (including OS) at DC, DRC & UAT Locations: The selected bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware and other items at the bank branch/office within Four (04) weeks from the date of delivery of all the materials for each ordered locations or within Fifteen (14) weeks from the date of Acceptance of Purchase Order or within Sixteen (15) weeks from the date of Issue of Purchase Order .

1.3.4. Delivery of Enterprise Licenses for AML Solution, Installation, Integration, Implementation and Go-Live of the proposed solution at DC, DRC & UAT Locations: The selected bidder should ensure delivery of the Enterprise Licenses for AML Solution, installation, integration, implementation and go-live of the proposed AML Solution within Twenty (20) weeks from the date of installation (as per clause no. 1.3.3) of AML Solution for each ordered locations or within Thirty Four (34) weeks from the date of Acceptance of Purchase Order or within Thirty Five (35) weeks from the date of Issue of Purchase Order.

1.3.5. Implementation and Go-Live of the AI/ML: The selected bidder should ensure the implementation in DC and DR and go-live of the AI/ML within twenty-four (24) weeks from the date of go-live of the AML Solution.





SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS

7. Penalties/Liquidated Damages

7.1. Penalties/Liquidated damages for delay in Delivery, Installation, Integration, Implementation and Go-Live of Solution would be as under:

7.1.1. Non-compliance of the delivery of Hardware & Other items (including OS) as per clause 1.3.2 will result in imposing penalty of 0.50% of the total cost mentioned in Table-A of Annexure-17 on delay in delivery per week or part thereof by the Bank.

7.1.2. Non-compliance of the Installation, Integration and Commissioning of Hardware & Other Items (including OS) at each ordered locations as per clause 1.3.3 will result in imposing penalty of 0.50% of the total cost mentioned in Table-A of Annexure-17 on delay in installation per week or part thereof by the Bank.

7.1.3. However, the total Penalty/LD to be recovered under clause 7.1.1 and 7.1.2 shall be restricted to 10% of the total cost mentioned in Table-A of Annexure-17.

7.1.4. Non-compliance of the delivery of Enterprise Licenses for AML Solution, installation, integration, implementation and go-live as per clause 1.3.4 will result in imposing penalty of 0.50% of the total cost of AML Solution excluding AMC/ATS, Additional requirement /customization Cost, Onsite resource costs on delay in delivery and implementation per week or part thereof by the Bank.

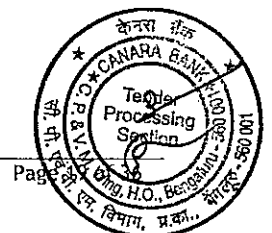
7.1.5. Non-compliance of the implementation and go-live of AI/ML as per clause 1.3.5 will result in imposing penalty of 0.50% of the total cost of AML Solution excluding AMC/ATS, Additional requirement /customization Cost, Onsite resource costs on delay in delivery and implementation per week or part thereof by the Bank.

7.1.6. However, the total Penalty/LD to be recovered under clause 7.1.4 and 7.1.5 shall be restricted to 10% of the total cost of AML Solution excluding AMC/ATS, Additional requirement /customization Cost, Onsite resource costs.

7.2. Penalties/liquidated damages for delay in Alert Generation Batch Job

7.2.1. Non-compliance of the Alert Generation Batch Job as per Clause No 2 of Section C will be as follows

Level of Delay calculated on monthly basis	Penalty Amount
Within stipulated timeframe as per Clause No 2 of Section C	No penalty
Within Three (03) Hours, above the stipulated timeframe mentioned as per Clause No 2 of Section C	0.05% of Total cost of Ownership# for every hour or part thereof above the stipulated timeframe mentioned as per Clause No 2 of Section C



Beyond Three (03) Hours, above the stipulated timeframe mentioned as per Clause No 2 of Section C	0.10% of Total cost of Ownership# for every hour or part thereof above the stipulated timeframe mentioned as per Clause No 2 of Section C
---	---

#Total cost of Ownership excluding onsite resources charges, AMC/ATS, any additional requirements/ customization/ enhancement man-days charges.

7.2.2. The maximum penalty levied under above clause 7.2.1 shall not be more than 10% of the Total cost of Ownership.

7.2.3. If in any month during the contract period, there are more than Five (05) instances of delay Beyond Three (03) Hours, above the stipulated time frame as per Clause No 2 of Section C, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP and invoke Performance security. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the selected bidder during contract period.

7.3. **Penalties/liquidated damages for Onsite resources:** In case the resource goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of resident resource charges during the particular month. The Bank shall also impose a penalty of 0.5% of the monthly resource cost for the respective Resident resource for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% on the monthly Resident resource charges payable to the selected bidder.

7.4. **Penalties/Liquidated damages for not maintaining uptime:**

7.4.1. If the selected bidder fails to maintain the guaranteed monthly uptime of 99.50% for the solution as per Scope of Work (Annexure-8) & Functional and Technical requirements (Annexure-9) during Warranty and AMC/ATS period, the penalty for monthly Uptime will be deducted as under:

Level of availability calculated on monthly basis	Penalty Amount
99.50% and above	No penalty
Above 98.50% and up to 99.50%	0.10% of Total cost of Ownership* for every hour or part thereof.
Above 97.50% and up to 98.50%	0.20% of Total cost of Ownership * for every hour or part thereof.
Above 96.50% and up to 97.50%	0.30% of Total cost of Ownership * for every hour or part thereof.
Above 95.50% and up to 96.50%	0.50% of Total cost of Ownership * for every hour or part thereof.
Less than 95.00%	1.00% of Total cost of Ownership for every hour or part thereof.



- ii. Network Disruption: A significant disruption to the network connectivity within the AML system.
- iii. Data Breach: Unauthorized access to sensitive AML data, compromising customer information and potentially enabling criminals to manipulate transactions unnoticed.
- iv. FINNET 2.0 reports extraction and submission to FIU-IND as per the timelines.
- v. BCP for AML Solution.

High: When the System Operation is stopped/ halted or malfunctioning but for the same the workaround is available, which includes but not limited to:

- i. Key Personnel Unavailability: Sudden unavailability of key staff responsible for managing and maintaining the AML solution, disrupting the overall monitoring process.
- ii. False Positive Surge: A sudden increase in false positive alerts, overwhelming the AML system and leading to potential delays in identifying genuine suspicious transactions.
- iii. Unavailability of AML Solution to the users
- iv. Failure in uploading of data through STP mechanism
- v. Failure in Database Backup and Sync as per Bank's policy.

Moderate: Moderate irritancies during operations shall come under this category, which includes but not limited to:

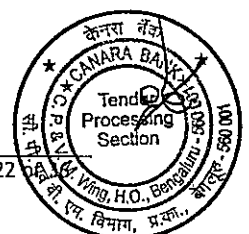
- i. Slowness in AML application access.
- ii. Non-updates of watch list data feed etc.
- iii. Software Update Issues: Challenges in implementing a critical software update for the AML solution, causing temporary disruptions in its functionality.

7.6.5. The maximum penalty levied under above clause 7.6.2 shall not be more than 10% of the Total cost of Ownership excluding onsite resources charges, AMC/ATS, any additional requirements/ customization/ enhancement man-days charges.

7.6.6. If in any month during the contract period, there are more than five (05) occurrence of breach in the SLA as defined in clause 7.6.4, the Bank shall levy right to terminate the contract under this RFP and invoke Performance security in addition to levying penalty. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the selected bidder during contract period.

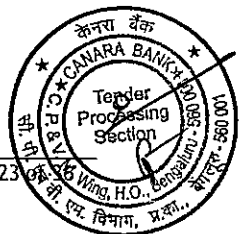
7.7. The selected bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.

7.8. If any act or failure by the selected 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.





- 7.9. If the selected 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.
- 7.10. Any financial loss to the Bank on account of fraud taking place due to selected bidder, its employee or their services provider's negligence shall be recoverable from the selected bidder along with damages if any with regard to the Bank's reputation and goodwill.
- 7.11. Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions attributable to the staff of the selected bidder.
- 7.12. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the selected bidder under this purchase contract or may be recovered by invoking of Performance Security or otherwise from selected bidder or from any other amount payable to the selected bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.
- 7.13. All the above LDs are independent of each other and are applicable separately and concurrently.
- 7.14. LD is not applicable for the reasons attributable to the Bank and Force Majeure.



Annexure-10
Technical Evaluation Criteria

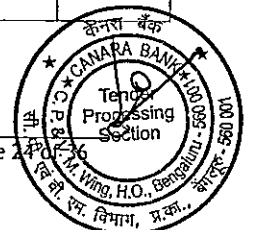
(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Selection of vendor for end to end implementation of comprehensive AML solution for 5 years.

Ref: GEM/2024/B/5063486 dated 18/06/2024.

The technical evaluation of the bidder will be carried as per the details furnished below:

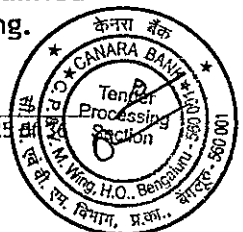
Sl. No.	Evaluation Parameters	Documents to be submitted	Max marks
1.	<p>Capability of the Bidder.</p> <p>The bidder should have implemented and maintaining any Banking related IT solution in atleast One (01) of the Scheduled Commercial Banks, with minimum 2000 branches in India as on RFP date.</p> <p>Implementation Experience</p> <ul style="list-style-type: none"> 3 or more implementations 20 Marks 2 implementations - 15 Marks 1 implementation 10 Marks 	<p>The bidder should submit purchase Order/Contract Agreement along with satisfactory performance letter/reference letter from the customer duly mentioning the details of the solution including name of the OEM and sign-off.</p>	20
2.	<p>Successful Implementation of AML Solution proposed by the bidder.</p> <p>The offered AML Solution by the bidder should have been implemented and being maintained in atleast One (01) Scheduled Public Sector Banks/ Scheduled Private Sector Banks, having at least 2000 branches in India. Each implemented AML Solution in the bank must have atleast "<u>Rule/Scenario based Alert Generation for Transaction Monitoring and Report Generation</u>" as part of its scope.</p> <ul style="list-style-type: none"> Implementation of proposed AML, in more than one Scheduled Public Sector Banks/ Scheduled Private Sector Banks with [More than 5000 Branches] in India - 30 Marks Implementation of proposed AML, in one Scheduled Public Sector Banks/ Scheduled Private Sector Banks with [More than 5000 Branches] in India - 25 Marks Implementation of proposed AML, in more than one Scheduled Public Sector Banks/ Scheduled Private Sector Banks with [More 	<p>The bidder should submit purchase Order/Contract Agreement along with satisfactory performance letter/reference letter from the customer duly mentioning the details of the solution including name of the OEM and sign off.</p>	30





	<p>than 3500 but less than 5000 Branches] in India - 25 Marks</p> <ul style="list-style-type: none"> • Implementation of proposed AML, in one Scheduled Public Sector Banks/ Scheduled Private Sector Banks with [More than 3500 but less than 5000 Branches] in India - 20 Marks • Implementation of proposed AML, in more than one Scheduled Public Sector Banks/ Scheduled Private Sector Banks with [More than 2000 but less than 3500 Branches] in India - 20 Marks • Implementation of proposed AML, in one Scheduled Public Sector Banks/ Scheduled Private Sector Banks with [More than 2000 but less than 3500 Branches] in India - 15 Marks 		
3.	Compliance to Functional and Technical Requirements	<p>As per Technical & Functional Compliance based on the responses from the Bidder as per the Point b. (Non-Mandatory [Preferred] Requirements) of Annexure-9 and to be demonstrated at "Presentation & Product Demonstration" and assessed by Bank.</p> <p>Bidder to note that all features, agreed by the bidder, must be available for demonstration during "Presentation and Product Demonstration". During evaluation, if any of the criteria mentioned as compliant is not found in the solution, marking will be modified in the respective category as evaluated by the Bank & Bank's decision shall be binding on the bidders.</p>	30
4.	<p>Presentation by the Bidder:</p> <p>Note: The Presentation is as per the technical & functional requirement/scope of work/other terms as mentioned in RFP to the Bank.</p>	<p>Points will be assigned by an internal committee based on the methodology, work plan, team composition and presentations. As per Table P-1</p>	20
5.	Total Marks		100

Note: The bidder should score minimum 70% marks (i.e., 70 Marks out of 100 marks) total marks for qualifying under Technical Evaluation. The bidders qualified under Technical Proposal Evaluation will be eligible for commercial opening.



Presentation of proposal:

Canara Bank will schedule the presentations and intimate the time and locations to the bidders. Failure of a bidder to complete a scheduled presentation may result in the rejection of that Bidder's proposal.

Table P-1

Sl. No.	Presentation Agenda	Maximum Marks
1	Proposed Solution	7
2	IT architecture, Approach and Methodology	5
3	Project Governance.	3
4	Security Aspects.	5
	Maximum Marks for Presentation	20

Declaration: We hereby confirm that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our response to this RFP is liable for rejection.

Date:
Place:

Signature with seal
Name:
Designation:



SECTION E - SELECTION OF BIDDER

3. Evaluation of Bids

3.1. The Bank will evaluate the bids submitted by the bidders under this RFP. The bids will be evaluated by a committee of officers of the Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bids. It is Bank's discretion to decide at the relevant point of time.

3.2. Technical Proposal

3.2.1. The technical proposals submitted by the bidders will be evaluated based on the documents submitted as per Appendix-A. Bank will seek clarifications, if required.

3.2.2. Bank will evaluate the responses provided by the bidders for compliance to Scope of Work, Technical and Functional Requirements, Technical evaluation criteria and other terms & conditions as stipulated in the RFP.

3.2.3. The bidders should score minimum 70% marks in Technical evaluation criteria (Annexure-10) to qualify under Technical Proposal evaluation.

3.3. Technical Evaluation of Bidders

3.3.1. Bidders will be evaluated technically on the basis of marks obtained in Technical evaluation criteria as mentioned in Annexure-10.

3.3.2. The Technical offer submitted by the Bidders shall be evaluated as per various components mentioned:

- a. Past experience
- b. Credentials
- c. Bidder presentation
- d. Approach methodology & plan

3.3.3. Against each of the specifications under Technical requirements there is Bidder's response column where the bidder has two options viz., (Yes or No) to indicate their response.

3.3.4. Presentation and Demonstration of the solution will be an important input to understand quality of the Bidder's capability and experience and other details furnished by the Bidder.

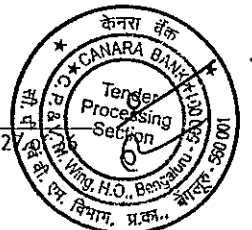
3.3.5. Bidder should secure minimum 70% marks under Technical cum Eligibility evaluation to become qualified for opening of Part B - Commercial Bid.

3.4. Techno Commercial Evaluation process

3.4.1. The Techno-Commercial evaluation process will consist of two stages:

3.4.1.1. Technical Evaluation

3.4.1.2. Commercial Evaluation



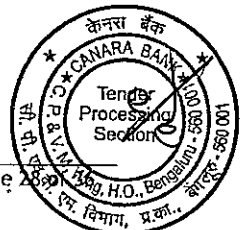
- 3.4.2. The evaluation process aims to find out the best fit (based on technical and commercial evaluation) of bidder and can be summarized in the following points.
- 3.4.3. The technical proposal evaluation shall be performed first to identify the list of bidders as per clause 3.2.3.
- 3.4.4. The bidders scoring less than 70% marks in Technical evaluation criteria (Annexure-10) will not be considered for the selection process and their Commercial Bids will not be opened.
- 3.4.5. Each qualified bidder in Technical Evaluation (70% or more marks in Technical evaluation criteria (Annexure-10)) shall be assigned a Technical Score (T).
- 3.4.6. The Commercial bids of only those bidders, who have been assigned with a Technical Score (T) after technical proposal evaluation, would be opened.
- 3.4.7. The bidders should submit the commercial bill of material covering cost for each Services (for each line item) and total cost for the bank as per Bill of Material (Annexure-17).
- 3.4.8. The Criteria for Technical Evaluation and Commercial Evaluation will have weightage of 70:30.
- 3.4.9. After completion of Commercial Bid evaluation. The Commercial Bid will comprise of the Total Cost for Bank (TC_B) and break-up of their final price as per Annexure-17.
- 3.4.10. The final selection of the bidder will be based on the QCBS (Quality and Cost Based Selection). Weightage for Technical Score and Commercial is explained in 3.4.8.
- 3.4.11. Sample evaluation process is shown below:

Technical Scores:

QCBS Calculation*	
Formula	[$X_t.(T/T_{high}*100) + X_f.(C_{low}/C*100)$]
T	Total Technical score awarded to the Service provider
T _{high}	Highest Technical score achieved for the Bid
C	Price Offered By Bidders
C _{low}	The lowest of all Price offered(L1 Price)
X _t	Weightage for technical evaluation
X _f	Weightage for financial evaluation

*The QCBS Calculation is system generated as per the GeM norms.

Selected Bidder/ Consultant for the Bank = H1 (Max of Scores of Bidder/Consultants 1, 2 and 3)

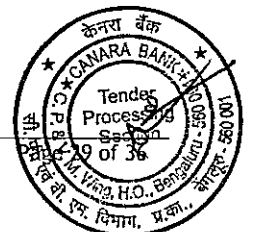


**3.5. Commercial Bid**

The Commercial Proposals of only those bidders who qualified in Technical cum Eligibility will be opened online in the due date specified in the GeM bid document. The Commercial Bid submitted by the bidder will be evaluated based on Bill of material submitted by the Bidder.

3.6. Bidders Presentation /Site Visits / Product Demonstration/POC

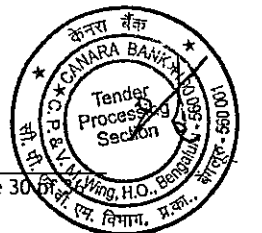
- 3.6.1. The Bank reserves the right to call for a presentation on the features and functionalities as a Part of Technical Proposal evaluation.
- 3.6.2. The Bank at its discretion call for providing of Proof of Concept (PoC) of proposed solution at the location which is identified by the Bank. Hence, Bidder is required to arrange the required software in prior and need to submit the pre-requisites document in order to complete the POC within 10 Days.
- 3.6.3. Bidders are further required to be in preparedness to demonstrate the proposed solution/services by arranging for service delivery walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank. As a part of the technical evaluation the Bank may at its discretion, request either all bidders or any of them to arrange for the demonstration of their solution/services more than once if felt necessary before.
- 3.6.4. Setting of evaluation criteria for demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.
- 3.6.5. Bidder has to complete the Proof of Concept (POC) of the proposed Solution/Services within the time limit which is defined by Bank.
- 3.6.6. All expenses incurred in connection with the above shall be borne by the bidder. However, Bank will bear the travelling, boarding and lodging expenses related to its own personnel and its Consultants, if any.
- 3.6.7. The presentation/document shared during the presentation/POC shall form the integral part of the offer made by the bidder and features mentioned therein should be delivered as part of the offer by the bidder at no extra cost to Bank, irrespective of the fact that such features are explicitly mentioned in the Bid or not.



SECTION B- INTRODUCTION

8. Scope of Work

- 8.1. The Broad Scope of work and Technical requirements shall include but not be limited as mentioned in Annexure-8. Bidder has to conform compliance to the Scope of Work as mentioned in Annexure-8. The bidders are required to go through the complete RFP document thoroughly. The obligation / responsibilities mentioned elsewhere in the document, if any, shall be the integral part of the scope.
- 8.2. Bank reserves the right to modify the scope due to change in regulatory instructions, market scenario and internal requirement within the overall objective of implementation of Anti-Money Laundering Solution.
- 8.3. During the course of the project, there might be related areas which Bank would like the selected Bidder to undertake which may not have envisaged earlier.
- 8.4. Project Completion and Management:
- 8.4.1 For smooth completion of project, the selected bidder should identify one or two of its representatives at Hyderabad as a single point of contract for the bank.
- 8.4.2 For smooth completion of project, the selected bidder should provide implementation resources as well as project manager for single point of contact to be physically available either in Hyderabad or Bangalore office of Canara Bank.
- 8.4.3 Project implementation team should be conversant with all rules and conditions to resolve the issues, if any.



SECTION G - GENERAL CONDITIONS

28. Adoption of Integrity Pact

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

Smt. Dolly Chakrabarty	Sri. Hem Kumar Pande
Email : dollychakrabarty@gmail.com	Email : hempande@hotmail.com

Annexure-17

Bill of Material

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Selection of vendor for end to end implementation of comprehensive AML solution for 5 years.

Ref: GEM/2024/B/5063486 dated 18/06/2024.

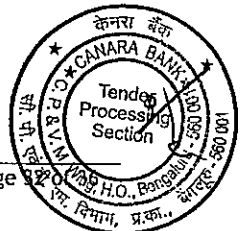
Notes

1. These details should be on the letterhead of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

Table - A

Cost of Hardware & other Items for implementation of comprehensive AML Solution "
[Amount in Rupees]

Sl. No	Requirement Details	Unit Price with Three years Comprehensive onsite warranty and support (Excl. of Tax) a	Qty. b	Total Cost with Three Year Comprehensive Onsite Warranty (Excl. of tax) c= a*b	Tax for Column c		Total Cost with Three Year Comprehensive Onsite Warranty (Incl. of tax) f= c+e
					% of tax d	Tax Amt. e	
1.	Hardware/ Appliance including OS for DC	App Server					
		Web Server					
		Data base Server					
		Any other (add more rows of required)					
2.	Hardware/ Appliance including OS for DRC	App Server					
		Web Server					
		Data base Server					
		Any other (add more rows of required)					





3.	Hardware/Appliance including OS for UAT	App Server Web Server Data base Server Any other (add more rows of required)					
4.	Cost of Database Licenses (In case proposed database is Oracle then, Database cost to be indicated as Zero)						
5.	Any other Software/ Licenses (In case proposed middleware is Oracle Weblogic Enterprise edition then cost to be indicated as Zero)						
6.	Total Cost of Hardware & other Items (Including OS & Licenses) for implementing AML Solution (Sum of column F of rows 1,2,3,4 and 5)						

Note: Bidder has to provide the adequate quantity of items in column-b of Table-A as required to cover the entire Scope of Work and Technical Requirements for the entire contract period as mentioned in the RFP document. In future if any additional Hardwares/Softwares are required for the smooth functioning of the solution the same has to be provided by the bidder at no cost to the Bank.

Bidder has to provide the details of all items quoted such as Hardware, Storage, Software, Middleware, Database, Operating System, Licenses, etc. along with its specification details in a separate sheet.

Bidder to ensure the items mentioned here should match with the items mentioned in Annexure-9(A).

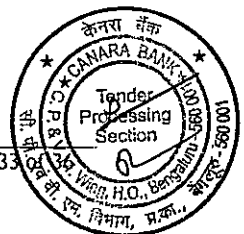
Table - B
Enterprise License cost for the proposed AML Solution

[Amount in Indian Rupees]

Sl. No	Requirement Details	Price details (Excl. of Tax)					Total cost (Excl. of Taxes) f=a+b+c+d+e	Tax for Column f		Total Cost (Incl. of tax) i=f+h
		1 st year	2 nd year	3 rd year	4 th Year	5 th Year		Tax %	Tax Amt	
		a	b	c	d	e		g	h	
1.	Enterprise Subscription License cost of AML Software Solution for 5 years.									
	Total Enterprise License cost for Anti-Money Laundering Solution									

Note:

- Enterprise License should be valid till the end date of the Contract Period.



- Enterprise Software Subscription license must include the usage rights, updates, upgrades, security patches, support and maintenance, customer support, troubleshooting and maintenance services.

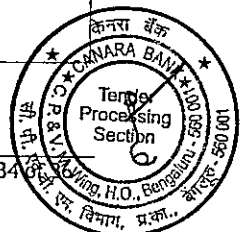
Table-C
One-time Implementation Charge

Sl. No.	Details	Total Cost [excl. of tax] A	Tax for Column a		Total Cost [incl. of tax] d=a+c
			% tax	Tax Amt.	
			b	c	
1.	One time installation & commissioning Charges for DC, DRC & UAT infrastructure				
	Total cost for One time implementation & integration				

Table - D

AMC cost for items mentioned in Table-A

Sl. No.	Description	Post Warranty AMC/ATS Charges year wise							
		AMC/ATS Charges (Excl. of tax)				Total AMC /ATS for two Years (Excl. of Tax) e=a+b+c+d	Tax for Column e		Total AMC/ATS for two Years (Incl. of Tax) h=e+g
		2 nd Year a	3 rd Year b	4 th Year c	5 th Year d		% tax f	Tax Amt. g	
1.	Hardware/ Appliance including OS & other software for AML Solution for DC	NA	NA						
2.	Hardware/ Appliance including OS & other software for AML Solution for DR	NA	NA						
3.	Hardware/ Appliance including OS & other software for AML Solution for UAT	NA	NA						
4.	Database Licenses (In case proposed database is Oracle then, Database cost to be indicated as Zero)								
5.	Any other Software/ Licenses (In case proposed middleware is Oracle Weblogic Enterprise edition								





	then cost to be indicated as Zero)						
6.	Total Cost for AMC/ATS						

Table - E
Charges for Onsite Resources

[Amount in Indian Rupees]

Sl. No.	Requirement Details	Charges Per month per resource (Excl. of taxes) a	No. of Resources n	No. of Months b	Charges for 60 months (Excl. of taxes) c=a*b*n	Tax for Column C		Total Charges for 60 Months (Incl. of taxes) f=c+e
						% tax d	Tax Amt. e	
1.	Onsite Application resources		2	60				
2.	Onsite IT Infrastructure resources		1	60				
3.	Total Cost of Onsite Resources							

Note: The addition/ deletion of resource (optional) will be availed by the Bank based on the requirement of resources during the contract period of five years. Bank shall intimate the same as and when the requirement arises. In case of any resource addition/ deletion between contract period, the pro-rated payments for such resources cost quoted above will be released on its acceptance sign-off, from the month of such resources addition/ deletion till the remaining period.

The price quoted by the bidder is fixed for entire contract period and the quantity mentioned is indicative only. Bank at its discretion may place order on the selected bidder at the rates mentioned above during the contract period.

Table-F
Cost for any additional requirements /additional customization/ enhancement

[Amount in Indian Rupees]

Sl. No.	Description	Charges Per Man day (Excl. of Tax) a	Tax % b	Tax Value c	Charges Per Man day (Incl. of Tax) d=(a+c)	No. of Years e	No. of man days# f	Total Cost (Incl. of Tax) g=(d*e*f)
1.	Cost for any additional requirements/ additional customization/ enhancement					5	200	

The price quoted by the bidder is fixed for entire contract period and number of man days mentioned above is indicative only. However, the no. of man-days may vary from time to time in total. It will be utilized as and when required.



Table-G
Total Cost for 5 Years Contract Period

Sl. No.	Details	[Amount in Indian Rupees]
		Total Cost (inclusive of taxes)
1.	Total Hardware & Software Cost for implementation of comprehensive AML Solution as per Table-A	
2.	Total License cost for the proposed AML Solution as per Table-B	
3.	Total One time implementation cost as per Table-C	
4.	Total AMC/ATS cost as per Table-D	
5.	Total Charges for Onsite/Offsite Resources as per Table-E	
6.	Total Cost for any additional requirements/additional customization/enhancement as per Table-F	
7.	Total Cost of Ownership	

Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date:
Place:

Signature with seal
Name:
Designation

