



REQUEST FOR PROPOSAL

FOR

**EMPANELMENT OF TECHNOLOGY SERVICE PROVIDERS (TSPs) FOR PROVIDING
COMPREHENSIVE INTEGRATED DIGITAL SOLUTIONS ACROSS EDUCATION,
HEALTH/HOSPITAL, SMART CITIES, JUDICIAL, RELIGIOUS AND
HOTEL/HOSPITALITY ECOSYSTEMS**

Ref: RFP No. TBSSP/RFP/ECO-SYSTEMS/2024-25/003 dated 09.10.2024

**STATE BANK OF INDIA
TRANSACTION BANKING SOLUTIONS & SPECIAL PROJECTS DEPARTMENT
CORPORATE CENTRE,
MAFATLAL CENTRE, SECOND FLOOR,
NARIMAN POINT,
MUMBAI – 400021**

Schedule of Events

SI	Particulars	Remarks
1	Contact details of issuing department (Name, Designation, Mobile No., Email and office address for sending any kind of correspondence regarding this RFP)	Name: P. S. Sodhi Designation: Deputy General Manager, (Projects), TB S &SP Department Email ID: dgmprojects.dtb@sbi.co.in ; mgr4transit.tbs@sbi.co.in Contact Address: STATE BANK OF INDIA TRANSACTION BANKING SOLUTIONS & SPECIAL PROJECTS DEPARTMENT, CORPORATE CENTRE, MAFATLAL CENTRE, SECOND FLOOR, NARIMAN POINT, MUMBAI – 400021 Contact Number: 9819570813
2	Bid Document Availability including changes/amendments, if any to be issued	RFP may be downloaded from Bank's website https://www.sbi.co.in procurement news from 09.10.2024 15:00 Hours to 05.11.2024 (up to 15:00 Hours)
3	Last date for requesting clarification	Up to 17:00 Hours on 15.10.2024 All communications regarding points / queries requiring clarifications shall be given in writing or by e-mail.
4	Pre - bid Meeting	From 15:00 Hours to 16:00 Hours on 18.10.2024 at (venue) or through online meeting.(Interested bidders are required to share their e-mail id)
5	Clarifications to queries raised at pre-bid meeting will be provided by the Bank.	On 23.10.2024
6	Last date and time for Bid submission	Up to 15:00 Hours on 05.11.2024
7	Address for submission of Bids	Online through https://www.etender.sbi
8	Date and Time of opening of Bids	11:30 Hours on 06.11.2024 Authorized representatives of Bidders may be present online during opening of the Bids. However, bids would be opened even in the absence of any or all of Bidders representatives.
9	Tender Fee	Rs. 20,000 /- (Twenty Thousand only) Amount should be deposited in A/c No:10768099503 IFSC: SBIN0008586 Account Name: SBI Central Office OMD A/c Tender fee will be non-refundable.
10	Earnest Money Deposit	Rs. 25,00,000 /- (Twenty-five lacs only)

		<p>Amount should be deposited in A/c No:10768099503 IFSC: SBIN0008586 Account Name: SBI Central Office OMD A/c</p> <p>Or</p> <p>EMD may be submitted in the form of a bank guarantee as per Format given at Appendix-K. If EMD is in the form of Bank Guarantee, scanned copy of original EMD Bank Guarantee should be uploaded on portal of e-Procurement agency along with technical bid. Original EMD Bank Guarantee should be delivered through registered post/courier or given in person to the Bank at the address specified in Schedule of Event Sl. No. 1, within the bid submission date and time for the RFP.</p> <p>EMD shall be valid upto 180 days from bid submission date.</p> <p>Bidder should deposit EMD and Tender Fee separately.</p>																		
11	Contact details of e-Procurement agency appointed for e-procurement	<p>Name: e-procurement Technologies Limited</p> <table border="1" data-bbox="655 1099 1323 1348"> <thead> <tr> <th>Name</th> <th>Mobile No.</th> <th>E-mail Id</th> </tr> </thead> <tbody> <tr> <td>Fahad Khan</td> <td>6352631766</td> <td>fahad@eptl.in</td> </tr> <tr> <td>Utkarsh Pal</td> <td>6352632098</td> <td>utkarsh@eptl.in</td> </tr> <tr> <td>Mubassera Mansuri</td> <td>7859800621</td> <td>mubassera@eptl.in</td> </tr> <tr> <td>Hiral Purohit</td> <td>6352631968</td> <td>hiral.purohit@eptl.in</td> </tr> <tr> <td>Manish Pathak</td> <td>9265562819</td> <td>manish.p@eptl.in</td> </tr> </tbody> </table>	Name	Mobile No.	E-mail Id	Fahad Khan	6352631766	fahad@eptl.in	Utkarsh Pal	6352632098	utkarsh@eptl.in	Mubassera Mansuri	7859800621	mubassera@eptl.in	Hiral Purohit	6352631968	hiral.purohit@eptl.in	Manish Pathak	9265562819	manish.p@eptl.in
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Part-I

1. INVITATION TO BID	5
2. BACKGROUND	6
3. DISCLAIMER	6
4. DEFINITIONS.....	7
5. COST OF BID DOCUMENT	7
6. SCOPE OF WORK.....	7
7. ELIGIBILITY AND TECHNICAL CRITERIA.....	7
8. EVALUATION PROCESS	8
9. EMPANELMENT PERIOD.....	9
10. CLARIFICATIONS AND AMENDMENTS ON RFP/PRE-BID MEETING	9
11. CONTENTS OF BID DOCUMENTS.....	10
12. BID PREPARATION AND SUBMISSION	10
13. DEADLINE FOR SUBMISSION OF BIDS.....	11
14. MODIFICATION AND WITHDRAWAL OF BIDS.....	12
15. BID INTEGRITY	12
16. BIDDING PROCESS FOR EMPANELMENT	12
17. TECHNICAL EVALUATION	13
18. CONTACTING THE BANK.....	13
19. WAIVER OF RIGHTS	13
20. BANK'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS	13
21. SERVICES	13
22. RIGHT TO VERIFICATION.....	14
23. SUB-CONTRACTING.....	14
24. VALIDITY OF EMPANELMENT.....	14
25. LIMITATION OF LIABILITY.....	14
26. PUBLIC PROCUREMENT: PREFERENCE TO MAKE IN INDIA	15
27. LIQUIDATED DAMAGES	15
28. RIGHT TO AUDIT.....	16
29. CONFIDENTIALITY.....	16
30. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP.....	16
31. CONFLICT OF INTEREST	17
32. CODE OF INTEGRITY AND DEBARMENT/BANNING.....	18
33. DISPUTES RESOLUTION.....	20
34. GOVERNING LANGUAGES.....	20
35. APPLICABLE LAW.....	21
36. TENDER FEE.....	21
37. EARNEST MONEY DEPOSIT (EMD)	21
38. EXEMPTION OF EMD AND TENDER FEE.....	22
39. NOTICES	22
40. OTHER TERMS & CONDITIONS	22
APPENDIX – A	25
APPENDIX – B	28
APPENDIX – C	37
APPENDIX – D	122
APPENDIX – E.....	123
APPENDIX – F.....	134
APPENDIX – G	135
APPENDIX – H	140
APPENDIX – I.....	142
APPENDIX – J.....	143
APPENDIX – K	144
APPENDIX – L.....	147

PART – I

1. Invitation to Bid

- i. State Bank of India (herein after referred to as 'SBI' / 'the Bank'), having its Corporate Centre at Mumbai, various other offices (LHOs/ Head Offices /Zonal Offices/Global Link Services, Global IT Centre, foreign offices etc.) of State Bank of India, branches/other offices, Subsidiaries and Joint Ventures available at various locations and managed by the Bank (collectively referred to as State Bank Group or 'SBG' hereinafter). This RFP for Empanelment has been issued by the Bank for the empanelment of Technology Service Providers (TSPs) offering a comprehensive integrated digital solution(s) in **One or more** ecosystem(s) such as education, health/hospital, smart cities, judicial, religious and hotel/hospitality mentioned as under
 - a. Integrated Hospital Management System (IHMS)
 - b. Integrated University Management System (IUMS)
 - c. Integrated Smart Cities Management System (ISCMS)
 - d. Integrated Religious Institutions/Trusts Management System (IRMS)
 - e. Integrated Court Management System (ICMS)
 - f. Integrated Hospitality Management System (IHOMS)
- ii. In order to meet the requirements, the Bank proposes to invite online Bids from the eligible Bidders for empanelment as per details/scope of work for each of the ecosystems mentioned in Appendix-E of this RFP document.
- iii. Bidder shall mean any entity (i.e. juristic person) who meets the eligibility criteria given in Appendix-B of this RFP and willing to provide the system as required in this RFP and subsequent Request for Quote (RFQ) to be floated by the Bank for Eco-Systems separately. The interested Bidders who agree to all the terms and conditions contained in this RFP may submit their Bids with the information desired in this RFP. Consortium bidding is not permitted under this RFP.
- iv. Address for submission of online Bids, contact details including email address for sending communications are given in Schedule of Events of this RFP.
- v. The purpose of SBI behind this RFP is to seek a detailed technical proposal for empanelment of bidders for the system(s) desired in this RFP.
- vi. The proposed system(s) must have the capabilities to integrate with Bank's existing infrastructure seamlessly, as, and when the Bank desires to avail these services under RFQs.
- vii. This RFP document shall not be transferred, reproduced, or otherwise used for purpose other than for which it is specifically issued.
- viii. Interested Bidders are advised to go through the entire RFP before submission of online Bids to avoid any chance of elimination. The eligible Bidders desirous of taking up the project for supply of proposed system for SBI are invited to submit their proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent empanelment of the successful Bidder(s) will be entirely at Bank's discretion.

2. Background

- i. RFP No TBSSP/RFP/ECO-SYSTEMS/2024-25/003 dated 09.10.2024 seeks proposal from Bidders who have the necessary experience, capability & expertise to provide SBI the proposed system(s) outlined below which adhere to Bank's requirements specified in this RFP.
- ii. The RFP seeks proposal from Bidders to potentially Empanel them for either one or more ecosystems.
 - o Integrated Hospital Management System (IHMS)
 - o Integrated University Management System (IUMS)
 - o Integrated Smart Cities Management System (ISCMS)
 - o Integrated Religious Institutions/Trusts Management System (IRMS)
 - o Integrated Court Management System (ICMS)
 - o Integrated Hospitality Management System (IHOMS)
- iii. A bidder may apply in more than one category (**Category of application to be clearly specified in Bid Form – Annexure A**) provided they fulfill respective eligibility criteria.
- iv. **If applying for more than one category, separate category specific evaluation documents should be submitted for each applied category.**

3. Disclaimer

- i. The information contained in this RFP, or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of SBI, is subject to the terms and conditions set out in this RFP.
- ii. This RFP is not an offer by State Bank of India, but an invitation to receive responses from the eligible Bidders.
- iii. The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advices/clarifications. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- iv. The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this RFP.
- v. The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
- vi. The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.
- vii. The issue of this RFP does not imply that the Bank is bound to select a Bidder or to empanel selected bidder, as the case may be, for the Project and the Bank reserves the right to reject all or any of the Bids or Bidders without assigning

any reason whatsoever before empanelment and/or its acceptance thereof by the successful Bidder. Further, this RFP also does not guarantee any award of contract to any empaneled bidder.

4. Definitions

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

- i. **“The Bank”** means the State Bank of India (including domestic branches and foreign offices), Subsidiaries and Joint Ventures, where the Bank has ownership of more than 50% of voting securities or the power to direct the management and policies of such Subsidiaries and Joint Ventures.
- ii. **“Bidder/TSP”** means an eligible entity/firm submitting the Bid in response to this RFP.
- iii. **“Bid”** means the written reply or submission of response to this RFP.
- iv. **“RFP”** means Request for Proposal published by State Bank of India for Empanelment of Technology Service Providers (TSPs).
- v. **“Vendor”** is the successful Bidder found eligible as per eligibility criteria set out in this RFP, whose Bid has been accepted and who has emerged as successful for empanelment.
- vi. **“System/Solution”** term has been used interchangeably, which refers to TSP’s offered platform(s) for the respective ecosystem(s)

5. Cost of Bid Document

- i. The participating Bidders shall bear all the costs associated with or relating to the preparation and submission of their Bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstration or presentations which may be required by the Bank, or any other costs incurred in connection with or relating to their Bid.
- ii. The Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder regardless of the conduct or outcome of the bidding process.

6. Scope of Work

As given in **Appendix-E** of this document

7. Eligibility and Technical Criteria

- i. Bid is open to all Bidders who meet the eligibility and technical criteria as given in **Appendix – B & Appendix – C** of this document. The Bidder has to submit the documents substantiating eligibility criteria as mentioned in this RFP document.
 - (a) For each of the Eco-Systems, If any Bidder submits Bid on behalf of Principal/OEM, the same Bidder shall not submit a Bid on behalf of another Principal/OEM under the RFP. Bid submitted with option of multiple OEMs shall also be considered bid submitted on behalf of multiple OEM.
 - (b) For each of the Eco-Systems, either the Bidder on behalf of Principal/OEM or Principal/OEM itself is allowed to Bid, however both cannot Bid simultaneously.

8. Evaluation Process

- i. SBI will constitute an RFP Evaluation Committee (REC) to evaluate the responses of the Technology Service Provider (TSP).
- ii. The Committee shall evaluate all the responses to the RFP and all supporting documents/documentary evidence.
- iii. The Committee shall evaluate all responses in a phased manner as below:
 - a. **Phase 1: Evaluation of Common Eligibility and Specific Eligibility Criteria**
– It is mandatory for the bidder to meet all the Common Eligibility and Specific Eligibility Criteria (respective to Eco-System) as mentioned in Appendix-B. Bidder to share the required documentary proof/evidences basis criteria as defined in Appendix-B.
 - b. **Phase 2: Evaluation of Technical Eligibility Criteria** – Bidder to meet all the technical Eligibility Criteria as mentioned in Appendix B- Technical Eligibility Criteria and share the required documentary proof/evidences basis criteria as per Appendix B- Technical Eligibility Criteria.
 - c. **Phase 3: Technical Evaluation Scoring-** Overall technical scoring basis Implementation Experience, Client References, Functional Specifications, Technical Specifications, Presentations and System Demo and Key Personnel as per Scoring matrix given in Appendix-C.
Bidder to share the required documentary proof/evidences basis criteria as defined in Appendix C. **it is mandatory for TSP to score a Minimum of 70% or above in this technical evaluation process to qualify for further processing.**

Note: The bidder will only be eligible for the subsequent phase if they have satisfactorily fulfilled the requirements of the preceding phase.

- iv. Inability to submit requisite supporting documents/documentary evidence, may lead to disqualification.
- v. The decision of the REC in the evaluation of responses to the RFP shall be final.
- vi. No correspondence will be entertained outside the process of negotiation/discussion with the REC.
- vii. SBI may seek clarifications from the TSPs (as per requirements) on their Eligibility & Technical Bids specifically around.
 - a. If there is any lack of clarity in the submitted documents, the REC may further for providing necessary additional documents, as required SBI may call for clarifications from the TSP and give them a reasonable time period i.e., not exceeding more than 7 days. If a TSP fails to respond within the stipulated time period or the clarification(s) submitted is non-conforming to the requirement of RFP conditions, no further time will be given for submitting the clarification(s) and the bid will be summarily rejected.
 - b. The request for clarifications shall be in writing and no change in substance of the bid shall be sought, offered, or permitted.
 - c. No post-bid clarification at the initiative of the TSP shall be entertained.
 - d. All such clarifications will be sent to the contact person of the TSP indicated in their proposal by email.
 - e. All the TSPs shall share the additionally asked clarifications via e-mail on or before the date & time as mentioned in the email seeking clarification.

- f. All clarifications received up to a particular date & time shall be considered as a part of the offer and evaluated along with the RFP.
- g. No document/clarification shall be accepted after the particular date & time mentioned in the email.
- viii. All and any cost associated with the demonstration (including technical resources, travel costs, boarding & lodging costs, etc.) will be to the account of the bidder and the bank will not bear any cost.
- ix. All clarifications received within the stipulated time shall only be considered for evaluation. In case a clarification is not received within the stipulated time, then the respective technical parameter would be treated as non-compliant, and the decision to qualify/disqualify the bidder shall be accordingly taken by the Bank.
- x. The proposed solution by the TSP should ensure compliance with the Project Scope & Technical and Functional Requirements defined under this RFP.
- xi. Moreover, it is mandatory for TSP to score a Minimum of 70% or above in the technical evaluation process to qualify for further processing.**

9. Empanelment Period

- i. If selected, the empanelment will be valid for a period of **05 years** from the date of empanelment.
- ii. Irrespective of the period, the empanelment will deem to be operative until close of assigned projects, and hence agencies deploying resources will be required to ensure the availability of resources until completion of the work in hand or till the extended period as per the respective project terms and conditions, if any project is awarded to the empaneled vendor pursuant to future RFQ or otherwise.
- iii. The Bank may conduct review of empaneled vendors at an interval decided by the Bank and any of the conditions of this empanelment may be revisited during the review.
- iv. Based on the review, the Bank may terminate empanelment of any of the vendors. If at any time it is found that the information provided for empanelment is false or if irregularities shown by the bidder, Bank shall reserve the right to remove such vendors from the empaneled list without giving any prior notice to the vendor in advance.

10. Clarifications and Amendments on RFP/Pre-Bid Meeting

- i. Bidder requiring any clarification on RFP may notify the Bank in writing strictly as per the format given in Appendix – J at the address/by e-mail within the date/time mentioned in the Schedule of Events.
- ii. All queries to be raised in the pre-bid meeting will relate to the RFP alone and no queries related to detailed analysis of scope of work, payment terms and mode of selection will be entertained. These issues will be amply clarified at the RFQ stage.
- iii. A pre-Bid meeting will be held in person or online on the date and time specified in the Schedule of Events which may be attended by the authorized representatives of the Bidders interested to respond to this RFP.
- iv. The queries received (without identifying source of query) and response of the Bank thereof will be posted on the Bank's website or conveyed to the Bidders.
- v. The Bank reserves the right to amend, rescind or reissue the RFP, at any time prior to the deadline for submission of Bids. The Bank, for any reason, whether, on its own initiative or in response to a clarification requested by a prospective Bidder, may modify the RFP, by amendment which will be made available to the Bidders by way of corrigendum/addendum. The interested parties/Bidders are advised to check the Bank's website regularly till the date of submission of Bid document specified in the

Schedule of Events/email and ensure that clarifications/amendments issued by the Bank, if any, have been taken into consideration before submitting the Bid. Such amendments/clarifications, if any, issued by the Bank will be binding on the participating Bidders. Bank will not take any responsibility for any such omissions by the Bidder. The Bank, at its own discretion, may extend the deadline for submission of Bids in order to allow prospective Bidders a reasonable time to prepare the Bid, for taking the amendment into account.

- vi. Queries received after the scheduled date and time will not be responded/acted upon.

11. Contents of Bid Documents

- i. The Bidder must thoroughly study/analyze and properly understand the contents of this RFP, its meaning and impact of the information contained therein.
- ii. Failure to furnish all information required in this RFP or submission of Bid not responsive to this RFP in any respect will be at the Bidder's risk and responsibility and the same may finally result in rejection of its Bid. The Bank has made considerable effort to ensure that accurate information is contained in this RFP and is supplied solely as guidelines for Bidders.
- iii. The Bid prepared by the Bidder, as well as all correspondences and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be submitted in English.
- iv. The information provided by the Bidders in response to this RFP will become the property of the Bank and will not be returned. Incomplete information in Bid document may lead to non-consideration of the proposal.

12. Bid Preparation and Submission

- i. The Bid is to be submitted on portal of e-Procurement agency for REQUEST FOR EMPANELMENT (RFP) OF TECHNOLOGY SERVICE PROVIDERS (TSPs) FOR PROVIDING COMPREHENSIVE INTEGRATED DIGITAL SOLUTIONS ACROSS EDUCATION, HEALTH/HOSPITAL, SMART CITIES, JUDICIAL, RELIGIOUS AND HOTEL/HOSPITALITY ECOSYSTEMS in response to the RFP No. TBSSP/RFP/ECO-SYSTEMS/2024-25/003 dated 09.10.2024 Documents mentioned below are to be uploaded on portal of e-Procurement agency with digital signature of authorized signatory:
 - a. Index of all the documents, letters, bid forms etc. submitted in response to RFP along with page numbers.
 - b. Proof of remittance of Tender fee & EMD.
 - c. Bid covering letter/Bid form on the lines of **Appendix – A** on Bidder's letter head.
 - d. Bidder Eligibility Criteria as per **Appendix – B**
 - e. Submission of Client References as per **Appendix – F**
 - f. Proof of remittance of Tender Fee & EMD
 - g. Specific response along with supporting documents in respect of Eligibility Criteria and Evaluation Criteria on the lines of **Appendix – B and Appendix – C**
 - h. Technical and Functional Specifications compliance for the proposed solution as per **Appendix – C**
 - i. Resource Personnel details as per **Appendix-C.**
 - j. Bidder's details as per **Appendix – D** on Bidder's letter head.
 - k. Audited financial statement and profit and loss account statement as mentioned in **Appendix – B.**

- l. A copy of board resolution along with copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the Bid document.
 - m. Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along with Memorandum & Articles of Association/ Partnership Deed, PAN Card, GST Registration as mentioned in Eligibility Criteria under **Appendix – B**.
- ii. Bidders may please note:
- a. The Bidder should quote for the entire package on a single responsibility basis for Solutions/services it proposes to be empaneled for.
 - b. While submitting the Bid, literature on the proposed solution/services should be segregated and kept together in one section.
 - c. Care should be taken that the Bid shall not contain any price information. Such proposal, if received, will be rejected.
 - d. The Bid document shall be complete in accordance with various clauses of the RFP document or any addenda/corrigenda or clarifications issued in connection thereto, duly signed by the authorized representative of the Bidder. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be attached.
 - e. It is mandatory for all the Bidders to have class-III Digital Signature Certificate (DSC) (in the name of person who will sign the Bid) from any of the licensed certifying agency to participate in this RFP. DSC should be in the name of the authorized signatory. It should be in corporate capacity (that is in Bidder capacity).
 - f. If deemed necessary, the Bank may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substances of the Bid already submitted.
 - g. The Bidder may also be asked to give presentation for the purpose of clarification of the Bid.
 - h. The Bidder must provide specific and factual replies to the points raised in the RFP.
 - i. The Bid shall be typed or written and shall be digitally signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.
 - j. All the enclosures (Bid submission) shall be serially numbered.
 - k. The Bank reserves the right to reject Bids not conforming to above.
 - l. The Bid document shall be complete in accordance with various clauses of the RFP document or any addenda/corrigenda or clarifications issued in connection thereto, duly signed by the authorized representative of the Bidder. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be attached.
 - m. Bidder(s) should prepare and submit their online Bids well in advance before the prescribed date and time to avoid any delay or problem during the bid submission process. The Bank shall not be held responsible for any sort of delay or the difficulties faced by the Bidder(s) during the submission of online Bids.
 - n. Bidder(s) should ensure that the Bid documents submitted should be free from virus and if the documents could not be opened, due to virus or otherwise, during Bid opening, the Bid is liable to be rejected.

13. Deadline for Submission of Bids

- i. Bids must be submitted online on portal of e-Procurement agency by the date and time

mentioned in the “**Schedule of Events**”.

- ii. In the event of the specified date for submission of Bids being declared a holiday for the Bank, the Bids will be received up to the appointed time on the next working day.
- iii. In case the Bank extends the scheduled date of submission of Bid document, the Bids shall be submitted by the time and date rescheduled. All rights and obligations of the Bank and Bidders will remain the same.

14. Modification and Withdrawal of Bids

- i. The Bidder may modify or withdraw its Bid after the Bid’s submission, provided modification, including substitution or withdrawal of the Bids, prior to the deadline prescribed for submission of Bids.
- ii. No modification in the Bid shall be allowed, after the deadline for submission of Bids.

15. Bid Integrity

- i. Willful misrepresentation of any fact within the Bid will lead to the cancellation of the empanelment contract without prejudice to other actions that the Bank may take.
- ii. All the submissions, including any accompanying documents, will become property of the Bank.
- iii. The Bidders shall be deemed to license, and grant all rights to the Bank, to reproduce the whole or any portion of their Bid document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.

16. Bidding Process for Empanelment

- i. All the Bids received up to the specified time and date will be considered by the Bank for evaluation, subject to Bidders satisfying eligibility criteria and agree to comply with all the terms and conditions specified in the RFP.
- ii. The Bank will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed and are generally in order.
- iii. The Bank may, at its discretion waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation.
- iv. Prior to the detailed evaluation, the Bank will determine the responsiveness of each Bid to the RFP.
- v. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the RFP in total, without any deviation.
- vi. The Bank’s determination of a Bid’s responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.
- vii. After opening of the Bids and preliminary evaluation, some or all the Bidders may be asked to make presentations on the categories Bid for empanelment.
- viii. The Bank can ask for a Proof of Concept (PoC)/ Technical Evaluation (TE).
- ix. Any cost incurred by the Bidder for conducting such PoC /TE will not be borne by the Bank.
- x. If a Bid is not responsive, it will be rejected by the Bank and will not subsequently be made responsive by the Bidder by correction of the non-conformity.

17. Technical Evaluation

- i. Technical evaluation will include technical information submitted as per Bid format, demonstration of proposed Software solution/services, reference calls and site visits, wherever required.
- ii. The Bidder may highlight the noteworthy/superior features of their Software Solution/ services.
- iii. The Bidder will demonstrate/substantiate all claims made in the Bid along with supporting documents to the Bank, the capability of the Software Solution/ services to support all the required functionalities at their cost in their lab or those at other organizations where similar Software solution/ services is in use.
- iv. During evaluation of Bids, the Bank may, at its discretion ask the Bidders for clarification on the Bids received.
- v. The request for clarification shall be in writing and no change in substance of the Bid shall be sought, offered, or permitted.
- vi. No clarification at the initiative of the Bidder shall be entertained after bid submission date.

18. Contacting the Bank

- i. Any effort by a Bidder to influence the Bank in its decisions on Bid evaluation, Bid comparison or contract award may result in the rejection of the Bid.

19. Waiver of Rights

- i. Each Party agrees that any delay or omission on the part of the other Party to exercise any right, power or remedy under this RFP will not automatically operate as a waiver of such right, power or remedy or any other right, power or remedy and no waiver will be effective unless it is in writing and signed by the waiving Party.
- ii. Further the waiver or the single or partial exercise of any right, power, or remedy by either Party hereunder on one occasion will not be construed as a bar to a waiver of any successive or other right, power or remedy on any other occasion.

20. Bank's Right to Accept Any Bid and to Reject any or All Bids

- i. The Bank reserves the right to accept or reject any Bid in part or in full or to cancel the bidding process and reject all Bids at any time prior to empanelment decision, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's action.

21. Services

- i. All professional services necessary to successfully implement the proposed Software Solution will be part of the RFP.
- ii. Bidder should ensure that key personnel with relevant skill-sets are available to the Bank.
- iii. Bidder should ensure that the quality of methodologies for delivering the services, adhere to quality standards/timelines stipulated therefor.
- iv. Bidder shall be willing to transfer skills to relevant personnel from the Bank, by means of training and documentation.

22. Right to Verification

- i. The Bank reserves the right to verify any or all of the statements made by the Bidder in the Bid document and to inspect the Bidder's facility, if necessary, to establish to its satisfaction about the Bidder's capacity/capabilities to perform the job.

23. Sub-Contracting

- i. As per scope of this RFP if Bidder is onboarded subsequently, then sub-contracting is not permitted.

24. Validity of Empanelment

- i. The empanelment will be valid for a period of **05 years** from the date of empanelment provided that the Bank may at any time during the empanelment period terminate the empanelment by providing written notice of 30 (thirty) days to TSP.
- ii. Irrespective of the period, the empanelment will deem to be operative until close of assigned projects, and hence agencies deploying resources will be required to ensure the availability of resources until completion of the work in hand or till the extended period as per the project terms and conditions.
- iii. Bank may issue RFQ to empaneled TSP as per the actual requirements from time to time. However, please note that empanelment of TSPs should not be treated as a contract for the proposed work and the Bank reserves its right to select any of the empaneled vendor or otherwise for proposed work at its discretions.
- iv. Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPP-MII Order) and any revision thereto will also be applicable to this RFP and subsequent RFQ.

25. Limitation of Liability

- i. The maximum aggregate liability of Service Provider, subject to below mentioned sub-clause (iii), in respect of any claims, losses, costs or damages arising out of RFP or in connection with the subsequent RFQ shall not exceed the total project cost of the respective RFQs floated for each ecosystem subsequently.
- ii. Under no circumstances shall either Party be liable for any indirect, consequential or incidental losses, damages or claims including loss of profit, loss of business or revenue.
- iii. The limitations set forth herein shall not apply with respect to:
 - (a) claims that are the subject of indemnification pursuant to infringement of third-party Intellectual Property Right;
 - (b) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider,
 - (c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,
 - (d) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.

For the purpose of abovementioned sub-clause (iii)(b) "**Gross Negligence**" means any act or failure to act by a party which was in reckless disregard of or gross

indifference to the obligation of the party under this Agreement and which causes injury, damage to life, personal safety, real property, harmful consequences to the other party, which such party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act for which such Party is legally liable. Notwithstanding the forgoing, Gross Negligence shall not include any action taken in good faith.

“Willful Misconduct” means any act or failure to act with an intentional disregard of any provision of this Agreement, which a party knew or should have known if it was acting as a reasonable person, which would result in injury, damage to life, personal safety, real property, harmful consequences to the other party, but shall not include any error of judgment or mistake made in good faith.

26. Public Procurement: Preference to Make in India

- i. The prices/commercials for Scope of Work/Services to be provided by the Service Providers under the respective RFQs will be done after empanelment by floating a Request for Quotation (RFQ) among the empanelled Service Providers.
- ii. Order No. P-45021/2/2017 – B-E-II issued by Department of Industrial Policy and promotion, Ministry of Commerce and Industry, Government of India relating to Public Procurement (Preference to Make in India), order 2017 and any subsequent amendment/clarifications thereto shall be applicable for participation in bidding process.
- iii. Also, successful bidders need to sign and submit Pre-Contract Integrity Pact, based on the estimated value of work/services at the time of submitting bids in respective subsequent RFQs as per **Appendix – L**.

27. Liquidated Damages

- i. If Service Provider fails to deliver and perform any or all the Services within the stipulated time, as scheduled in the subsequent RFQ, the Bank may, without prejudice to its other remedies under the RFQ, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost of respective RFQ for delay of each week or part thereof maximum up to 5% of total Project Cost of respective RFQ. Once the maximum deduction is reached, the Bank may consider termination of the Agreement entered in pursuant to the respective RFQ.

28. Right To Audit

- i. The Selected Bidder (Service Provider) under the respective RFQs shall be subject to annual audit by internal/ external Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ Software) and services etc. provided to the Bank and Service Provider is required to submit such certification by such Auditors to the Bank. Service Provider and or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by Service Provider. Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank. Except for the audit done by Reserve Bank of India or any statutory/regulatory authority, the Bank shall provide reasonable notice not less than 7 (seven) days to Service Provider before such audit and same shall be conducted during normal business hours.
- ii. Where any deficiency has been observed during audit of Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.
- iii. Service Provider further agrees that whenever required by the Bank, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and/or any regulatory authority(ies). The Bank reserves the right to call for and/or retain any relevant information /audit reports on financial and security review with their findings undertaken by Service Provider. However, Service Provider shall not be obligated to provide records/data not related to Services under the Agreement (e.g. internal cost breakup etc.).
- iv. Service provider shall grant unrestricted and effective access to a) data related to the outsourced activities; b) the relevant business premises of the service provider; subject to appropriate security protocols, for the purpose of effective oversight use by the Bank, their auditors, regulators and other relevant Competent Authorities, as authorised under law.

29. Confidentiality

- i. Confidentiality obligation shall be as per non-disclosure agreement (**Appendix – G**).

30. Intellectual Property Rights and Ownership

- i. The Intellectual Property Rights for the product / services offered by the Bidder should be owned by them.
- ii. The bidder must ensure that the application / product / solution, code, artefacts, scripts, etc. offered by them have been developed by them and not copied, pilfered, hacked, transferred, or procured from any other company or individual(s).
- iii. For any technology / Software / solution developed/used/supplied by Bidder for performing services or licensing and implementing Software and solution for the Bank

as part of this RFP, Bidder shall have right to use as well right to license for the outsourced services or third-party product.

- iv. Additionally, the IPR ownership of applications / products / solutions, code, artefacts, scripts, etc. across each Eco-System shall be governed as per the IP ownership clause of subsequent RFQs floated after empanelment for each ecosystem on case to case basis.
- v. The Bank shall not be liable for any license or IPR violation on the part of Bidder.

31. Conflict of Interest

- i. Bidder shall not have a conflict of interest (the “Conflict of Interest”) that affects the bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified without prejudice to any other right or remedy that may be available to the Bank under the RFP and/ or the subsequent RFQ or otherwise.
- ii. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the bidding Process, if:
 - a. The Bidder, its Member or Associate (or any constituent thereof) and any other Bidder, its Member or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Bidder, its Member or an Associate thereof (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its Member or Associate, has less than 5% (five per cent) of the subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a bank, insurance company, pension fund or a public financial institution referred to in section 2(72) of the Companies Act, 2013. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows: (aa) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the “Subject Person”) shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and (bb) subject always to sub-clause (aa) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause (bb) if the shareholding of such person in the intermediary is less than 26% of the subscribed and paid up equity shareholding of such intermediary; or
 - b. A constituent of such Bidder is also a constituent of another Bidder; or
 - c. Such Bidder, its Member or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder, its Member or Associate, or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder, its Member or any Associate thereof; or
 - d. Such Bidder has the same legal representative for purposes of this Bid as any other Bidder; or
 - e. Such Bidder, or any Associate thereof, has a relationship with another Bidder, or any Associate thereof, directly or through common third party/ parties, that

- puts either or both of them in a position to have access to each other's information about, or to influence the Bid of either or each other; or
- f. Such Bidder or any of its affiliates thereof has participated as a consultant to the Bank in the preparation of any documents, design or technical specifications of the RFP.
- iii. For the purposes of this RFP, Associate means, in relation to the Bidder, a person who controls, is controlled by, or is under the common control with such Bidder (the "Associate"). As used in this definition, the expression "control" means, with respect to a person which is a company or corporation, the ownership, directly or indirectly, of more than 50% (fifty per cent) of the voting shares of such person, and with respect to a person which is not a company or corporation, the power to direct the management and policies of such person by operation of law or by contract.

32. Code of Integrity and Debarment/Banning

- i. The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding Process. Notwithstanding anything to the contrary contained herein, the Bank shall reject Bid without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding Process.
- ii. Bidders are obliged under code of integrity to Suo-moto proactively declare any conflicts of interest (pre-existing or as and as soon as these arise at any stage) in RFP process or execution of contract. Failure to do so would amount to violation of this code of integrity.
- iii. Any Bidder needs to declare any previous transgressions of such a code of integrity with any entity in any country during the last three years or of being debarred by any other procuring entity. Failure to do so would amount to violation of this code of integrity.
- iv. For the purposes of this clause, the following terms shall have the meaning hereinafter, respectively assigned to them:
- "Corrupt practice"** means making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the empanelment process or to otherwise influence the empanelment process;
 - "Fraudulent practice"** means any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained, or an obligation avoided. This includes making false declaration or providing false information for participation in a RFP process or to secure a contract or in execution of the contract;
 - "Coercive practice"** means harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a contract.
 - "Anti-competitive practice"** means any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more bidders, with or without the knowledge of the Bank, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels.
 - "Obstructive practice"** means materially impede the Bank's or Government agencies investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false

statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding the Bank's rights of audit or access to information;

- v. Debarment/Banning
- ii. Empanelment/participation of Bidders and their eligibility to participate in the Bank's empanelment is subject to compliance with code of integrity and performance in contracts as per terms and conditions of contracts. Following grades of debarment from empanelment/participation in the Bank's empanelment process shall be considered against delinquent Vendors/Bidders:

(a) Holiday Listing (Temporary Debarment - suspension):

Whenever a Bidder is found lacking in performance, in case of less frequent and less serious misdemeanors, the Bidders may be put on a holiday listing (temporary debarment) for a period upto 12 (twelve) months. When a Bidder is on the holiday listing, he is neither invited to bid nor are his bids considered for evaluation during the period of the holiday. The Bidder is, however, not removed from the list of empaneled vendors, if any. Performance issues which may justify holiday listing of the Vendor are:

- Vendors who have not responded to requests for quotation/tenders consecutively three times without furnishing valid reasons, if mandated in the empanelment contract (if applicable);
- Repeated non-performance or performance below specified standards (including after sales services and maintenance services etc.);
- Bidders undergoing process for removal from empanelment/participation in procurement process or banning/debarment may also be put on a holiday listing during such proceedings.

(b) Debarment from participation including removal from empanelled list

Debarment of a delinquent Bidder (including their related entities) for a period (one to two years) from the Bank's procurements including removal from empanelment, wherever such Bidder is empaneled, due to severe deficiencies in performance or other serious transgressions. Reasons which may justify debarment and/or removal of the Bidder from the list of empaneled vendors are:

- Without prejudice to the rights of the Bank under Clause 14(i) hereinabove, if a Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding Process, such Bidder shall not be eligible to participate in any RFP/RFQ issued by the Bank during a period of 2 (two) years from the date of debarment.
- The Bidder fails to abide by the terms and conditions or to maintain the required technical/operational staff/equipment or there is change in its production/service line affecting its performance adversely or fails to cooperate or qualify in the review for empanelment.
- If Bidder ceases to exist or ceases to operate in the category of requirements for which it is empaneled.

- Bankruptcy or insolvency on the part of the Bidder as declared by a court of law; or
- Banning by Ministry/Department or any other Government agency.
- Other than in situations of force majeure, technically qualified Bidder withdraws from the procurement process or after being declared as successful bidder: (i) withdraws from the process; (ii) fails to enter into a Contract; or (iii) fails to provide performance guarantee or any other document or security required in terms of the RFP documents.
- If the Central Bureau of Investigation/CVC/C&AG or Vigilance Department of the Bank or any other investigating agency recommends such a course in respect of a case under investigation;
- Employs a Government servant or the Bank's Officer within two years of his retirement, who has had business dealings with him in an official capacity before retirement; or
- Any other ground, based on which the Bank considers, that continuation of Contract is not in public interest.
- If there is strong justification for believing that the partners/directors/proprietor/agents of the firm/company has been guilty of violation of the code of integrity or Integrity Pact (wherever applicable), evasion or habitual default in payment of any tax levied by law; etc.

(c) Banning from Ministry/Country-wide procurements

For serious transgression of code of integrity, a delinquent Bidder (including their related entities) may be banned/debarred from participation in a procurement process of the Bank including procurement process of any procuring entity of Government of India for a period not exceeding three years commencing from the date of debarment.

33. Disputes Resolution

- All disputes or differences whatsoever arising between the parties out of or in connection with the Empanelment process (including dispute concerning interpretation) shall be settled amicably.
- If, however, the parties are not able to solve them amicably within 30 (thirty) days after dispute occurs as evidenced through the first written communication from any Party notifying the other regarding the disputes, the same shall be referred to and be subject to the jurisdiction of competent Courts of Mumbai only.
- The competent Courts in Mumbai, Maharashtra shall have exclusive jurisdiction in this regard.

34. Governing Languages

- The governing language shall be English.

35. Applicable Law

- i. The Contract shall be interpreted in accordance with the laws of the Union of India and shall be subjected to the exclusive jurisdiction of courts at Mumbai.

36. Tender Fee

- i. Non-refundable Tender Fee should be directly credited to the designated account as mentioned in Schedule of Events.
- ii. Proof of remittance of Tender Fee in the designated account should be enclosed with the technical bid.
- iii. The Bids without tender fee will not be considered valid.

37. Earnest Money Deposit (EMD)

- i. The Bidder shall furnish EMD for the amount and validity period mentioned in Schedule of Events of this RFP.
- ii. EMD is required to protect the Bank against the risk of Bidder's conduct.
- iii. The EMD should be directly credited to the designated account as mentioned in Schedule of Events. Proof of remittance of EMD in the designated account should be enclosed with the technical bid.

Or

- iii. The EMD may be submitted in form of Bank Guarantee (as prescribed in **Appendix-K**) issued in favour of State Bank of India by any scheduled commercial bank in India. In case, SBI is the sole banker of the Bidder, a Letter of Comfort from SBI would be acceptable.
- iv. If EMD is directly credited to designated account, proof of remittance of EMD in the designated account should be enclosed with the technical bid. However, if EMD is in form of Bank Guarantee, scanned copy of original EMD Bank Guarantee should be uploaded on portal of e-Procurement agency along with technical bid. Original EMD Bank Guarantee should be delivered through registered post/courier or given in person to the Bank at the address specified in Schedule of Event Sl. No. 1, within the bid submission date and time for the RFP.
- v. Any Bid not accompanied by EMD for the specified amount and not submitted to the Bank as mentioned in this RFP will be rejected as non-responsive.
- vi. The EMD of the unsuccessful Bidder(s) would be refunded/returned by the Bank within 2 weeks of the Bidder being notified as being unsuccessful.

38. Exemption of EMD and Tender Fee

Micro & Small Enterprises (MSE) units and Start-ups are exempted from payment of EMD and tender fee provided the products and/or services they are offering, are manufactured and/or services rendered by them. Exemption as stated above is not applicable for selling products and/or services, manufactured/ rendered by other companies.

Bidder should submit supporting documents issued by competent Govt. bodies to become eligible for the above exemption.

Bidders may please note:

- i. NSIC certificate/ Udyog Aadhar Memorandum/Udyam Registration Certificate should cover the items tendered to get EMD/tender fee exemptions. Certificate/ Memorandum should be valid as on due date / extended due date for Bid submission.
- ii. "Start-up" company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India with the technical bid.
- iii. Start-ups which are not under the category of MSE shall not be eligible for exemption of tender fee.
- iv. Bidder who solely on its own, fulfils each eligibility criteria condition as per the RFP terms and conditions and who are having MSE or Start-up company status, can claim exemption for EMD/ tender fee.
- v. If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then all those Bids without tender fees /EMD will be summarily rejected and no queries will be entertained.

39. Notices

- i. Any notice given by one party to the other pursuant to this Empanelment shall be sent to other party in writing and confirmed in writing to other Party's address. The notice shall be effective when delivered or on the notice's effective date whichever is later.

40. Other Terms & Conditions

- i. Lodgement of an RFP is evidence of a Bidder's consent to comply with the terms and condition of Empanelment process and subsequent bidding process. If a Bidder fails to comply with any of the terms, its RFP may be summarily rejected.
- ii. Willful misrepresentation of any fact within the Bid will lead to the disqualification of the Bidder without prejudice to other actions that the Bank may take. All the submissions, including any accompanying documents, will become property of the Bank. The Bidders shall be deemed to license, and grant all rights to the Bank, to reproduce the whole or any portion of their Bid document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.
- iii. Bidders must advise the Bank immediately in writing of any material change to the information contained in the RFP application, including any substantial change in their ownership or their financial or technical capacity. Copies of relevant documents must be submitted with their advice. For shortlisted Bidders, this requirement applies until a contract is awarded as a result of subsequent bidding process.

- iv. Shortlisted Bidders must not advertise or publish the same in any form without the prior written consent of SBI.
- v. Brief overview of the proposed procurement/scope of work given in this document may be further elaborated, viz., more details may be included in the Request for Quotation (RFQ) document to be issued because of evaluation process of RFP.
- vi. The Bank reserves the right to formulate any terms & conditions while framing the RFQ, even if these are in variance with the terms provided in this RFP. Further, the Bidders shall have no claim in this regard.
- vii. The Bank shall have the right to cancel the RFP process itself at any time, without thereby incurring any liabilities to the affected Bidders. Reasons for cancellation, as determined by the Bank in its sole discretion include but are not limited to, the following:
 - a. Services contemplated are no longer required.
 - b. Scope of work not adequately or clearly defined due to unforeseen circumstance and/or factors and/or new developments.
 - c. The project is not in the best interest of the Bank.
 - d. Any other reason.

Part – II

Appendix – A

BID FORM – For Empanelment
[On Company's Letter Head]

Date: _____

To:

<Address of Tendering Office>

Dear Sir,

Ref: RFP No. SBI:xx:yy dated dd/mm/yyyy

We have examined the above RFP, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications / modifications / revisions, if any, furnished by the Bank. We submit our bid and shall abide by the terms and conditions spelt out in the RFP.

We hereby declare that we would like to submit our Bid for the below mentioned platform / system (Select the ecosystem that Bidder would like to bid for):

Sr No	Name of Ecosystem	Propose to Bid
1	Integrated Hospital Management System (IHMS)	<input type="checkbox"/>
2	Integrated University Management System (IUMS)	<input type="checkbox"/>
3	Integrated Smart Cities Management System (ISCMS)	<input type="checkbox"/>
4	Integrated Religious Institutions/Trusts management System (IRMS)	<input type="checkbox"/>
5	Integrated Court Management System (ICMS)	<input type="checkbox"/>
6	Integrated Hospitality Management System (IHOMS)	<input type="checkbox"/>

- i. While submitting this Bid, we certify that:
 - The undersigned is authorized to sign on behalf of the Bidder and the necessary supporting document delegating this authority is enclosed to this letter.
 - We declare that we are not in contravention of conflict of interest obligation mentioned in this RFP.
 - We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.
- ii. We undertake that, in bidding for empanelment (and, if empaneled) we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
- iii. We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage,

commission, fees, brokerage or inducement to any official of the Bank, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

- iv. We undertake that we will not resort to canvassing with any official of the Bank, connected directly or indirectly with the bidding process to derive any undue advantage. We also understand that any violation in this regard, will result in disqualification of bidder from further bidding process.
- v. It is further certified that the contents of our Bid are factually correct. We have not sought any deviation to the terms and conditions of the RFP. We also accept that in the event of any information / data / particulars proving to be incorrect, the Bank will have right to disqualify us from the RFP without prejudice to any other rights available to the Bank.
- vi. We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by the Bank.
- vii. We understand that you are not bound to accept any Bid you may receive and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.
- viii. We hereby certify that our name does not appear in any "Caution" list of RBI / IBA or any other regulatory body for outsourcing activity.
- ix. We hereby certify that on the date of submission of Bid for this RFP, we do not have any past/ present litigation which adversely affect our participation in this RFP or we are not under any 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. We also certify that we have not been disqualified / debarred / terminated on account of poor or unsatisfactory performance and/or blacklisted by any Scheduled Commercial Bank / Public Sector Undertaking / State or Central Government or their Agencies / Departments at any time, during the last 3 years.
- x. We hereby certify that on the date of submission of Bid, we do not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order.
- xi. We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 and revision/ amendment thereto regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we are not from such a country or if from a country, has been registered with competent authority. We certify that we fulfil all the requirements in this regard and are eligible to participate in this RFP.
- xii. We, further, hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP document.

Dated this day of 2024

(Signature) (Name)
(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Seal of the company.

Appendix – B

Bidder's Eligibility Criteria

- i. The Bank will examine the compliance with the Eligibility Criteria for each TSP as per the criteria tabulated below.
- ii. The TSPs who satisfy the eligibility criteria conditions shall be considered for the next evaluation phase viz. Technical Evaluation.
- iii. The TSPs must meet all the eligibility criteria tabulated below (as applicable under the respective Eco-System for which they are bidding) and provide adequate documentary evidence for each of them.
- iv. In the absence of fulfilment of Eligibility Criteria & supporting documentary evidences, the TSPs' bid will be rejected without any further correspondence.

Below table highlights the Common Eligibility Criteria, which needs to be complied by all TSPs irrespective of the ecosystems they would like to bid for:

1. Common Eligibility Criteria across 06 ecosystems

TSP Common Eligibility Criteria		
Sl. No.	Criteria	Documents to be submitted
1	The TSP submitting the bid should be a Registered Company in India under the Companies Act, 1956/2013 or must be a registered firm/company/LLP/ /government-owned organization	Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along with Memorandum & Articles of Association/ Partnership Deed, PAN Card, GST Registration.
2	The Bidder must comply with the requirements contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 and revision/ amendment thereto	Bidder should specifically certify in Appendix A in this regard and wherever applicable, provide copy of registration certificate issued by competent authority.
3*	The Bidder should be a profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years that is <ul style="list-style-type: none"> • FY 2021-22 • FY 2022-23 • FY 2023-24 as per audited financial statements.	Copy of the audited financial statement along with profit and loss statement for corresponding years and / or Certificate of the statutory auditor.

4*	Bidder should have experience of minimum 3 years in providing the required products / services / solution for each of the respective ecosystem(s) for which bidder is bidding/participating.	Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.
5	The TSP should have a valid ISO 9001/ ISO 27001	Relevant & valid ISO Certification copies to be attached.
6	The TSP should have existing support centre in India. The TSP should be able to provide support and maintenance for the offered solution.	A list of the office / support centres and a self - certification in this regard (Office / support centre registration details, etc.)
7	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 and also certify that they have not been disqualified / debarred / terminated on account of poor or unsatisfactory performance and/or blacklisted by any Scheduled Commercial Bank / Public Sector Undertaking / State or Central Government or their Agencies / Departments at any time, during the last 3 years	Bidder should specifically certify in Appendix A in this regard
8	Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Bank)	Brief details of litigations, disputes related to product/services being procured under this RFP or infringement of any third party Intellectual Property Rights by prospective Bidder/ OEM or disputes among Bidder's board of directors, liquidation, bankruptcy, insolvency cases or cases for debarment/blacklisting for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments or any such similar cases, if any are to be given on Company's letter head.
9	The TSP should not have been declared a Non-Performing Asset (NPA) and defaulter in repayment of instalments by any BFSI organization as of the date of submission of the tender, otherwise, the bid will not be considered.	Self-declaration letter signed by Authorized Signatory to be submitted.
10	The product / service / solution being offered should not infringe any patent, trademarks, copyrights, or such other Intellectual Property Rights. The TSP must ensure that the application / product / solution, code, artefacts, scripts, etc.	Documented proof on company letter head that solution is 100% developed in-house and owned/copyrighted by the company

	offered by them have been developed by them and not copied, pilfered, hacked, transferred, or procured from any other company or individual(s).	
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Note: Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

Eligibility criteria mentioned at SI No 3 and 4 in table above are relaxed for Startups subject to their meeting of quality and technical specifications. Bidder to note the followings:

- i. Start-up” company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India with the technical bid.
- ii. Bidder who solely on its own, fulfils each eligibility criteria condition as per the RFP terms and conditions and who are having Start-up company status, can claim exemption for eligibility criteria mentioned at SI No 3 to 4 in table above.
- iii. If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then all those Bids will be summarily rejected, and no queries will be entertained.

Additionally, below tables highlight the ecosystem specific Eligibility criteria which need to be complied to in addition to the Common Eligibility Criteria.

1.1. Specific Eligibility Criteria – IHMS

TSP Eligibility Criteria		
Sl. No.	Criteria	Documents to be submitted
1*	TSP should have a minimum average turnover of Rs. 25 Crores during the last three financial years that is <ul style="list-style-type: none"> • FY 2021-22 • FY 2022-23 • FY 2023-24 as per audited financial statements. This must be an individual company and not of any group of companies.	Copy of the audited Balance Sheet for the preceding three financial years. <ul style="list-style-type: none"> • FY 2021-22 • FY 2022-23 • FY 2023-24
2	The TSP should have experience of implementing hospital management system covering at least <ul style="list-style-type: none"> • Patient Registration, • Appointment Scheduling, 	Successful completion certificate from the Customer which specifies the name of the modules deployed, which should mention that the solution is running satisfactorily. Or

	<ul style="list-style-type: none"> IPD and OPD Management integrated with payments in at least 02 Public or Private sector hospitals/healthcare institutions in India only in the last 05 years from the date of RFP publish. 	Copy of Purchase Order mentioning the modules deployed / SLA along with latest Invoice along with satisfactory performance report from customer.
3	The TSP should have also implemented the solution in at least one hospital/healthcare institution in India only having a base of minimum 250 hospital beds in the last 05 years from the date of RFP publish.	One single Purchase Order / SLA / Completion Certificate which specifies the hospital name (and number of beds) the solution caters to.
4	The TSP should have a valid CMMI Level 3 or above certification	Relevant CMMI Certification to be attached.

*: Eligibility criteria mentioned at SI No 1 in table above are relaxed for Startups subject to their meeting of technical and functional specifications as highlighted in **Appendix – C**

1.2. Specific Eligibility Criteria – IUMS

TSP Eligibility Criteria		
Sl. No.	Criteria	Documents to be submitted
1*	TSP should have a minimum average turnover of Rs. 10 Crores during the last three financial years that is <ul style="list-style-type: none"> FY 2021-22 FY 2022-23 FY 2023-24 as per audited financial statements. This must be an individual company and not of any group of companies	Copy of the audited Balance Sheet for the preceding three financial years. <ul style="list-style-type: none"> FY 2021-22 FY 2022-23 FY 2023-24
2	The TSP should have experience of implementing University/College/School management system covering at least Admission management and Fee collection & management modules in at least 02 Public or Private sector education institutions in India only in the last 05 years from the date of RFP publish.	Successful completion certificate from the Customer which specifies the name of the modules deployed, which should mention that the solution is running satisfactorily. Or Copy of Purchase Order mentioning the modules deployed / SLA along with latest Invoice along with satisfactory performance report from customer.
3	The TSP should have also implemented the solution in at least 01 University/College/School in India only having a student base of	One single Purchase Order / SLA / Completion Certificate which specifies the number of students the solution caters to.

	minimum 2000 students (for school/college) and/or 5000 students (for university) in the last 05 years from the date of RFP publish.	
4	The TSP should have a valid CMMI Level 3 or above certification	Relevant CMMI Certification to be attached.

*: Eligibility criteria mentioned at SI No 1 in table above are relaxed for Startups subject to their meeting of technical and functional specifications as highlighted in **Appendix – C**

1.3. Specific Eligibility Criteria – ISCMS

TSP Eligibility Criteria		
Sl. No.	Criteria	Documents to be submitted
1*	TSP should have a minimum average turnover of Rs. 50 Crores during the last three financial years that is <ul style="list-style-type: none"> • FY 2021-22 • FY 2022-23 • FY 2023-24 as per audited financial statements. This must be an individual company and not of any group of companies.	Copy of the audited Balance Sheet for the preceding three financial years. <ul style="list-style-type: none"> • FY 2021-22 • FY 2022-23 • FY 2023-24
2	The TSP should have experience of implementing Smart Cities system covering at least Birth/Death/Marriage registration & Property/Water Tax management modules in at least 02 cities/municipal corporations in India in the last 05 years from the date of RFP. Solution implemented should be live and running successfully as on date of RFP	Successful completion certificate from the Customer which specifies the name of the modules deployed, which should mention that the solution is running satisfactorily and is active as on date of RFP. Or Copy of Purchase Order mentioning the modules deployed / SLA along with latest Invoice along with satisfactory performance report from customer indicating the solution is live as on date of RFP
3	The TSP should have also implemented the solution in at least 01 city/municipal corporation in India having a population of minimum 5,00,000 in the last 05 years from the date of RFP.	One single Purchase Order / SLA / Completion Certificate which specifies the city/municipal corporation catered to.
4	The TSP should have a valid CMMI Level 3 or above certification	Relevant CMMI Certification to be attached.

*: Eligibility criteria mentioned at SI No 1 in table above are relaxed for Startups subject to their meeting of technical and functional specifications as highlighted in **Appendix – C**

1.4. Specific Eligibility Criteria – IRMS

TSP Eligibility Criteria		
Sl. No.	Criteria	Documents to be submitted
1*	TSP should have a minimum average turnover of Rs. 01 Crore during the last three financial years that is <ul style="list-style-type: none"> FY 2021-22 FY 2022-23 FY 2023-24 as per audited financial statements. This must be an individual company and not of any group of companies.	Copy of the audited Balance Sheet for the preceding three financial years. <ul style="list-style-type: none"> FY 2021-22 FY 2022-23 FY 2023-24
2	The TSP should have experience of implementing IRMS covering at least Online Darshan Slot Booking, Online Donations, Pooja Booking & Management and Hall Management modules in at least 05 Religious Institutions/Trusts in India only in the last 05 years from the date of RFP. Solution implemented should be live and running successfully as on date of RFP	Successful completion certificate from the Customer which specifies the name of the modules deployed, which should mention that the solution is running satisfactorily and is active as on date of RFP. Or Copy of Purchase Order mentioning the modules deployed / SLA along with latest Invoice along with satisfactory performance report from customer indicating the solution is live as on date of RFP
3	The TSP should have also implemented the solution in at least 02 Religious Institutions/Trusts in India only having a weekly average footfall of minimum 5,000 devotees per institution in the last 05 years from the date of RFP	One single Purchase Order / SLA / Completion Certificate which specifies the religious institution catered to.

*: Eligibility criteria mentioned at Sl No 1 in table above are relaxed for Startups subject to their meeting of technical and functional specifications as highlighted in **Appendix – C**

1.5. Specific Eligibility Criteria – ICMS

TSP Eligibility Criteria		
Sl. No.	Criteria	Documents to be submitted
1*	TSP should have a minimum average turnover of Rs. 25 Crores during the last three financial years that is <ul style="list-style-type: none"> FY 2021-22 FY 2022-23 FY 2023-24 	Copy of the audited Balance Sheet for the preceding three financial years. <ul style="list-style-type: none"> FY 2021-22 FY 2022-23 FY 2023-24

	as per audited financial statements. This must be an individual company and not of any group of companies.	
2	The TSP should have experience of implementing at least one module out of e-Court module, visitor management system module, chamber management module, parking management module, digital fee payment module and other similar modules/ solutions across at least one court/judicial institution in India only Or Should be able to develop, implement and maintain the required modules (Must Have and Good to Have) for courts/judicial institutions in India	Successful completion certificate from the Customer which specifies the name of the modules deployed and is active as on date of RFP. Or Copy of Purchase Order mentioning the modules deployed / SLA along with latest Invoice along with satisfactory performance report from customer indicating the solution is live as on date of RFP Or System capability highlighting the required expertise to develop, implement and maintain the system
3	The TSP should have a valid CMMI Level 3 or above certification	Relevant CMMI Certification to be attached.

*: Eligibility criteria mentioned at SI No 1 in table above are relaxed for Startups subject to their meeting of technical and functional specifications as highlighted in **Appendix – C**

1.6. Specific Eligibility Criteria – IHOMS

TSP Eligibility Criteria		
Sl. No.	Criteria	Documents to be submitted
1*	TSP should have a minimum average turnover of Rs. 10 Crores during the last three financial years that is <ul style="list-style-type: none"> • FY 2021-22 • FY 2022-23 • FY 2023-24 as per audited financial statements. This must be an individual company and not of any group of companies.	Copy of the audited Balance Sheet for the preceding three financial years. <ul style="list-style-type: none"> • FY 2021-22 • FY 2022-23 • FY 2023-24
2	The TSP should have experience of implementing Hospitality Management system covering at least Room Management, Front Office and Channel Management modules in at least 05 hotels and/or 3 chain of hotels in India only in the last 05 years from the date of RFP. Solution implemented	Successful completion certificate from the Customer which specifies the name of the modules deployed, which should mention that the solution is running satisfactorily and is active as on date of RFP. Or Copy of Purchase Order mentioning the modules deployed / SLA along with latest Invoice along with satisfactory performance report from customer indicating the solution is live as on date of RFP

	should be live and running successfully as on date of RFP	
3	The TSP should have also implemented the solution in at least 02 hotels and/or chain of hotels in India having a minimum of 30 rooms individually in the last 05 years from the date of RFP.	Purchase Order / SLA / Completion Certificate which specifies the hotels/chain of hotels catered to.

*: Eligibility criteria mentioned at SI No 1 in table above are relaxed for Startups subject to their meeting of technical and functional specifications as highlighted in **Appendix – C**

2. Technical Eligibility Criteria across all 06 ecosystems

The bidder needs to mandatorily comply with the technical specifications listed below.

Sr No	Area	Details
1	Data Privacy	The system should be compliant with data protection regulations i.e. rules for collecting, processing, storing, and sharing personal data.
2		The system should perform data anonymization to protect sensitive information, as required.
3		The system should provide consent management for handling data
4		The system should provide Role Based Access Control (RBAC) to limit data access based on user role
5	Data Encryption	The system should perform encryption of data at rest and in transit using industry-standard algorithms
6		The system should support end-to-end encryption for sensitive communications
7	Security	The implementation of system components should comply with the standard guidelines of the Information Security Management System (ISMS).
8		The system should follow secure coding practices to prevent common vulnerabilities (e.g., SQL injection, XSS)
9		Industry best practices security controls should be implemented in the system, such as IDPS, SIEM, Firewalls, Antivirus, etc.
10	Business Continuity (BCP) and Disaster Recovery (DR)	The BCP plan should be well documented with clear roles and responsibilities to ensure that the organization can continue to operate and recover from disruptions.
11		All the components of the system must provide adequate redundancy to ensure high availability. The systems shall be designed for 24x7 operations and meet all SLA requirements as defined. The system should be available for at least 99.5% of the planned uptime.
12		The system should support data backup and recovery strategies as per the client need. The system should support the required recovery time objectives (RTO) and recovery point objectives (RPO).
13		The system should support regular data backup procedures and should be stored securely.
14	Scalability	All components of the system must support scalability to provide continuous growth to meet the requirements and demand. A scalable system can handle the increasing

Sr No	Area	Details
		number of requests without adversely affecting the response time and throughput of the system.
15	Inter-operability & Integration	The entire system with all subsystems should be interoperable and must seamlessly integrate with payment applications being developed / already developed by the State Bank of India

Name & Signature of authorized signatory

Seal of Company

Appendix – C

Technical & Functional Evaluation Criteria

- i. All TSPs that satisfy the Eligibility Criteria shall be eligible for the Technical Evaluation round.
- ii. The minimum score for technical evaluation compliance for any ecosystem is **seventy [70] marks**.
- iii. The proposal submitted by the bidders shall, therefore, be evaluated on various parameters which cover various aspects as highlighted in the below table
- iv. The Technical Evaluation round will be conducted for a total of **hundred [100] marks** (maximum) which are distributed as below:

1.1. Overall Evaluation Criteria – IHMS

Criteria	Description	Max Marks
Prior Implementation Experience	Prior implementation experience in public sector/private sector	20
Client Feedback	Bidder to arrange a meeting between Bank and client references (at least 02) for the projects executed by them. Additionally, Bidder to provide references from existing clients (at least 02) for whom the solution is currently live. Format for Client references is provided in Appendix – F of the RFP.	10
Functional Specifications	Availability status of functional specifications (Readily Available/Customization/Not Available)	20
Technical Specifications	Compliance with technical specifications such as Data Privacy, Cloud Readiness, BCP and DR plans, etc. to ensure the smooth functioning of the IHMS	20
Presentation and System Demo	Actual demonstration of available platform/system for all applicable modules	20
Key Resources	Availability of key resources/personnel who would be responsible for the successful implementation of the IHMS	10
Total		100

The criteria wise evaluation details are as below:

1.1.1 Prior Implementation Experience – IHMS

- i. The TSP should mention relevant prior experience in deploying IHMS in public and/or private sector hospitals.
- ii. The TSP needs to provide at least 02 (two) client references for whom the TSP has executed similar projects in the past.
- iii. A maximum of 10 marks have been allocated for number of implementations of IHMS.

- iv. A maximum of 10 marks have been allocated for number of modules of IHMS that Bidder currently provides from those mentioned in Scope of Work in Annexure – E.
- v. The detailed break-up of total maximum marks [20] for Prior Implementation experience is as per below table:

Sl. No.	Parameter	Max Marks
1	Bidders' experience in implementing IHMS in the last 5 years from the date of RFP (The solution should be live as of the date of RFP, Bidder is to submit PO/ Engagement Agreement / Work completion / Go-live certificate from the clients as documentary evidence)	
1. a	Implementation in Government aided Hospitals/Institutions <ul style="list-style-type: none"> • Maximum of 1 mark per implementation • Additional marks in multiples of 1 there of • Maximum total marks 05 	05
	Implementation in Private Hospitals/Institutions <ul style="list-style-type: none"> • Maximum of 1 mark per implementation • Additional marks in multiples of 1 there of • Maximum total marks 05 	05
1. b	Number of Modules of IHMS implemented/currently provided out of modules as mentioned in Scope of Work (SoW) in Appendix – E <ul style="list-style-type: none"> • Number of modules > 7: 10 marks • Number of modules > 5 but <= 7: 07 marks • Number of modules >= 4 but <= 3: 04 marks • Number of modules < 3: 00 marks 	10
	Total	20

1.1.2 Client Feedback – IHMS

- i. The Bank would carry out meetings or telephonic feedback with the existing clients of the bidder.
- ii. As part of the overall Client Feedback process, bidder is required to furnish at least **02 references** basis format specified in **Appendix – F** of this RFP.
- iii. The inputs thus received from the clients would be considered by the bank and this might not need any documentary evidence.
- iv. This rating would be purely on inputs like
 - a. Satisfaction of the client with the Bidders system
 - b. Timeliness of implementation
 - c. Promptness of support services etc. provided by the bidder.
- v. The bidder would be required to coordinate for such interactions.
- vi. However, the bidder would not be allowed to be party to the discussion between the bank & the bidders clients.
- vii. Basis all such inputs a Client Feedback score (Maximum marks 10) would be assigned to bidder.

- viii. The bank at its discretion may reject the proposal of the bidder without giving any reasons whatsoever in case the responses received from the meetings are negative.

1.1.3 Functional Specifications – IHMS

- i. All the functional requirements mentioned in this section (for IHMS) are mandatory.
- ii. Even if these functionalities have not been demonstrated at the time of technical evaluation (Marked as unavailable or customizable), Bidder must provide/customize these functionalities at the time of implementation.
- iii. The following methodology will be adopted for scoring functional parameters across IHMS offerings.

Feature Status	Short form	Remarks
Readily Available	RA	The feature is already supported and included in the out-of-the-box solution (03 Marks shall be allotted)
Customization Required	CU	Can be developed/customized and delivered along with the Solution before implementation. (02 Marks shall be allotted)
Not supported / Unavailable	UA	This capability is neither supported nor available with this Solution. (0 or No Mark shall be allotted)

Note: For evaluation of Functional Specifications, the final score will be converted to weighted average of [20] marks.

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
1	Hospital Information Management Module	Patient Registration	Process for creating patient profiles and capturing and storing patient information, insurance details, medical history, etc.		
2		Appointment Management	Centralized system for scheduling patient appointments, managing the availability of healthcare providers, and sending appointment reminders		
3		Follow-up Management	Tracking patient follow-up appointments, referrals, and treatment plans, with automated reminders and notifications		
4		Bill Generation	Comprehensive functionality for generating bills and option to send soft copies over SMS/email.		
5		Refund Management	Capability to issue online refunds to patients in case of appointment cancellations/		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			release of deposit money (In case of IPD)		
6		Inventory Management	Inventory tracking and management for medical supplies, medications, and equipment, with automated reordering and stock-level alerts		
7		e-Prescriptions	Electronic prescription processing for ordering and renewing medications, with integrated pharmacy management functionalities		
8		Reporting, Analytics, and Dashboards	Reporting tools for analyzing hospital performance metrics (vacant/occupied beds, patient registrations, discharge summaries, overall collections, etc), patient demographics, and financial data to support strategic decision-making		
9	Electronic Medical Records (EMR) Module	Patient Encounter Documentation	Complete electronic documentation (processing and storage) of patient encounters, including medical history, physical examinations, and treatment plans		
10		Clinical Decision Support	Integration of clinical guidelines, protocols, and decision support tools to assist healthcare providers in making informed treatment decisions		
11		Information Exchange	Secure sharing of patient health information between healthcare providers, hospitals, and other healthcare entities for coordinated care delivery.		
12		Patient Tests Management	Electronic ordering and tracking of diagnostic tests, procedures, and treatments, with automated alerts for abnormal results and pending orders.		
13		Clinical Notes	Structured and narrative documentation of clinical notes, progress notes, and specialty-specific documentation templates for different medical specialties.		
14		Integration with other modules	Integration with other systems such as laboratory information		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			systems, imaging systems, and telemedicine platforms for seamless data exchange		
15		Patient Portal	Secure online portal for patients to access their electronic medical records, schedule appointments, request prescription refills, and communicate with healthcare providers		
16		Clinical Coding	Coding assistance and automated charge capture functionalities to ensure accurate documentation and billing for patient services		
17		Workflow Customization	Customizable templates, workflows, and user interfaces to adapt to the unique needs and preferences of different healthcare specialties and providers.		
18		Audit Trail Logging	Tracking and logging of all changes and access to patient records for auditing purposes, maintaining data integrity and accountability		
19	Access Management Module	Role-Based Access Control	Assign roles to various stakeholders (Doctors, Patients, Admin staff, Vendors, etc.) and manage specific permissions and access to portal functionalities based on their roles and responsibilities		
20		User Authentication	Secure authentication through Multi-factor authentication (MFA) or biometric-based authentication to verify the identity of users accessing the system		
21		Access Policies and Permissions	Define and manage access policies and permissions for various users		
22		Maker-Checker based workflows	Automated maker-checker-based workflows for requesting additional privileges, accessing and utilizing certain specified sets of activities		
23	Billing and Invoicing Module	Patient Billing	Ability to generate itemized bills for patient services rendered, including procedures, medications, and supplies, with		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			support for multiple payment methods.		
24		Claims Processing	Functionality for submitting insurance claims electronically, verifying coverage eligibility, and reconciling payments with insurers		
25		Revenue Management	Managing the entire revenue cycle, including charge capture, claims adjudication, and accounts receivable management		
26		Invoice Generation	Automated invoicing for non-patient revenue sources, such as vendor services, facility rentals, and consulting fees, with customizable billing cycles and terms.		
27		Financial Reporting	Comprehensive reporting capabilities for tracking billing and revenue metrics, analyzing financial performance, and identifying opportunities for revenue optimization.		
28	Discharge Module	Discharge Summary Generation	Automatically generate comprehensive discharge summaries that include details about the patient's stay, diagnoses, treatments, medications, and recommendations for ongoing care		
29		Discharge Medication Reconciliation	Ensure accuracy in medication management by reconciling the medications prescribed during the hospital stay with the patient's pre-admission medications, and providing instructions for post-discharge medication regimens		
30		Referral Management	Coordinate referrals to other healthcare providers or specialists as needed for continued care after discharge, and track the status and completion of referrals		
31		Discharge Follow-Up	Schedule and manage follow-up appointments or consultations with healthcare providers to monitor the patient's recovery progress and		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			address any concerns post-discharge		
32	Pharmacy Module	Medication Inventory Management	Ability to track medication stock levels, expiration dates, and automatic reordering functionalities		
33		Prescription Processing	The system should support electronic prescription processing, including medication orders, refills, and dosage adjustments		
34		Dispensing Workflow	Streamlined workflow for pharmacists to dispense medications accurately and efficiently, including barcode scanning and verification processes		
35		Integration with EMR	Seamless integration with the Electronic Medical Records system for real-time access to patient medication histories and allergy information		
36		Drug Interaction Checking	Built-in feature to check for potential drug interactions and alerts for contraindications based on patient's medical history and current medications		
37	Pathology Module	Sample Tracking	Ability to track samples from collection to analysis, including specimen labeling, storage, and retrieval		
38		Test Ordering and Reporting	Comprehensive functionality for ordering tests, recording results, and generating accurate reports for healthcare providers		
39		Result Interpretation	Support for interpreting test results, including reference ranges and abnormal findings, with options for customization based on different test profiles		
40		Integration with Lab Equipment	Interface compatibility with laboratory instruments and equipment for automated data capture and analysis		
41		Quality Control	Tools for monitoring and ensuring the accuracy and reliability of laboratory tests, including proficiency testing and quality assurance measures		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
42	Blood Bank Module	Blood Inventory Management	Track and manage blood inventory levels, including blood type, quantity, expiration dates, and storage locations within the blood bank		
43		Donor Management	Record and maintain donor information, including demographics, medical history, donation history, and eligibility criteria for blood donation		
44		Order Management	Track and manage requests from other departments for blood bags		
45		Transfusion Management	Record and track blood transfusions, including patient information, transfusion orders, and post-transfusion monitoring		
46		Quality Control and Regulatory Compliance	Implement quality control measures and ensure compliance with regulatory standards for blood banking		
47	Lab Tests and Diagnostics Module	Order Entry	User-friendly interface for healthcare providers to enter test orders, specify test parameters, and select appropriate testing facilities		
48		Sample Collection	The system should track sample collection details, including patient information, specimen type, and collection date/time		
49		Test Result Management	Efficient workflow for recording, reviewing, and validating test results, with options for result interpretation and annotation		
50		Reporting and Delivery	Capability to generate standardized test reports, transmit results to ordering providers electronically, and provide secure access for patients to view their results		
51		Integration with EMR	Seamless integration with the Electronic Medical Records system for centralized access to patient demographics, medical history, and test orders/results		
52	Nursing Module	Patient Assessment	Tools for conducting comprehensive nursing assessments, documenting		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			vital signs, and capturing patient observations		
53		Care Planning	Support for developing individualized care plans, including goal setting, interventions, and outcome evaluation		
54		Medication Administration	Functionality for documenting medication administration, including dose, route, and time, with alerts for missed doses or administration errors		
55		Patient Education	Resources for providing patient education materials, instructions, and follow-up care information tailored to patients' needs and preferences		
56		Shift Handover	Facilitating effective communication and continuity of care during nursing shift handovers, including patient status updates and care plan review		
57	Administrative Activities Management	Resource Allocation	Managing staff schedules, room assignments, and equipment utilization to optimize operational efficiency		
58		Facility Maintenance	Capability to track and schedule routine maintenance tasks, repairs, and facility upgrades to ensure a safe and functional environment		
59		Policy and Procedure Management	Centralized repository for storing and distributing organizational policies, procedures, and regulatory compliance documentation		
60		Communication and Collaboration	Features for internal communication, document sharing, and task management to facilitate collaboration among administrative staff members		
61		Configurability for Health Checkup packages	The system admin should be able to configure health checkup packages such as Basic health checkups, comprehensive health checkups, corporate health checkups etc. which includes		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			details such as pricing, test inclusions, reports delivery, etc		
62	HR and Payroll Module	Employee Information Management	Centralized database for storing employee records, including personal information, job history, pay grade, etc.		
63		Staff Salary Disbursals	Automatically payout staff salaries basis attendance and payout/payslip data generated at system level		
64		Salary Advances	Allow staff members to request salary advances through the system, with approval workflows.		
65		Time and Attendance Tracking	Tools for tracking employee work hours, managing time-off requests, and generating attendance reports for payroll processing		
66		Benefits Administration	Capability to manage employee benefits enrollment, eligibility verification, and plan administration, including health insurance, retirement plans, and leave policies		
67		Training and Development	Resources for scheduling training sessions, tracking employee certifications, and evaluating training effectiveness to support employee skill development and career advancement		
68		Employee Taxation Services	Employees should be able to submit their tax declarations, be able to view and configure their tax regime, view tax calculations, download form 16, etc.		
69	Vendor Management Module	Vendor Information Management	Centralized repository for storing vendor profiles, contracts, and contact information, including service-level agreements		
70		Procurement and Tracking	Capability to request and procure vendor services, track service delivery status, and manage vendor contracts and payments		
71		Quality Assurance	Monitoring vendor performance, conducting vendor audits, and resolving		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			service quality issues in a timely manner		
72		Compliance Management	Functionality for ensuring vendor compliance with regulatory requirements, privacy standards, and organizational policies		
73		Cost Management	Features for tracking vendor expenses, pricing, and vendor payins/payouts		
74	Insurance Module	Policy Management	Capability to manage patient insurance information, including policy details, coverage limits, and eligibility status		
75		Claims Processing	Functionality for submitting insurance claims electronically, tracking claim status, and managing claim denials and appeals		
76		Authorization Management	Obtaining pre-authorization for medical services, verifying coverage eligibility, and documenting authorization status		
77		Claims Reconciliation	Features for reconciling insurance payments with billed charges, identifying discrepancies, and resolving payment disputes		
78		Reporting and Analytics	Comprehensive reporting capabilities for analyzing insurance claim data, monitoring reimbursement trends, and optimizing revenue cycle performance		
79	Telemedicine Module	Appointment Scheduling	Integrated appointment scheduling system for telemedicine visits, with automated reminders and calendar synchronization		
80		Virtual Consultations	Secure platform for conducting remote consultations between healthcare providers and patients via video conferencing or telephony		
81		Patient Health Records	Access to patient health records during telemedicine consultations, including medical history, test results, and medication lists		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
82		Prescription Management	Functionality for prescribing medications electronically and transmitting prescriptions to pharmacies for fulfillment		
83		Telehealth Monitoring	Remote patient monitoring, including vital sign tracking, symptom reporting, and medication adherence monitoring.		
84	Integrations	ABHA System	IHMS should provide for integration with the Ayushman Bharat Digital Mission (ABHA) system for the creation of ABHA ID and linkage with the ABHA system		
85		Cards	IHMS should provide for integration capability with closed loop/open loop smart card		
86		Payment Gateway	IHMS should provide for integration capability with existing payment gateway/other payment systems of the State Bank of India		

1.1.4 Technical Specifications – IHMS

- i. Interested Bidders who are experienced in providing IHMS and meeting the technical specifications as mentioned below may respond to this RFP in terms of the availability of specifications.
- ii. It is mandatory to submit the Technical & Function compliance only in the prescribed formats.
- iii. The bank may ask the bidder to furnish the supporting documents in support of any specification complied as available.
- iv. The bank also reserves the right to validate the responses through product demonstration against valid documents supporting the responses.
- v. Each requirement under technical specifications carries one [01] mark.
- vi. The following methodology will be adopted for scoring technical parameters across IHMS offerings.

Feature Status	Short form	Remarks
Readily Available	RA	The feature is already supported and included in the out-of-the-box solution (03 Marks shall be allotted)
Customization Required	CU	Can be developed/customized and delivered along with the Solution before implementation. (02 Marks shall be allotted)

Feature Status	Short form	Remarks
Not supported / Unavailable	UA	This capability is neither supported nor available with this Solution. (0 or No Mark shall be allotted)

Note: For evaluation of Technical Specifications, the final score will be converted to weighted average of [20] marks.

Sr No	Area	Details	Availability (RA/CU/UA)	Comments
1	System Architecture	The system should support microservices architecture for scalability and modularity		
2		The system should allow for API-based integration with third-party systems		
3		The system should support scalable database architecture (e.g., sharding, replication) to handle large volumes of data		
4		The system should support Containerization (e.g., Docker, Kubernetes) for easy deployment and management of application components		
5		The Bidder is required to provide the system architecture diagrams (Deployment architecture, Network Architecture) of the proposed system		
6	Cloud Readiness	The bidder should be able to deploy the system on cloud as well as on-premise (Basis requirements of the Bank). Decision on hosting (Cloud or On-premise) shall be taken by the Bank at the time of contract award.		
7		The system should support container orchestration platforms (e.g., Kubernetes) for cloud-native deployment		
8		The system should support integration with cloud services (e.g., AWS, Azure) for scalability and elasticity		
9		The system should provide auto-scaling capabilities to handle fluctuating workloads		
10		The system should provide cloud-based identity and access management (IAM) for centralized user authentication and authorization		
11	Certifications	The system should have all relevant certifications such as PCI-DSS, ISO 27001, etc.		
12	Access Channels	The system should work as a web-based portal accessible from desktop		

Sr No	Area	Details	Availability (RA/CU/UA)	Comments
		and laptop computers for full functionality.		
13		The system should be available as a Mobile application for access on smartphones and tablets, providing essential features like notifications, event reminders, and access to key information on the go.		
14		The system should provide accessibility features to ensure compliance with accessibility standards (e.g., WCAG) for users with disabilities.		
15		The system should allow for Integration with popular communication platforms (e.g., email, SMS) for important notifications and alerts.		
16	General System Requirements	The application must be web-enabled, built on enterprise application platforms with sufficient flexibility for customization as per the requirement		
17		Language Support: All functionalities must be provided with bilingual support i.e., in English and the local language		
18		The system shall adhere to all the IT standards published by the Department of Electronics & Information Technology, Government of India (www.deity.gov.in) and other applicable standards.		
19		The system should be web 3.0 compliant to ensure the application works on various platforms, browsers, and resolution		
20		The system must meet the standards for web accessibility. All web pages, static or dynamically generated, and mobile applications, must comply as outlined in the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines or Guidelines for Indian Government Websites (GIGW)		
21		The system should provide comprehensive reconciliation facility along with daily/weekly reports for all payment transactions		
22		Performance Metrics	Performance: The system should provide fast and steady response times (Quality of Service).	
23	Version Control and Manageability: The proposed system must have versioning			

Sr No	Area	Details	Availability (RA/CU/UA)	Comments
		features to track document and process revisions made.		

Note: The Bidder should also mandatorily comply with SBI's Cloud Policy in case of successful Empanelment. (The relevant application sections of the policy may be shared at the time of empanelment with the successful bidders)

1.1.5 Presentation and System Demo – IHMS

- i. The TSP must be able to demonstrate all the major functionalities asked in the RFP in the deployed customers' environment only.
- ii. Preferably the features must be demonstrated for a single customer implementation only.
- iii. If any demonstration asked by the Bank should be demonstrated in TSP's LAB environment, then TSP should arrange the same within a week during the evaluation phase of the RFP.
- iv. In the event of the failure of the demonstration, the bid submitted by such TSP shall not be considered for any further evaluation and will be rejected.
- v. Intimation of presentation and demonstration will be conveyed to the eligible TSPs by email after bid submission as mentioned in the schedule of events.
- vi. Final score shall be a weighted average out of [20] marks.

Note: During Presentation and System Demo, it is expected from Bidders to propose/suggest additional related Scope of Work that may be beneficial to the Bank in the implementation of the IHMS. The Bidder therefore has the liberty to showcase any additional capability that they may have developed for their IHMS.

1.1.6 Resource Personnel – IHMS

- i. The TSP shall have on boarded the below Key Personnel meeting the requirements specified in the table below for developing, deploying, and managing the overall IHMS.
- ii. Bidders are required to provide relevant CVs of key personnel that would be deployed for the project.
- iii. Final score shall be a cumulative total out of [10] marks.

Key Personnel and Count	Educational Qualification	Length of Professional Experience	Max Score	Scoring Range (Based on Experience in Years)		CV Attached
				Experience	Marks	
Project Manager (1)	MBA/B.Tech/BE/ MCA/CA	Min. 10 Years	03	Experience	Marks	Y/N
				>= 15 Years	3	
				>= 12 Years but < 15 Years	2	
				>= 10 Years but < 12 Years	1	
		< 10 Years	0			
Solution Architect (1)	B. Tech/BE/MCA	Min. 08 Years	03	Experience	Marks	Y/N
				>= 10 Years	3	
				>= 9 Years but < 10 Years	2	

Key Personnel and Count	Educational Qualification	Length of Professional Experience	Max Score	Scoring Range (Based on Experience in Years)		CV Attached
				Experience	Marks	
				>= 8 Years but < 9 Years	1	
				< 8 Years	0	
Business Analyst (1)	MBA/B.Tech/BE/ MCA/CA	Min. 05 Years	02	Experience	Marks	Y/N
				>= 7 Years	2	
				>= 5 Years but < 7 Years	1	
				< 5 Years	0	
Business Analyst (1)	MBA/B.Tech/BE/ MCA/CA	Min. 05 Years	02	Experience	Marks	Y/N
				>= 7 Years	2	
				>= 5 Years but < 7 Years	1	
				< 5 Years	0	

1.2 Overall Evaluation Criteria – IUMS

Criteria	Description	Max Marks
Prior Implementation Experience	Prior implementation experience in public sector/private sector	20
Client Feedback	Bidder to arrange a meeting between Bank and client references (at least 02) for the projects executed by them. Additionally, Bidder to provide references from existing clients (at least 02) for whom the solution is currently live. Format for Client references is provided in Appendix – F of the RFP.	10
Functional Specifications	Availability status of functional specifications (Readily Available/Customization/Not Available)	20
Technical Specifications	Compliance with technical specifications such as Data Privacy, Cloud Readiness, BCP and DR plans, etc. to ensure the smooth functioning of the IUMS	20
Presentation and System Demo	Actual demonstration of available platform/system for all applicable modules	20
Key Resources	Availability of key resources/personnel who would be responsible for the successful implementation of the IUMS	10
Total		100

The criteria wise evaluation details are as below:

1.2.1 Prior Implementation Experience – IUMS

- i. The TSP should mention relevant prior experience in deploying IUMS in public and/or private sector educational institutions.
- ii. The TSP needs to provide at least 02 (two) client references for whom the TSP has executed similar projects in the past.
- iii. A maximum of 10 marks have been allocated for number of implementations of IUMS.
- iv. A maximum of 10 marks have been allocated for number of modules of IUMS that Bidder currently provides from those mentioned in Scope of Work in Annexure – E.
- v. The detailed break-up of total maximum marks [20] for Prior Implementation experience is as per below table:

Sl. No.	Parameter	Max Marks
1	Bidders experience in implementing IUMS in last 5 years from the date of RFP. (The solution should be live as on date of RFP, Bidder to submit PO/ Engagement Agreement / Work completion / Go-live certificate from the clients as a documentary evidence)	
1. a	Implementation in Government aided Institutions/universities <ul style="list-style-type: none"> • Maximum of 1 mark per implementation • Additional marks in multiples of 1 there of • Maximum total marks 05 	05

Sl. No.	Parameter	Max Marks
	Implementation in Private Institutions/universities <ul style="list-style-type: none"> Maximum of 1 mark per implementation Additional marks in multiples of 1 there of Maximum total marks 05 	05
1. b	Number of Modules of IUMS implemented/currently provided out of modules as mentioned in Scope of Work in Appendix – E <ul style="list-style-type: none"> Number of modules > 7: 10 marks Number of modules > 5 but <= 7: 07 marks Number of modules >= 4 but <= 3: 04 marks Number of modules < 3: 00 marks 	10
	Total	20

1.2.2 Client Feedback – IUMS

- i. The Bank would carry out meetings or telephonic feedback with the existing clients of the bidder.
- ii. As part of the overall Client Feedback process, bidder is required to furnish at least **02 references** basis format specified in **Appendix – F** of this RFP.
- iii. The inputs thus received from the clients would be considered by the bank and this might not need any documentary evidence.
- iv. This rating would be purely on inputs like
 - a. Satisfaction of the client with the Bidders system
 - b. Timeliness of implementation
 - c. Promptness of support services etc. provided by the bidder.
- v. The bidder would be required to coordinate for such interactions.
- vi. However, the bidder would not be allowed to be party to the discussion between the bank & the bidders clients.
- vii. Basis all such inputs a Client Feedback score (Maximum marks 10) would be assigned to bidder.
- viii. The bank at its discretion may reject the proposal of the bidder without giving any reasons whatsoever in case the responses received from the meetings are negative.

1.2.3 Functional Requirements – IUMS

- i. All the functional requirements mentioned in this section (for IUMS) are mandatory.
- ii. Even if these functionalities have not been demonstrated at the time of technical evaluation (Marked as unavailable or customizable), Bidder must provide/customize these functionalities at the time of implementation.
- iii. The following methodology will be adopted for scoring functional parameters across IUMS offerings.

Feature Status	Short form	Remarks
Readily Available	RA	The feature is already supported and included in the out-of-the-box solution (03 Marks shall be allotted)

Feature Status	Short form	Remarks
Customization Required	CU	Can be developed/customized and delivered along with the Solution before implementation. (02 Marks shall be allotted)
Not supported / Unavailable	UA	This capability is neither supported nor available with this Solution. (0 or No Mark shall be allotted)

Note: For evaluation of Functional Specifications, the final score will be converted to weighted average of [20] marks.

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
1	Admissions Management	Enquiry Services	Option to raise a query to the institution seeking clarity on admissions		
2		Pre-admission Processes	An FYI for the prospective students explaining the admission procedure		
3		Academic & Enrollment	Filling enrollment form, initiating admission formalities		
4		Scholarship Management	Feature to raise a request for scholarship, track status and avail scholarship (if offered)		
5		Document Upload	Feature to upload various documents required for confirmation of admission (POI/POA/Others)		
6		Student Verification System	Facility for Institution staff to verify and validate the data provided and documents uploaded by the prospective students		
7		Student Enrollment and Onboarding	Allow students to enroll in courses and onboard them into the system, capturing necessary information and creating student profiles.		
8	Fee Management	Fee Payment	Enable students to pay their fees online securely through various payment methods.		
9		Fee Refunds	Facilitate the process of refunding fees to students if applicable, following predefined refund policies.		
10		Installment Management	Provide options for students to manage their fee payments in installments, tracking and managing installment schedules.		

11		Fee Notifications and Alerts	Send notifications and alerts to students regarding upcoming fee payments, deadlines, and any changes in fee structures.		
12	HR & Payroll Management	Staff Attendance	Track and manage attendance for teaching and non-teaching staff members.		
13		Staff Pay slip Generation	Automatically generate payslips for staff members based on attendance and salary details.		
14		Staff Salary Disbursals	Automatically payout staff salaries basis attendance and payout/payslip data generated at system level		
15		Staff Form 16	Generate Form 16 for staff members for tax-related purposes.		
16		Salary Advances	Allow staff members to request salary advances through the system, with approval workflows.		
17		Employee Taxation Services	Staff should be able to submit their tax declarations, be able to view and configure their tax regime, view tax calculations, download form 16, etc.		
18	Curriculum Management	Online Courses	Offer online courses for students, including course materials, assessments, and interactive learning tools.		
19		Curriculum	Manage the curriculum, course offerings, syllabi, and academic calendars within the system.		
20		Teacher Feedback System	Collect feedback from students regarding teaching quality, course content, and overall learning experience.		
21	Student Management	Self Service Portal for Students	Offer a self-service portal and mobile app for students to access information, update personal details, view course schedules, and track their academic progress.		
22		Self Service App for Students	Implement a system for tracking student attendance in classes or events, generating attendance reports as needed.		
23		Student Attendance	Implement a system for tracking student attendance		

			in classes or events, generating attendance reports as needed.		
24		Student Help Desk	Set up a help desk system to assist students with queries, technical issues, and general support services.		
25		Placement Services	Online aid for students regarding job placements, internships, and career opportunities through a dedicated placement service module.		
26		Convocation Services	Manage the process of organizing and conducting convocations, including registration, issuing certificates, and coordinating the event logistics.		
27	Exam Management	Question Bank Management	Create and manage a repository of questions for assessments and examinations.		
28		Examination Pre-Conduct	Prepare for examinations by setting up exam schedules, seating arrangements, and logistical arrangements.		
29		Online Question Paper Delivery	Deliver question papers securely to students online.		
30	Online Evaluation	Examination Results	Process and publish examination results for students to access online.		
31		Onscreen Evaluation System	Implement an online system for evaluating answer sheets and recording scores.		
32		Re-evaluation	Implement an online functionality for students to request for re-evaluation of exam results and pay the re-evaluation fees		
33	Interactive Classroom Activities	Activity Management	Facility to efficiently organize, schedule and manage various classroom courses and workshops with features to assign instructors, set up class schedules and manage enrollment		
34		Interactive Learning Tools	Provide interactive features such as virtual classrooms, live chat, discussion forums and collaborative tools		
35		Resource Management	Provide a centralized repository for learning based		

			resources including lecture materials, presentations, videos and supplementary materials which can be accessed by students and faculty		
36	Library Management	Digital Library Card	Issue digital library cards to students and manage their access to digital resources, including e-books, journals, and databases.		
37		Reports	Generate various reports related to library fee payments, attendance, library usage, and other relevant metrics.		
38		Library Inventory System	Maintain an inventory of library resources, track borrowed items, and manage returns efficiently.		
39		Issuance>Returns Tracking	Track the issuance and return of various items such as library books, equipment, and study materials.		
40		Late Fee Payment/Lost Book Penalty	Manage late fee payments and penalties for lost or damaged library materials.		
41	Procurement Services	Vendor Management	Maintain a database of approved vendors, including contact information, performance history, and contract details, to streamline the procurement process and ensure compliance with university policies		
42		Requisition Management	Enable university/institution users to create and submit procurement requisitions electronically, with customizable approval workflows, ensuring transparency and accountability in the procurement process		
43		Purchase Order Management	Automate the generation, tracking, and management of purchase orders, including the ability to monitor order status, track deliveries, and reconcile invoices with purchase orders to streamline the procurement lifecycle.		

44		Contract Management	Centralize contract documentation, including terms and conditions, renewal dates, and vendor agreements, with automated alerts for contract expiration and renewal, ensuring compliance and minimizing risk in vendor relationships.		
45	Administrative Activities Management	Alumni Services	Provide services and support to alumni, including networking opportunities, alumni events, and access to resources.		
46		Leaving Certificate Issuance	Issue leaving certificates to students upon completion of their courses or programs.		
47		Visitor Management	Manage and track visitors entering the institution premises for security and administrative purposes.		
48		Complaints & Grievance Tracking	Allow students, staff, and stakeholders to submit complaints and grievances, track their resolution progress, and maintain records.		
49		Leave Management	Allow teachers and staff members to request and manage leaves. Track leave balances and handle approvals seamlessly.		
50		Other Documents/Records	Manage various documents and records related to academic, administrative, and financial aspects of the institution.		
51		Important News & Notifications	Communicate important news, announcements, and updates to students, staff, and stakeholders.		
52		GRs and Circulars	Store and distribute government regulations, circulars, and policy documents within the institution.		
53		Results	Publish and display examination results, academic performance, and progress reports for students.		
54		Defaulter Lists	Identify and manage lists of students or staff members with outstanding fees,		

			penalties, or other obligations.		
55		Others	Include any additional functionalities or modules specific to the institution's requirements.		
56	Hostel Facilities Management	Room Allocation and Management	Automate the allocation of hostel rooms to students based on their preferences, eligibility criteria, and availability, with features for managing room occupancy, transfers, and check-ins/check-outs		
57		Maintenance	Enable students to submit maintenance requests for issues such as plumbing, electrical, or room repairs, with a ticketing system to track the status of requests and schedule maintenance tasks efficiently		
58		Inventory Management	Facility to maintain an inventory of hostel amenities and supplies, such as bedding, furniture, and toiletries, with features for tracking usage, reordering stock, and managing supplier relationships to ensure uninterrupted hostel operations.		
59		Billing and Payout Management	Generate invoices for hostel accommodation fees, track payments, and manage billing cycles, with options for integrating with bank's payment systems to streamline accounting processes		
60	Transport Facilities Management	Fleet Tracking	Maintain a fleet of vehicles for transporting students, staff, and faculty, with features for vehicle tracking, maintenance scheduling, and fuel consumption monitoring to optimize fleet utilization and minimize downtime		
61		Booking and Reservation	Provide an online booking and reservation system for scheduling transportation services, with options for booking seats, specifying		

			pickup/drop-off locations, and managing cancellations and modifications to reservations		
62		Billing and Payout Management	Track transportation expenses, including fuel costs, maintenance expenses, and driver payouts		
63	Canteen and Mess Facilities Management	Menu Management	Create and manage menu for canteen and mess facilities, with options for defining day wise meal schedules, and pricing as per food items.		
64		Order Management	Provide online ordering capabilities for meals, with features for pre-ordering, scheduling meals.		
65		Feedback and Quality Management	Collect feedback from stakeholders on food quality, service standards, and overall experience, with mechanisms for addressing customer concerns and implementing improvements.		
66	Integrations	Education Loan Portal	Provide a capability to integrate IUMS with the existing education loan portal of SBI		
67		Lead Generation Portal	Provide a capability to integrate IUMS with Lead generation portal and other related portals of the Bank. The proposed solution should be able to generate leads for education/other loan products/offering for the Bank.		
68		Other Government Portals	IUMS should have the capability for integration with other government portals (Eg: Vidya Lakshmi Portal, Standup India, PSBloans in 59 minutes, etc.)		
69		Smart Card Integration	IUMS should have the capability to provide integration with Smart Card that serves as a single card for multiple purposes of students within the campus (Access/ID card, Library card, payment in canteen/other vendors, etc)		
70		APAAR (Identification	IUMS should have the capability for integration with		

		System of Government of India)	APAAR (Automated Permanent Academic Account Registry) to help in seamless integration of skills and experience into a credit-based system		
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1.2.4 Technical Specifications – IUMS

- i. Interested Bidders who are experienced in providing IUMS and meeting the technical specifications as mentioned below may respond to this RFP in terms of the availability of specifications.
- ii. It is mandatory to submit the Technical & Function compliance only in the prescribed formats.
- iii. The bank may ask the bidder to furnish the supporting documents in support of any specification complied as available.
- iv. The bank also reserves the right to validate the responses through product demonstration against valid documents supporting the responses.
- v. Each requirement under technical specifications carries one [01] mark.
- vi. The following methodology will be adopted for scoring technical parameters across IHMS offerings.

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Note: For evaluation of Technical Specifications, the final score will be converted to weighted average of [20] marks.

Sr No	Area	Details	Availability (RA/CU/UA)	Comments
1	System Architecture	The system should support microservices architecture for scalability and modularity		
2		The system should allow for API-based integration with third-party systems		
3		The system should support scalable database architecture (e.g., sharding, replication) to handle large volumes of data		
4		The system should support Containerization (e.g., Docker, Kubernetes) for easy deployment and management of application components		

Sr No	Area	Details	Availability (RA/CU/UA)	Comments
5		The Bidder is required to provide the system architecture diagrams (Deployment architecture, Network Architecture) of the proposed system		
6	Cloud Readiness	The bidder should be able to deploy the system on cloud as well as on-premise (Basis requirements of the Bank). Decision on hosting (Cloud or On-premise) shall be taken by the Bank at the time of contract award.		
7		The system should support container orchestration platforms (e.g., Kubernetes) for cloud-native deployment		
8		The system should support integration with cloud services (e.g., AWS, Azure) for scalability and elasticity		
9		The system should provide auto-scaling capabilities to handle fluctuating workloads		
10		The system should provide cloud-based identity and access management (IAM) for centralized user authentication and authorization		
11	Certifications	The system should have all relevant certifications such as PCI-DSS, ISO 27001, etc.		
12	Access Channels	The system should work as a web-based portal accessible from desktop and laptop computers for full functionality.		
13		The system should be available as a Mobile application for access on smartphones and tablets, providing essential features like notifications, event reminders, and access to key information on the go.		
14		The system should provide accessibility features to ensure compliance with accessibility standards (e.g., WCAG) for users with disabilities.		
15		The system should allow for Integration with popular communication platforms (e.g., email, SMS) for important notifications and alerts.		
16	General System Requirements	The application must be web-enabled, built on enterprise application platforms with sufficient flexibility for customization as per the requirement		

Sr No	Area	Details	Availability (RA/CU/UA)	Comments
17		Language Support: All functionalities must be provided with bilingual support i.e., in English and the local language		
18		The system shall adhere to all the IT standards published by the Department of Electronics & Information Technology, Government of India (www.deity.gov.in) and other applicable standards.		
19		The system should be web 3.0 compliant to ensure the application works on various platforms, browsers, and resolution		
20		The system must meet the standards for web accessibility. All web pages, static or dynamically generated, and mobile applications, must comply as outlined in the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines or Guidelines for Indian Government Websites (GIGW)		
21		The system should provide comprehensive reconciliation facility along with daily/weekly reports for all payment transactions		
22	Performance Metrics	Performance: The system should provide fast and steady response times (Quality of Service).		
23		Version Control and Manageability: The proposed system must have versioning features to track document and process revisions made.		

Note: The Bidder should also mandatorily comply with SBI's Cloud Policy in case of successful Empanelment. (The policy shall be shared at the time of empanelment with the successful bidders)

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- i. The TSP must be able to demonstrate all the major functionalities asked in the RFP in the deployed customers' environment only.
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- iii. If any demonstration asked by the Bank should be demonstrated in TSP's LAB environment, then TSP should arrange the same within a week during the evaluation phase of the RFP.
- iv. In the event of the failure of the demonstration, the bid submitted by such TSP shall not be considered for any further evaluation and will be rejected.

- v. Intimation of presentation and demonstration will be conveyed to the eligible TSPs by email after bid submission as mentioned in the schedule of events.
- vi. Final score shall be a weighted average out of [20] marks.

Note: During Presentation and System Demo, it is expected from Bidders to propose/suggest additional related Scope of Work that may be beneficial to the Bank in the implementation of the IUMS. The Bidder therefore has the liberty to showcase any additional capability that they may have developed for their IUMS.

1.2.6 Resource Personnel – IUMS

- i. The TSP shall have on boarded the below Key Personnel meeting the requirements specified in the table below for developing, deploying, and managing the overall IUMS.
- ii. Bidders are required to provide relevant CVs of key personnel that would be deployed for the project.
- iii. Final score shall be a cumulative total out of [10] marks.

Key Personnel and Count	Educational Qualification	Length of Professional Experience	Max Score	Scoring Range (Based on Experience in Years)		CV Attached
				Experience	Marks	
Project Manager (1)	MBA/B.Tech/BE/ MCA/CA	Min. 10 Years	03	Experience	Marks	Y/N
				>= 15 Years	3	
				>= 12 Years but < 15 Years	2	
				>= 10 Years but < 12 Years	1	
				< 10 Years	0	
Solution Architect (1)	B. Tech/BE/MCA	Min. 08 Years	03	Experience	Marks	Y/N
				>= 10 Years	3	
				>= 9 Years but < 10 Years	2	
				>= 8 Years but < 9 Years	1	
				< 8 Years	0	
Business Analyst (1)	MBA/B.Tech/BE/ MCA/CA	Min. 05 Years	02	Experience	Marks	Y/N
				>= 7 Years	2	
				>= 5 Years but < 7 Years	1	
				< 5 Years	0	
Business Analyst (1)	MBA/B.Tech/BE/ MCA/CA	Min. 05 Years	02	Experience	Marks	Y/N
				>= 7 Years	2	
				>= 5 Years but < 7 Years	1	
				< 5 Years	0	

1.3 Overall Evaluation Criteria – ISCMS

Criteria	Description	Max Marks
Prior Implementation Experience	Prior implementation experience in existing cities/municipal corporations in India	20
Client Feedback	Bidder to arrange a meeting between Bank and client references (at least 02) for the projects executed by them. Additionally, Bidder to provide references from existing clients (at least 02) for whom the solution is currently live. Format for Client references is provided in Appendix – F of the RFP.	10

Criteria	Description	Max Marks
Functional Specifications	Availability status of functional specifications (Readily Available/Customization/Not Available)	20
Technical Specifications	Compliance with technical specifications such as Data Privacy, Cloud Readiness, BCP and DR plans, etc. to ensure the smooth functioning of the Smart Cities system	20
Presentation and System Demo	Actual demonstration of available platform/system for all applicable modules	20
Key Resources	Availability of key resources/personnel who would be responsible for the successful implementation of the Smart Cities system	10
Total		100

The criteria wise evaluation details are as below:

1.3.1 Prior Implementation Experience – ISCMS

- i. TSPs bidding for Smart Cities system should provide relevant Prior Implementation Experience basis their existing live implementations.
- ii. The total marks for Prior Implementation Experience are **twenty [20]**
- iii. Bidder is required to provide the completion certificate stating the names of modules thus implemented for each client.
- iv. A maximum of **[10]** marks have been allocated for number of implementations of Smart Cities system.
- v. A maximum of **[10]** marks have been allocated for number of modules of Smart Cities system that Bidder currently provides from those mentioned in Scope of Work in Annexure – E.
- vi. The detailed break-up of total maximum marks **[20]** for Prior Implementation experience is as per below table:

Sl. No.	Parameter	Max Marks
1	Bidders' experience in implementing Smart Cities system in the last 5 years from the date of RFP. (The solution should be live as of the date of RFP, Bidder is to submit PO/ Engagement Agreement / Work completion / Go-live certificate from the clients as documentary evidence)	
1. a	Implementation in Tier 1 Cities <ul style="list-style-type: none"> • Maximum of 1 mark per implementation • Additional marks in multiples of 1 there of • Maximum total marks 04 	05
	Implementation in Tier 2 Cities <ul style="list-style-type: none"> • Maximum of 1 mark per implementation • Additional marks in multiples of 1 there of • Maximum total marks 03 	03
	Implementation in Tier 3 and above Cities	02

Sl. No.	Parameter	Max Marks
	<ul style="list-style-type: none"> Maximum of 1 mark per implementation Additional marks in multiples of 1 there of Maximum total marks 02 	
1. b	Number of Modules of Smart Cities system implemented/currently provided out of modules as mentioned in Scope of Work in Appendix – E. <ul style="list-style-type: none"> Number of modules > 7: 10 marks Number of modules >= 5 but <= 7: 07 marks Number of modules >= 4 but <= 2: 04 marks Number of modules < 2: 00 marks 	10
	Total	20

Note: Classification of cities into Tier 1/2/3 and beyond is basis population (Tier 1: 1,00,000 and above, Tier 2: 50,000 to 99,999, Tier 3 and beyond: <=49,999).

1.3.2 Client Feedback – ISCMS

- i. The Bank would carry out meetings or telephonic feedback with the existing clients of the bidder.
- ii. As part of the overall Client Feedback process, bidder is required to furnish at least **02 references** basis format specified in **Appendix – F** of this RFP.
- iii. The inputs thus received from the clients would be considered by the bank and this might not need any documentary evidence.
- iv. This rating would be purely on inputs like
 - a. Satisfaction of the client with the Bidders system
 - b. Timeliness of implementation
 - c. Promptness of support services etc. provided by the bidder.
- v. The bidder would be required to coordinate for such interactions.
- vi. However, the bidder would not be allowed to be party to the discussion between the bank & the bidders clients.
- vii. Basis all such inputs a Client Feedback score (Maximum marks 10) would be assigned to bidder.
- viii. The bank at its discretion may reject the proposal of the bidder without giving any reasons whatsoever in case the responses received from the meetings are negative.

1.3.3 Functional Specifications – ISCMS

- i. Responses to all the functional requirements mentioned in this section are mandatory.
- ii. Even if these functionalities have not been demonstrated at the time of technical evaluation (Marked as unavailable or customizable), Bidder must provide/customize these functionalities at the time of implementation.
- iii. The following methodology will be adopted for scoring of the functional parameters across both Must Have and Good to Have modules.

Feature Status	Short form	Remarks
Readily Available	RA	The feature is already supported and included in the out-of-the-box solution (03 Marks shall be allotted)
Customization Required	CU	Can be developed/customized and delivered along with the Solution before implementation. (02 Marks shall be allotted)
Not supported / Unavailable	UA	This capability is neither supported nor available with this Solution. (0 or No Mark shall be allotted)

Note: For evaluation of Functional Specifications, the final score will be converted to weighted average of [20] marks.

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
1	Birth Registration	Apply for Birth Certificate	Enable residents to apply for birth certificates through the smart city system, streamlining the application process and facilitating issuance and documentation.		
2		Online Payment	Provide a facility for citizens to make online payments for charges towards birth certificate issuance		
3		View/Download Birth Certificate	Access and view/download digital copies of birth certificates through the smart city system, providing residents convenience and secure access to records.		
4		Request for Modification/correction in certificate	Allow residents to request modifications or corrections in their certificates through the smart city system.		
5	Death Registration	Apply for Death Certificate	Enable residents to apply for death certificates electronically through the smart city system, simplifying the application process and ensuring timely and accurate issuance of vital records.		
6		Online Payment	Provide a facility for citizens to make online payments for charges towards death certificate issuance		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
7		View/Download Death Certificate	Access and view/download digital copies of death certificates through the smart city system, providing residents convenience and secure access to records.		
8		Request for Modification/correction in certificate	Allow residents to request modifications or corrections in their certificates through the smart city system.		
9	Marriage Registration	Apply for Marriage Certificate	Enable residents to apply for marriage certificates through the smart city system, streamlining the application process and facilitating issuance and documentation.		
10		Online Payment	Provide a facility for citizens to make online payments for charges towards marriage certificate issuance		
11		View/Download Marriage Certificate	Access and view/download digital copies of marriage certificates through the smart city system, providing residents convenience and secure access to records.		
12		Request for Modification/correction in certificate	Allow residents to request modifications or corrections in their certificates through the smart city system.		
13		Caste Certificate Registration	Apply for Caste Certificate	Enable residents to apply for caste certificates electronically through the smart city system, simplifying the application process and ensuring timely and accurate issuance of vital records.	
14	Online Payment		Provide a facility for citizens to make online payments for charges towards caste certificate issuance		
15	View/Download Caste Certificate		Access and view/download digital copies of caste certificates through the smart city system, providing		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			residents convenience and secure access to records.		
16		Request for Modification/correction in Caste certificate	Allow residents to request modifications or corrections in their caste certificates through the smart city system.		
17	Income Certificate Registration	Apply for Income Certificate	Enable residents to apply for income certificates electronically through the smart city system, simplifying the application process and ensuring timely and accurate issuance of vital records.		
18		Online Payment	Provide a facility for citizens to make online payments for charges towards income certificate issuance		
19		View/Download income Certificate	Access and view/download digital copies of income certificates through the smart city system, providing residents convenience and secure access to records.		
20		Request for Modification/correction in income certificate	Allow residents to request modifications or corrections in their income certificates through the smart city system.		
21		Economically Weaker Section (EWS) Certificate Registration	Apply for EWS Certificate	Enable residents to apply for EWS certificates electronically through the smart city system, simplifying the application process and ensuring timely and accurate issuance of vital records.	
22	Online Payment		Provide a facility for citizens to make online payments for charges towards EWS certificate issuance		
23	View/Download EWS Certificate		Access and view/download digital copies of EWS certificates through the smart city system, providing residents convenience and secure access to records.		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
24		Request for Modification/correction in EWS certificate	Allow residents to request modifications or corrections in their EWS certificates through the smart city system.		
25	Native/Domicile Certificate Registration	Apply for Native/Domicile Certificate	Enable residents to apply for Native/Domicile certificates electronically through the smart city system, simplifying the application process and ensuring timely and accurate issuance of vital records.		
26		Online Payment	Provide a facility for citizens to make online payments for charges towards Native/Domicile certificate issuance		
27		View/Download Native/Domicile Certificate	Access and view/download digital copies of Native/Domicile certificates through the smart city system, providing residents convenience and secure access to records.		
28		Request for Modification/correction in Native/Domicile certificate	Allow residents to request modifications or corrections in their Native/Domicile certificates through the smart city system.		
29	Grievance Redressal	Submit grievance online	Enable residents to submit grievances online through the smart city system, providing a convenient and transparent platform for addressing concerns and ensuring timely resolution of issues.		
30		View grievance status and updates	Allow residents to view the status and updates of their submitted grievances online through the smart city system, providing transparency and accountability in the resolution process.		
31		Escalate grievance to higher authorities	Enable users to escalate grievances to higher authorities within the smart city		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			system, ensuring that unresolved issues receive appropriate attention and timely resolution.		
32		Register for SMS/email/WhatsApp notifications	Allow users to register for SMS/email/WhatsApp notifications through the smart city system, providing timely updates, alerts, and information on important city-related matters and services.		
33	Welfare Schemes	View welfare schemes of city/municipal corporation	Access and view comprehensive information on welfare schemes offered by the government, city, or municipal corporation through the smart city system, enabling residents to know about available benefits and initiatives.		
34		Apply for welfare schemes basis eligibility	Enable eligible residents to apply for welfare schemes online through the smart city system, streamlining the application process and ensuring equitable access to support programs and benefits.		
35		Submit online documents for enrollment to scheme	Facilitate the submission of required documents for enrollment in welfare schemes online through the smart city system, offering residents a convenient and efficient way to provide necessary documentation for eligibility verification.		
36		View status of application	Allow applicants to track the status of their welfare scheme applications online through the smart city system, providing transparency and visibility into the progress of their requests.		
37		Withdraw application	Enable users to withdraw their welfare scheme applications		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			online through the smart city system.		
38	Payouts Module (Ex-Gratia)	Natural disaster relief	Manage ex-gratia payments to affected citizens to help them recover from the disaster. Citizens can apply for relief funds through the smart city platform, providing necessary details and evidence of damage		
39		Accident-related relief	Handle compensation payments to victims or their families in the event of accidents (Rail/Road/Water, etc.). Victims or their representatives can submit claims through the smart city platform, providing relevant documentation like medical reports, police reports, and witness statements.		
40		Public health emergency assistance	Assist in providing financial support to individuals affected by health crisis. Citizens who are quarantined, diagnosed with the illness, or facing economic hardship due to the emergency can apply for assistance through the smart city platform.		
41	Property Tax Assessment & Billing	Property registration in system	Facilitate property registration within the smart city system, allowing residents to register their properties electronically and ensuring accurate documentation and record-keeping for property ownership.		
42		View/download Property Tax bill	Access and download digital copies of property tax bills through the smart city system, providing residents with convenient and secure access to their tax statements for payment and record-keeping purposes.		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
43		Make Online payment of property tax	Enable residents to make secure online payments for property taxes through the smart city system.		
44		View penalty/late fee details for registered property	View penalty and late fee details associated with registered properties through the smart city system, providing transparency and accountability in property tax assessments and payments.		
45		Make Online payment of penalty/late fee	Facilitate convenient online payments of penalties and late fees associated with property taxes through the smart city system, ensuring timely settlement of outstanding dues for property owners.		
46		File complaint/petition against late fee	Allow residents to file complaints or petitions against late fees through the smart city system, providing a transparent and accessible platform for addressing disputes and seeking resolution.		
47		Upload documentary proof for validation of petition	Enable users to upload documentary proof for validation of petitions through the smart city system, facilitating transparent and evidence-based resolution of complaints and grievances.		
48		Register for SMS/email/WhatsApp notifications	Enable residents to register for SMS/email/WhatsApp notifications through the smart city system, ensuring timely updates and alerts on important property tax related matters and services.		
49	Water Tax Assessment & Billing	Apply for new water meter/connection	Residents can apply for new water meter/connection through the smart city system, streamlining the application		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			process and ensuring efficient provision of water services.		
50		Make payment of Deposit money/Meter Rent	Residents can make payments for deposit money or meter rent through the smart city system, facilitating convenient and secure transactions related to water meter/connection services.		
51		View/download Water tax bill	Access and download digital copies of water tax bills through the smart city system, providing residents with convenient and secure access to their water tax statements.		
52		Make Online payment of Water tax	Residents can make secure online payments for water taxes through the smart city system.		
53		View penalty/late fee details for registered connection	View penalty and late fee details associated with registered water connections through the smart city system, providing transparency and accountability in water tax assessments and payments.		
54		Make Online payment of penalty/late fee	Residents can make online payments of penalties and late fees associated with water taxes through the smart city system, ensuring timely settlement of outstanding dues for water connections.		
55		File complaint/petition against late fee	Residents can file complaints or petitions against late fees through the smart city system, providing a transparent and accessible platform for addressing disputes and seeking resolution regarding water tax penalties.		
56		Upload documentary proof for	Users can upload documentary proof for validation of petitions through the smart city system,		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
		validation of petition	facilitating transparent and evidence-based resolution of complaints and grievances related to water tax penalties.		
57		Surrender Water meter connection	Residents can initiate the process to surrender their water meter connection through the smart city system, facilitating efficient management of water services and updating of records accordingly.		
58		Refund of deposit money	Facilitate the refund process for deposit money associated with surrendered water meter connections through the smart city system, ensuring timely and accurate reimbursement to residents.		
59		Register for SMS/email/WhatsApp notifications	Residents can register for SMS/email/WhatsApp notifications through the smart city system, ensuring timely updates and alerts on important water tax related matters and services.		
60	Permissions and Licenses - Advertisements and Hoardings	Register for permissions for advertisements and hoardings	Businesses and individuals can register for permissions to display advertisements and hoardings through the smart city system, streamlining the application process and ensuring compliance with regulations for outdoor advertising.		
61		Make Online payment	Businesses and individuals can make online payments for various permissions related to advertisement and hoardings.		
62		Track/View application status	Track and view the status of submitted applications through the smart city system, providing transparency and updates on the progress of permission request.		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
63		Withdraw application	Enable users to withdraw their applications through the smart city system, providing flexibility and control over submitted requests.		
64		Register for SMS/email/WhatsApp notifications	Residents and businesses can register for SMS, email, or WhatsApp notifications through the smart city management system, ensuring timely updates and alerts.		
65	Permissions and Licenses - Building Permissions	Register for building permit	Enable property owners and developers to register for building permits through the smart city system, streamlining the application process and ensuring compliance with building regulations and standards.		
66		Make Online payment	Facilitate secure online payments for various services, fees, and permits through the smart city system, offering residents and businesses a convenient and efficient platform for financial transactions.		
67		Track/View application status	Allow users to track and view the status of their submitted applications through the smart city system, providing transparency and updates on the progress of their requests.		
68		Withdraw application	Enable users to withdraw their submitted applications through the smart city system, offering flexibility and control over their requests.		
69		Register for SMS/email/WhatsApp notifications	Residents and businesses can register for SMS, email, or WhatsApp notifications through the smart city management system, ensuring timely updates and alerts.		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
70	Polls and Discussion Forums	Create, view, and participate in discussions	Users can create, view, and participate in discussions within the smart city system, fostering community engagement and collaboration on various city-related topics and initiatives.		
71		Create polls on specific topics or issues	Facilitate the creation of polls on specific topics or issues within the smart city system, allowing users to gather feedback and opinions from residents and stakeholders on various city-related matters.		
72		Cast votes and provide feedback	Residents can cast votes and provide feedback on city-related issues and initiatives through the smart city system, enabling participatory governance and community involvement in decision-making processes.		
73		Publish Poll results	Display poll results publicly within the smart city system, providing transparency and insights into community opinions and preferences on various city-related topics and initiatives.		
74		Moderation of polls and discussions	Enable moderation of polls and discussions within the smart city system, ensuring that content remains respectful, relevant, and conducive to productive dialogue among users.		
75		Notification system for new polls and discussions	Implement a notification system within the smart city system to alert users about new polls and discussions.		
76	e-Tendering and e-Contract Management	Tender Creation and Publication	Government agencies should be able to create and publish tenders for various construction, maintenance, or		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			service projects (plumbing/road works, etc.)		
77		Bid Submission	Contractors should be able to submit bids electronically in response to published tenders. The system should provide a secure platform for bid submission, ensuring confidentiality and integrity of bid information.		
78		Online Payment of Earnest Money Deposit (EMD)	The bidders should be able to make online payment of EMD for the bid(s) that they are bidding for		
79		Bid Evaluation and Award	Award contracts to successful bidders following evaluation and approval by authorized officials		
80		Contract Management	Manage contracts efficiently throughout their lifecycle, from creation to expiration. Keep track of contract terms, milestones, payments, and performance metrics.		
81		Work Order Generation	Generate work orders based on awarded contracts or approved project proposals. Work orders should specify project details, timelines, resource requirements, and other relevant information for contractors.		
82		Vendor Payouts	Facilitate secure and timely payments to contractors for completed work or milestones achieved.		
83	Urban Mobility	Traffic Management	Implement comprehensive traffic management features within the smart city system, including real-time monitoring, congestion detection, route optimization, and intelligent traffic signal control.		
84		Smart Parking	Offer smart parking solutions within the smart city system,		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			providing real-time availability information		
85		Smart Parking Payments	Provide reservation options, and efficient payment mechanisms to optimize parking utilization		
86		eChallan Issuance	Enable the issuance of eChallans within the smart city automating the process of traffic violation detection, fine assessment, and notification delivery		
87		Online Payment of eChallan amount	Enable citizens to make online payments for eChallans issued		
88		Register for SMS/email/WhatsApp notifications	Residents and businesses can register for SMS, email, or WhatsApp notifications through the smart city system, ensuring timely updates and alerts.		
89	e-Voting Platform	Municipal Elections	Enables citizens to vote electronically or in-person, providing a secure and efficient method for democratic participation and representation within the smart city management system.		
90		Public Opinion Polls	Integrate public opinion polls into the smart city system, allowing residents to provide feedback on urban issues and initiatives.		
91		Policy Referendums	Incorporate policy referendums into the smart city system, enabling residents to vote on key municipal policies and initiatives, fostering democratic engagement and community involvement.		
92	Public Safety Services	Report safety incident	Empower residents to report safety incidents through the smart city system, facilitating swift response and resolution by relevant authorities,		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			enhancing public safety and community well-being.		
93		Request for emergency service (SoS facility)	Enable residents to request emergency services through the smart city system, providing quick access to assistance during critical situations, ensuring timely response and support.		
94		Add/Update Emergency contact details	Allow residents to add or update their emergency contact details in the public safety services system, ensuring accurate and up-to-date information for efficient response to emergencies		
95		Employee Information Management	Centralized database for storing municipal corporation employee records, including personal information, job history, pay grade, etc.		
96		Staff Salary Disbursals	Automatically payout staff salaries basis attendance and payout/pay slip data generated at system level		
97		Salary Advances	Allow staff members to request salary advances through the system, with approval workflows.		
98	HR and Payroll Module	Time and Attendance Tracking	Tools for tracking employee work hours, managing time-off requests, and generating attendance reports for payroll processing		
99		Benefits Administration	Capability to manage employee benefits enrollment, eligibility verification, and plan administration, including health insurance, retirement plans, and leave policies		
100		Training and Development	Resources for scheduling training sessions, tracking employee certifications, and evaluating training effectiveness to support		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			employee skill development and career advancement		
101		Employee Taxation Services	Employees should be able to submit their tax declarations, be able to view and configure their tax regime, view tax calculations, download form 16, etc.		

1.3.4 Technical Specifications – ISCMS

- i. Interested Bidders who are experienced in providing Smart Cities system and meeting the technical specifications as mentioned below may respond to this RFP in terms of the availability of specifications.
- ii. Note: It is mandatory to submit the Technical & Function compliance only in the prescribed formats.
- iii. The bank also reserves the right to validate the responses through product demonstration against valid documents supporting the responses.
- iv. Each requirement under technical specifications carries one [01] mark.
- v. The following methodology will be adopted for scoring technical parameters across ISCMS offerings.

Feature Status	Short form	Remarks
Readily Available	RA	The feature is already supported and included in the out-of-the-box solution (03 Marks shall be allotted)
Customization Required	CU	Can be developed/customized and delivered along with the Solution before implementation. (02 Marks shall be allotted)
Not supported / Unavailable	UA	This capability is neither supported nor available with this Solution. (0 or No Mark shall be allotted)

Note: For evaluation of Technical Specifications, the final score will be converted to weighted average of [20] marks.

Sr No	Area	Details	Availability (RA/CU/UA)	Comments
1	System Architecture	The system should support microservices architecture for scalability and modularity		
2		The system should allow for API-based integration with third-party systems		
3		The system should support scalable database architecture (e.g., sharding, replication) to handle large volumes of data		

Sr No	Area	Details	Availability (RA/CU/UA)	Comments
4		The system should support Containerization (e.g., Docker, Kubernetes) for easy deployment and management of application components		
5		The Bidder is required to provide the system architecture diagrams (Deployment architecture, Network Architecture) of the proposed system		
6	Cloud Readiness	The bidder should be able to deploy the system on cloud as well as on-premise (Basis requirements of the Bank). Decision on hosting (Cloud or On-premise) shall be taken by the Bank at the time of contract award.		
7		The system should support container orchestration platforms (e.g., Kubernetes) for cloud-native deployment		
8		The system should support integration with cloud services (e.g., AWS, Azure) for scalability and elasticity		
9		The system should provide auto-scaling capabilities to handle fluctuating workloads		
10		The system should provide cloud-based identity and access management (IAM) for centralized user authentication and authorization		
11		Certifications	The system should have all relevant certifications such as PCI-DSS, ISO 27001, etc.	
12	Access Channels	The system should work as a web-based portal accessible from desktop and laptop computers for full functionality.		
13		The system should be available as a Mobile application for access on smartphones and tablets, providing essential features like notifications, event reminders, and access to key information on the go.		
14		The system should provide accessibility features to ensure compliance with accessibility standards (e.g., WCAG) for users with disabilities.		
15		The system should allow for Integration with popular communication platforms (e.g., email, SMS) for important notifications and alerts.		
16			The application must be web-enabled, built on enterprise application platforms	

Sr No	Area	Details	Availability (RA/CU/UA)	Comments
	General System Requirements	with sufficient flexibility for customization as per the requirement		
17		Language Support: All functionalities must be provided with bilingual support i.e., in English and the local language		
18		The system shall adhere to all the IT standards published by the Department of Electronics & Information Technology, Government of India (www.deity.gov.in) and other applicable standards.		
19		The system should be web 3.0 compliant to ensure the application works on various platforms, browsers, and resolution		
20		The system must meet the standards for web accessibility. All web pages, static or dynamically generated, and mobile applications, must comply as outlined in the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines or Guidelines for Indian Government Websites (GIGW)		
21		The system should provide comprehensive reconciliation facility along with daily/weekly reports for all payment transactions		
22	Performance Metrics	Performance: The system should provide fast and steady response times (Quality of Service).		
23		Version Control and Manageability: The proposed system must have versioning features to track document and process revisions made.		

Note: The Bidder should also mandatorily comply with SBI's Cloud Policy in case of successful Empanelment. (The policy shall be shared at the time of empanelment with the successful bidders)

1.3.5 Presentation and System Demo – ISCMS

- i. The TSP must be able to demonstrate all the major functionalities asked in the RFP in the deployed customers' environment only.
- ii. Preferably the features must be demonstrated for a single customer implementation only.
- iii. If any demonstration asked by the Bank should be demonstrated in TSP's LAB environment, then TSP should arrange the same within a week during the evaluation phase of the RFP.

- iv. In the event of the failure of the demonstration, the bid submitted by such TSP shall not be considered for any further evaluation and will be rejected.
- v. Intimation of presentation and demonstration will be conveyed to the eligible TSPs by email after bid submission as mentioned in the schedule of events.
- vi. Final score shall be a weighted average out of [20] marks.

Note: During Presentation and System Demo, it is expected from Bidders to propose/suggest additional related Scope of Work that me be beneficial to the Bank in the implementation of the Smart Cities system. The Bidder therefore has the liberty to showcase any additional capability that they may have developed for their system.

1.3.6 Resource Personnel – ISCMS

- i. The TSP shall have on boarded the below Key Personnel meeting the requirements specified in the table below for developing, deploying, and managing the overall Smart Cities system.
- ii. Bidders are required to provide relevant CVs of key personnel that would be deployed for the project.
- iii. Independent CVs of key personnel that would be working for the Smart Cities system project shall be provided.
- iv. Final score shall be a cumulative total out of [10] marks.

Key Personnel and Count	Educational Qualification	Length of Professional Experience	Max Score	Scoring Range (Based on Experience in Years)		CV Attached
				Experience	Marks	
Project Manager (1)	MBA/B.Tech/BE/ MCA/CA	Min. 10 Years	03	Experience	Marks	Y/N
				>= 15 Years	3	
				>= 12 Years but < 15 Years	2	
				>= 10 Years but < 12 Years	1	
				< 10 Years	0	
Solution Architect (1)	B. Tech/BE/MCA	Min. 08 Years	03	Experience	Marks	Y/N
				>= 10 Years	3	
				>= 9 Years but < 10 Years	2	
				>= 8 Years but < 9 Years	1	
				< 8 Years	0	
Business Analyst (1)	MBA/B.Tech/BE/ MCA/CA	Min. 05 Years	02	Experience	Marks	Y/N
				>= 7 Years	2	
				>= 5 Years but < 7 Years	1	
				< 5 Years	0	
Business Analyst (1)	MBA/B.Tech/BE/ MCA/CA	Min. 05 Years	02	Experience	Marks	Y/N
				>= 7 Years	2	
				>= 5 Years but < 7 Years	1	
				< 5 Years	0	

1.4 Overall Evaluation Criteria – IRMS

Criteria	Description	Max Marks
Prior Implementation Experience	Prior implementation experience in existing Religious Institution in India	20
Client Feedback	Bidder to arrange a meeting between Bank and client references (at least 02) for the projects executed by them. Additionally, Bidder to provide references from existing clients (at least 02) for	10

Criteria	Description	Max Marks
	whom the solution is currently live. Format for Client references is provided in Appendix – F of the RFP.	
Functional Specifications	Availability status of functional specifications (Readily Available/Customization/Not Available)	20
Technical Specifications	Compliance with technical specifications such as Data Privacy, Cloud Readiness, BCP and DR plans, etc. to ensure the smooth functioning of the IRMS	20
Presentation and System Demo	Actual demonstration of available platform/system for all applicable modules	20
Key Resources	Availability of key resources/personnel who would be responsible for the successful implementation of the IRMS	10
Total		100

The criteria wise evaluation details are as below:

1.4.1 Prior Implementation Experience – IRMS

- i. TSPs bidding for IRMS should provide relevant Prior Implementation Experience basis their existing live implementations.
- ii. The total marks for Prior Implementation Experience are **twenty [20]**
- iii. Bidder is required to provide the completion certificate stating the names of modules thus implemented for each client.
- iv. A maximum of 10 marks have been allocated for number of implementations of the system.
- v. A maximum of 10 marks have been allocated for number of modules of the system that Bidder currently provides from those mentioned in Scope of Work in Annexure – E.
- vi. The detailed break-up of total maximum marks [20] for Prior Implementation experience is as per below table:

Sl. No.	Parameter	Max Marks
1	Bidders' experience in implementing IRMS in the last 5 years from the date of RFP. (The solution should be live as of the date of RFP, Bidder is to submit PO/ Engagement Agreement / Work completion / Go-live certificate from the clients as documentary evidence)	
1. a	Implementation in Large Religious Institutions <ul style="list-style-type: none"> • Maximum of 1 mark per implementation • Additional marks in multiples of 1 there of • Maximum total marks 05 	05
	Implementation in Mid-sized Religious Institutions <ul style="list-style-type: none"> • Maximum of 1 mark per implementation • Additional marks in multiples of 1 there of 	03

Sl. No.	Parameter	Max Marks
	<ul style="list-style-type: none"> Maximum total marks 03 	
	Implementation in Small Religious Institutions <ul style="list-style-type: none"> Maximum of 1 mark per implementation Additional marks in multiples of 1 there of Maximum total marks 02 	02
1. b	Number of Modules of IRMS implemented/currently provided out of modules as mentioned in Scope of Work in Appendix – E <ul style="list-style-type: none"> Number of modules > 8: 10 marks Number of modules >= 8 but <= 6: 07 marks Number of modules >= 5 but <= 3: 04 marks Number of modules < 3: 00 marks 	10
	Total	20

Note: Classification of Religious Institutions into Large/Mid-sized and Small is basis average daily footfall (Large: 25,000 and above devotees/day, Mid-sized: 24,999 to 5,000 devotees/day, Small: <=4,999 devotees/day).

1.4.2 Client Feedback – IRMS

- i. The Bank would carry out meetings or telephonic feedback with the existing clients of the bidder.
- ii. As part of the overall Client Feedback process, bidder is required to furnish at least **02 references** basis format specified in **Appendix – F** of this RFP.
- iii. The inputs thus received from the clients would be considered by the bank and this might not need any documentary evidence.
- iv. This rating would be purely on inputs like
 - a. Satisfaction of the client with the Bidders system
 - b. Timeliness of implementation
 - c. Promptness of support services etc. provided by the bidder.
- v. The bidder would be required to coordinate for such interactions.
- vi. However, the bidder would not be allowed to be party to the discussion between the bank & the bidders clients.
- vii. Basis all such inputs a Client Feedback score (Maximum marks 10) would be assigned to bidder.
- viii. The bank at its discretion may reject the proposal of the bidder without giving any reasons whatsoever in case the responses received from the meetings are negative.

1.4.3 Functional Specifications – IRMS

- i. Responses to all the functional requirements mentioned in this section are mandatory.
- ii. Even if these functionalities have not been demonstrated at the time of technical evaluation (Marked as unavailable or customizable), Bidder must provide/customize these functionalities at the time of implementation.

- iii. The following methodology will be adopted for scoring of the functional parameters across both Must Have and Good to Have modules.

Feature Status	Short form	Remarks
Readily Available	RA	The feature is already supported and included in the out-of-the-box solution (03 Marks shall be allotted)
Customization Required	CU	Can be developed/customized and delivered along with the Solution before implementation. (02 Marks shall be allotted)
Not supported / Unavailable	UA	This capability is neither supported nor available with this Solution. (0 or No Mark shall be allotted)

Note: For evaluation of Functional Specifications, the final score will be converted to weighted average of [20] marks.

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
1	Online Darshan Slot Booking	View available slots	Devotees should be able to view and book available slots for temple visits through a user-friendly app/website, ensuring a seamless and convenient experience.		
2		Prepay for slot	Devotees should be able to securely pre-pay for temple visit slots in advance, simplifying the booking process and ensuring hassle-free entry for devotees.		
3		Request cancellation and refund	Devotees should be able to cancel request of booked temple visit slots and receive timely refunds, ensuring flexibility and convenience for devotees.		
4		Request for visitor pass	Devotees should be able to request for a visitor pass (Monthly/Quarterly/Annual) and make payment for the same.		
5	Online Donations	Make eDonations	Devotees should be able to make online donations to temple through a payment mode of their choice		
6		View/Print Donation Receipts (in 80G Format)	Devotees should be able to access and print donation receipts in 80G format for tax purposes, providing transparency		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
7	Parking Management Module	Manage Parking system	A comprehensive system which allows the Religious Institutions/Trusts to manage the parking space availability, issue parking tickets, manage in and out time of vehicles and compute parking charges accordingly		
8		Parking Payments	A feature to help authorities to accept digital payments for parking services availed by devotees		
9		Issuance of Receipts	A feature to enable devotees to view their parking receipts/parking slips digitally through an SMS link/in-app		
10	Purchase Management Module	Prasad Purchase	A complete module that manages the sale process for prasad distribution at the temple. This module should allow the temple to manage stock of prasad at various counters, track sales and provide options for devotees to pay digitally for purchase of prasad		
11		Purchase of Memorabilia/Memento	A complete module that manages the sale process for various goods/items sold within the temple premises (Devotional Books/CDs/Statue of Gods and Goddesses, etc.) This module should allow the temple to manage stock of all such items at various counters, track sales and provide options for devotees to pay digitally for purchase of these goods		
12	Pooja Booking and Management Module	Add New Pooja	Temple should be able to easily add new Pooja offerings to the temple's service catalog, enabling devotees to participate in various rituals and ceremonies.		
13		Pooja Booking and Scheduling	Temple should be able to create and manage schedules for temple Pooja offerings, including timings, availability, and booking		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			slots, to streamline operations and accommodate devotees' preferences.		
14		Display of Pooja schedule on Dashboard	Temple should be able to display the daily schedule of temple Pooja offerings on the dashboard, providing devotees with real-time updates and easy access to information		
15	Safe Deposit Locker Module	Luggage Deposit	A complete module to manage issuance of luggage deposit slips, accept payments and track safe return of luggage that was deposited		
16		Shoes/Footwear Deposit	A complete module to manage issuance of footwear deposit slips, accept payments and track safe return of footwear that was deposited		
17		Electronic Items/Valuables Deposit	A complete module to manage issuance of electronic items/valuables deposit slips, accept payments and track safe return of electronic items/valuables that were deposited		
18	Hall/Room Booking Management Module	Marriage Hall availability and booking	An end to end module to track and manage requests/availability of various halls within the temple premises for the purpose of weddings. The module should also provide option for making token payments to confirm the booking/making full payments		
19		Hall booking cancellation/modification	A feature to amend (cancel/modify the booking request already submitted). The module should provide an option to request for refund as well as track status		
20		Pooja Hall availability and booking	An end to end module to track and manage requests/availability of various halls within the temple premises for the purpose of conducting Pooja's. The module		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			should also provide option for making token payments to confirm the booking/making full payments		
21		Hall booking cancellation/modification	A feature to amend (cancel/modify the booking request already submitted). The module should provide an option to request for refund as well as track status		
22		Annadaan Hall Booking	An end to end module to track and manage requests/availability of various halls within the temple premises for the purpose of conducting Annadaan. The module should also provide option for making token payments to confirm the booking/making full payments		
23		Hall booking cancellation/modification	A feature to amend (cancel/modify the booking request already submitted). The module should provide an option to request for refund as well as track status		
24		Annadaan Caterer booking	A feature to avail caterer services for Annadaan to be held in the hall. Module should provide an option to make token payments to confirm the caterer/make full payments.		
25		Caterer booking cancellation/modification	A feature to amend (cancel/modify the booking request already submitted). The module should provide an option to request for refund as well as track status		
26		Room Booking	An end to end module to track and manage requests/availability of various rooms within the temple premises for the purpose of stay. The module should also provide option for making token payments to confirm the booking/making full payments		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
27		Room booking cancellation/modification	A feature to amend (cancel/modify the booking request already submitted). The module should provide an option to request for refund as well as track status		
28	Dashboard/MIS Module	Donations from devotee	Temple should be able to efficiently record and manage donations from devotees, ensuring transparency, accountability, and accurate tracking		
29		Pooja Income	Temple should be able to manage and schedule pooja ceremonies including online payments towards various types/categories of pooja's performed (Abhishek/Nivedyam/etc.)		
30		Prasadam Income	Temple should be able to collect funds for prasadam sold at outlets in temple premises, thereby giving them a view into quantity of prasadam sold and income thus received.		
31		Report generation and Printing	Temple should be able to generate and print comprehensive reports on temple activities, financial transactions, devotee information.		
32		Management expense	Temple should be able to efficiently manage and view temple expenses, including procurement, maintenance, staff salaries, and operational costs.		
33		Temple related expense	Temple should be able to record and track all expenses related to temple operations and maintenance, including utilities, repairs, supplies, and service contracts		
34		Expense view and reporting	Temple should be able to view and generate detailed reports on temple expenses, allowing		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			stakeholders to monitor financial transactions, analyze spending patterns		
35		Cumulative Report on Income	Temple should be able to generate detailed reports on temple income sources, including donations, offerings, pooja fees, and room bookings, etc.		
36		Cumulative Report of Expense	Temple should be able to create detailed reports on temple expenses, categorizing and summarizing expenditures such as utilities, maintenance, salaries, and administrative costs		
37		Report of salary	Temple should be able to generate comprehensive reports on temple staff salaries, detailing components such as basic pay, allowances, deductions, and bonuses		
38		Display on digital notice boards	Temple should be able to display important announcements, updates, and notices on digital notice boards within the temple premises, providing timely information and reminders to devotees and visitors.		
39	Helpdesk and Communication Module	FAQ	Temple should be able to provide a comprehensive FAQ section within the temple management system, offering answers to frequently asked questions about temple services, rituals, facilities, and general inquiries, facilitating self-service support and enhancing visitor experience.		
40		Sending SMS, email, WhatsApp Notifications	Temple should be able to send relevant information and updates to devotees through SMS, email, and WhatsApp as communication channels		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
41	HR and Payroll Module	Employee Information Management	Centralized database for storing religious institution's staff records, including personal information, job history, pay grade, etc.		
42		Staff Salary Disbursals	Automatically payout staff salaries basis attendance and payout/payslip data generated at system level		
43		Salary Advances	Allow staff members to request salary advances through the system, with approval workflows.		
44		Time and Attendance Tracking	Tools for tracking staff work hours, managing time-off requests, and generating attendance reports for payroll processing		
45		Benefits Administration	Capability to manage employee benefits enrollment, eligibility verification, and plan administration, including health insurance, retirement plans, and leave policies		
46		Employee Taxation Services	Employees should be able to submit their tax declarations, be able to view and configure their tax regime, view tax calculations, download form 16, etc.		
47	Complaints Management and Resolution Module	Lodge complaint	A feature for devotees to lodge any complaint related to temple related aspects.		
48		Track status of complaint	A feature for devotees to view and track status of complaints raised along with an escalation matrix		
49		Escalate complaint	A feature for devotees to escalate the complaint to higher authorities in case of unsatisfactory response/no response from concerned team		
50		Virtual Darshan	A website interface enabling devotees to view virtual		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
	Virtual Darshan and Virtual Pooja Module		darshan/live stream from the temple		
51		Virtual Pooja	A website interface to allow devotees to perform pooja virtually		
52	Temple Land Documents Management Module	Upload Documents	A feature for temple authorities to upload important documents related to temple's land records		
53		Access/Modify/Delete Documents	A feature for temple authorities to modify/delete documents uploaded to document management system		
54	Legal Document Management Module	Upload Documents	A feature for temple authorities to upload any important legal/court related documents onto the document management module		
55		Access/Modify/Delete Documents	A feature for temple authorities to modify/delete documents uploaded to the legal document management system		
56		Notifications Centre	A feature that triggers notifications (SMS/e-mail) to temple authorities regarding any upcoming court hearings/court proceedings		
57	Gold / Valuables Management Module	Register Gold/Ornaments received in donation	A feature to help authorities to register various gold/valuable ornaments received as a form of donation to the temple		
58		Track and manage sale/auction of gold/ornaments	A feature using which temple authorities can conduct auction/sale of the donations received in the form of gold/valuable ornaments		
59		Update status of registered gold/ornaments	A feature using which temple authorities can update the status of gold/ornaments thus auctioned/sold through such events		
60		Submit Lease Application	A feature using which an individual/entity can apply for		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			temple land lease and submit the relevant application online		
61	Lease Application Management	Make Payment for Lease Application	A feature using which the applicant can make payment (if any) for the lease application		
62		Track Lease Application Status	A feature using which the applicant can track the status/progress of the lease application		

1.4.4 Technical Specifications – IRMS

- i. Interested Bidders who are experienced in providing a system for Religious Institutions and meeting the technical specifications as mentioned below may respond to this RFP in terms of the availability of specifications.
- ii. Note: It is mandatory to submit the Technical & Function compliance only in the prescribed formats.
- iii. The bank also reserves the right to validate the responses through product demonstration against valid documents supporting the responses.
- iv. Each requirement under technical specifications carries one [01] mark.
- v. The following methodology will be adopted for scoring technical parameters across IRMS offerings.

Feature Status	Short form	Remarks
Readily Available	RA	The feature is already supported and included in the out-of-the-box solution (03 Marks shall be allotted)
Customization Required	CU	Can be developed/customized and delivered along with the Solution before implementation. (02 Marks shall be allotted)
Not supported / Unavailable	UA	This capability is neither supported nor available with this Solution. (0 or No Mark shall be allotted)

Note: For evaluation of Technical Specifications, the final score will be converted to weighted average of [20] marks.

Sr No	Area	Details	Availability (RA/CU/UA)	Comments
1	System Architecture	The system should support microservices architecture for scalability and modularity		
2		The system should allow for API-based integration with third-party systems		
3		The system should support scalable database architecture (e.g., sharding,		

Sr No	Area	Details	Availability (RA/CU/UA)	Comments
		replication) to handle large volumes of data		
4		The system should support Containerization (e.g., Docker, Kubernetes) for easy deployment and management of application components		
5		The Bidder is required to provide the system architecture diagrams (Deployment architecture, Network Architecture) of the proposed system		
6	Cloud Readiness	The bidder should be able to deploy the system on cloud as well as on-premise (Basis requirements of the Bank). Decision on hosting (Cloud or On-premise) shall be taken by the Bank at the time of contract award.		
7		The system should support container orchestration platforms (e.g., Kubernetes) for cloud-native deployment		
8		The system should support integration with cloud services (e.g., AWS, Azure) for scalability and elasticity		
9		The system should provide auto-scaling capabilities to handle fluctuating workloads		
10		The system should provide cloud-based identity and access management (IAM) for centralized user authentication and authorization		
11	Certifications	The system should have all relevant certifications such as PCI-DSS, ISO 27001, etc.		
12	Access Channels	The system should work as a web-based portal accessible from desktop and laptop computers for full functionality.		
13		The system should be available as a Mobile application for access on smartphones and tablets, providing essential features like notifications, event reminders, and access to key information on the go.		
14		The system should provide accessibility features to ensure compliance with accessibility standards (e.g., WCAG) for users with disabilities.		
15		The system should allow for Integration with popular communication platforms (e.g., email, SMS) for important notifications and alerts.		

Sr No	Area	Details	Availability (RA/CU/UA)	Comments
16	General System Requirements	The application must be web-enabled, built on enterprise application platforms with sufficient flexibility for customization as per the requirement		
17		Language Support: All functionalities must be provided with bilingual support i.e., in English and the local language		
18		The system shall adhere to all the IT standards published by the Department of Electronics & Information Technology, Government of India (www.deity.gov.in) and other applicable standards.		
19		The system should be web 3.0 compliant to ensure the application works on various platforms, browsers, and resolution		
20		The system must meet the standards for web accessibility. All web pages, static or dynamically generated, and mobile applications, must comply as outlined in the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines or Guidelines for Indian Government Websites (GIGW)		
21		The system should provide comprehensive reconciliation facility along with daily/weekly reports for all payment transactions		
22		Performance Metrics	Performance: The system should provide fast and steady response times (Quality of Service).	
23	Version Control and Manageability: The proposed system must have versioning features to track document and process revisions made.			

Note: The Bidder should also mandatorily comply with SBI's Cloud Policy in case of successful Empanelment. (The policy shall be shared at the time of empanelment with the successful bidders)

1.4.5 Presentation and System Demo – IRMS

- i. The TSP must be able to demonstrate all the major functionalities asked in the RFP in the deployed customers' environment only.
- ii. Preferably the features must be demonstrated for a single customer implementation only.

- iii. If any demonstration asked by the Bank should be demonstrated in TSP's LAB environment, then TSP should arrange the same within a week during the evaluation phase of the RFP.
- iv. In the event of the failure of the demonstration, the bid submitted by such TSP shall not be considered for any further evaluation and will be rejected.
- v. Intimation of presentation and demonstration will be conveyed to the eligible TSPs by email after bid submission as mentioned in the schedule of events.
- vi. Final score shall be a weighted average out of [20] marks.

Note: During Presentation and System Demo, it is expected from Bidders to propose/suggest additional related Scope of Work that may be beneficial to the Bank in the implementation of the IRMS. The Bidder therefore has the liberty to showcase any additional capability that they may have developed for their system.

1.4.6 Resource Personnel – IRMS

- i. The TSP shall have on boarded the below Key Personnel meeting the requirements specified in the table below for developing, deploying, and managing the overall IRMS.
- ii. Bidders are required to provide relevant CVs of key personnel that would be deployed for the project.
- iii. Independent CVs of key personnel that would be working for the IRMS project shall be provided.
- iv. Final score shall be a cumulative total out of [10] marks.

Key Personnel and Count	Educational Qualification	Length of Professional Experience	Max Score	Scoring Range (Based on Experience in Years)		CV Attached
				Experience	Marks	
Project Manager (1)	MBA/B.Tech/BE/ MCA/CA	Min. 10 Years	03	>= 15 Years	3	Y/N
				>= 12 Years but < 15 Years	2	
				>= 10 Years but < 12 Years	1	
				< 10 Years	0	
Solution Architect (1)	B. Tech/BE/MCA	Min. 08 Years	03	>= 10 Years	3	Y/N
				>= 9 Years but < 10 Years	2	
				>= 8 Years but < 9 Years	1	
				< 8 Years	0	
Business Analyst (1)	MBA/B.Tech/BE/ MCA/CA	Min. 05 Years	02	>= 7 Years	2	Y/N
				>= 5 Years but < 7 Years	1	
				< 5 Years	0	
				>= 7 Years	2	
>= 5 Years but < 7 Years	1					
< 5 Years	0					

1.5 Overall Evaluation Criteria – ICMS

Criteria	Description	Max Marks
Prior Implementation Experience	Prior implementation experience in existing courts/tribunals in India	20

Criteria	Description	Max Marks
Client Feedback	Bidder to arrange a meeting between Bank and client references (at least 02) for the projects executed by them. Additionally, Bidder to provide references from existing clients (at least 02) for whom the solution is currently live. Format for Client references is provided in Appendix – F of the RFP.	10
Functional Specifications	Availability status of functional specifications (Readily Available/Customization/Not Available)	20
Technical Specifications	Compliance with technical specifications such as Data Privacy, Cloud Readiness, BCP and DR plans, etc. to ensure the smooth functioning of the Court Management system	20
Presentation and System Demo	Actual demonstration of available platform/system for all applicable modules	20
Key Resources	Availability of key resources/personnel who would be responsible for the successful implementation of the Court Management System	10
Total		100

The criteria wise evaluation details are as below:

1.5.1 Prior Implementation Experience – ICMS

- i. TSPs bidding for Court Management System should provide relevant Prior Implementation Experience basis their existing live implementations.
- ii. The total marks for Prior Implementation Experience are **twenty [20]**
- iii. Bidder is required to provide the completion certificate stating the names of modules thus implemented for each client.
- iv. A maximum of 10 marks have been allocated for number of implementations of the system.
- v. A maximum of 10 marks have been allocated for number of modules of the system that Bidder currently provides from those mentioned in Scope of Work in Annexure – E.
- vi. The detailed break-up of total maximum marks [20] for Prior Implementation experience is as per below table:

Sl. No.	Parameter	Max Marks
1	Bidders' experience in implementing Court Management System in the last 5 years from the date of RFP. (The solution should be live as of the date of RFP, Bidder is to submit PO/ Engagement Agreement / Work completion / Go-live certificate from the clients as documentary evidence)	
1. a	Implementation in Supreme Court (any module/solution) <ul style="list-style-type: none"> • Maximum of 1 mark per implementation • Additional marks in multiples of 1 there of 	03

Sl. No.	Parameter	Max Marks
	<ul style="list-style-type: none"> Maximum total marks 02 	
	Implementation in High Courts <ul style="list-style-type: none"> Maximum of 1 mark per implementation Additional marks in multiples of 1 there of Maximum total marks 06 	05
	Implementation in District Courts/other lower courts <ul style="list-style-type: none"> Maximum of 1 mark per implementation Additional marks in multiples of 1 there of Maximum total marks 02 	02
1. b	Number of Modules of Court Management System implemented/currently provided out of modules as mentioned in Scope of Work in Appendix – E <ul style="list-style-type: none"> Number of modules > 5: 10 marks Number of modules >= 4 but <= 3: 07 marks Number of modules >= 2 but <= 1: 04 marks 	10
8	Total	20

1.5.2 Client Feedback – ICMS

- i. The Bank would carry out meetings or telephonic feedback with the existing clients of the bidder.
- ii. As part of the overall Client Feedback process, bidder is required to furnish at least **02 references** basis format specified in **Appendix – F** of this RFP.
- iii. The inputs thus received from the clients would be considered by the bank and this might not need any documentary evidence.
- iv. This rating would be purely on inputs like
 - a. Satisfaction of the client with the Bidders system
 - b. Timeliness of implementation
 - c. Promptness of support services etc. provided by the bidder.
- v. The bidder would be required to coordinate for such interactions.
- vi. However, the bidder would not be allowed to be party to the discussion between the bank & the bidders clients.
- vii. Basis all such inputs a Client Feedback score (Maximum marks 10) would be assigned to bidder.
- viii. The bank at its discretion may reject the proposal of the bidder without giving any reasons whatsoever in case the responses received from the meetings are negative.

1.5.3 Functional Specifications – ICMS

- i. Responses to all the functional requirements mentioned in this section are mandatory.
- ii. Even if these functionalities have not been demonstrated at the time of technical evaluation (Marked as unavailable or customizable), Bidder must provide/customize these functionalities at the time of implementation.

- iii. The following methodology will be adopted for scoring of the functional parameters across both Must Have and Good to Have modules.

Feature Status	Short form	Remarks
Readily Available	RA	The feature is already supported and included in the out-of-the-box solution (03 Marks shall be allotted)
Customization Required	CU	Can be developed/customized and delivered along with the Solution before implementation. (02 Marks shall be allotted)
Not supported / Unavailable	UA	This capability is neither supported nor available with this Solution. (0 or No Mark shall be allotted)

Note: For evaluation of Functional Specifications, the final score will be converted to weighted average of [20] marks.

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
1	Chamber Management Module	View Chamber Availability / Request Status	Provides information on chamber availability and the status of chamber requests		
2		Raise request for Chamber Booking	Allows lawyers to request allocation of chambers for court proceedings.		
3		Pay Chamber Security Deposit	Facilitates the payment of security deposits for chamber usage.		
4		Pay Chamber Utility charges	A facility to enable lawyers to pay for their chamber's utility bills (Rent, Electricity)		
5		Surrender Chamber	Facilitates lawyers to raise a request for surrendering their allocated chamber.		
6		Chamber Allocation Dashboard	A facility using which lawyers/advocates can view the real time status of chamber allocations and their future availability		
7	Parking Management Module	Register Vehicle	Allows lawyers to register their vehicles for parking purposes.		
8		Upload Vehicle Documents (RC, PUC, License, etc.)	Provides a platform for uploading vehicle-related documents such as registration certificates, pollution under control certificates, and licenses.		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
9		Reserve Parking slot	Enables lawyers to reserve parking slots in advance.		
10		Pre-pay for Parking slot	Allows lawyers to pre-pay for parking slots online.		
11	Administrative Module	Management of Chamber allotment (View Requests, Approve/Reject Requests, Reallot Chambers Configure notifications)	A module for court admin staff to handle the allocation and management of chambers, including viewing requests, approving/rejecting requests, reallocating chambers, and configuring notifications.		
12		Management of Parking allotment	A module for court admin staff to manage the allocation of parking spaces, including viewing requests, approving/rejecting requests, allotting ad-hoc parking slots, and configuring notifications.		
13	HR and Payroll Module	Lawyer Information Management	Centralized database for storing courts staff records, including personal information, job history, pay grade, etc.		
14		Staff Salary Disbursals	Automatically payout staff salaries basis attendance and payout/payslip data generated at system level		
15		Salary Advances	Allow staff members to request salary advances through the system, with approval workflows.		
16		Time and Attendance Tracking	Tracking staff work hours, managing time-off requests, and generating attendance reports		
17		Benefits Administration	Capability to manage employee benefits enrollment, eligibility verification, and plan administration, including health insurance, retirement plans, and leave policies		
18		Request and Issuance of Illness slip	A feature using which lawyers/advocates can request for an Illness slip which can		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			further be issued by court admin post approval		
19		Employee Taxation Services	Employees should be able to submit their tax declarations, be able to view and configure their tax regime, view tax calculations, download form 16, etc.		
20	Court Fee Payments Module	Payment of court fee	A feature using which litigants/individuals can pay for outstanding court fees digitally		
21		Payment of mediation fee	A feature using which litigants/individuals can pay for mediation fees digitally		
22		Payment of Other fees	A feature using which litigants/individuals can pay for any other type of court fees digitally		
23	Vendor Management Module	Inventory Management	Manage inventory for vendors, including items such as food in canteens, stamp papers, and stationery for typists/DTP services.		
24		Procurement Services	Facilitates the procurement of goods and services for vendors.		
25		Billing and Invoicing Services	Handles billing and invoicing processes for vendors.		
26		Vendor Pay Ins	Manages incoming payments from customers.		
27		Vendor Pay Outs	Manages outgoing payments to vendors / suppliers.		
28	Visitor Management Module	Daily Visitor Management	Manage and track digitally visitors entering the court premises for security and administrative purposes.		
29		Request for Visitor Pass	A feature to allow litigants/individuals to request for a digital visitor pass (Weekly/Monthly/Quarterly/Annual)		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
30	Centralized MIS & Dashboard	Centralized MIS/dashboards for High Courts/ State Courts	Centralized MIS/dashboards for Higher Courts/ State Courts for various reports pertaining to Deposit, collection , remittances of fee/funds incoming/Outgoing to/from Various District Courts/Smaller Courts under the High Court/State Court		

1.5.4 Technical Specifications – ICMS

- i. Interested Bidders who are experienced in providing Court Management System and meeting the technical specifications as mentioned below may respond to this RFP in terms of the availability of specifications.
- ii. Note: It is mandatory to submit the Technical & Function compliance only in the prescribed formats.
- iii. The bank may ask the bidder to furnish the supporting documents in support of any specification complied as available.
- iv. The bank also reserves the right to validate the responses through product demonstration against valid documents supporting the responses.
- v. Each requirement under technical specifications carries one [01] mark.
- vi. The following methodology will be adopted for scoring technical parameters across ICMS offerings.

Feature Status	Short form	Remarks
Readily Available	RA	The feature is already supported and included in the out-of-the-box solution (03 Marks shall be allotted)
Customization Required	CU	Can be developed/customized and delivered along with the Solution before implementation. (02 Marks shall be allotted)
Not supported / Unavailable	UA	This capability is neither supported nor available with this Solution. (0 or No Mark shall be allotted)

Note: For evaluation of Technical Specifications, the final score will be converted to weighted average of [20] marks.

Sr No	Area	Details	Availability (RA/CU/UA)	Comments
1	System Architecture	The system should support microservices architecture for scalability and modularity		
2		The system should allow for API-based integration with third-party systems		
3		The system should support scalable database architecture (e.g., sharding,		

Sr No	Area	Details	Availability (RA/CU/UA)	Comments
		replication) to handle large volumes of data		
4		The system should support Containerization (e.g., Docker, Kubernetes) for easy deployment and management of application components		
5		The Bidder is required to provide the system architecture diagrams (Deployment architecture, Network Architecture) of the proposed system		
6	Cloud Readiness	The bidder should be able to deploy the system on cloud as well as on-premise (Basis requirements of the Bank). Decision on hosting (Cloud or On-premise) shall be taken by the Bank at the time of contract award.		
7		The system should support container orchestration platforms (e.g., Kubernetes) for cloud-native deployment		
8		The system should support integration with cloud services (e.g., AWS, Azure) for scalability and elasticity		
9		The system should provide auto-scaling capabilities to handle fluctuating workloads		
10		The system should provide cloud-based identity and access management (IAM) for centralized user authentication and authorization		
11	Certifications	The system should have all relevant certifications such as PCI-DSS, ISO 27001, etc.		
12	Access Channels	The system should work as a web-based portal accessible from desktop and laptop computers for full functionality.		
13		The system should be available as a Mobile application for access on smartphones and tablets, providing essential features like notifications, event reminders, and access to key information on the go.		
14		The system should provide accessibility features to ensure compliance with accessibility standards (e.g., WCAG) for users with disabilities.		
15		The system should allow for Integration with popular communication platforms (e.g., email, SMS) for important notifications and alerts.		

Sr No	Area	Details	Availability (RA/CU/UA)	Comments
16	General System Requirements	The application must be web-enabled, built on enterprise application platforms with sufficient flexibility for customization as per the requirement		
17		Language Support: All functionalities must be provided with bilingual support i.e., in English and the local language		
18		The system shall adhere to all the IT standards published by the Department of Electronics & Information Technology, Government of India (www.deity.gov.in) and other applicable standards.		
19		The system should be web 3.0 compliant to ensure the application works on various platforms, browsers, and resolution		
20		The system must meet the standards for web accessibility. All web pages, static or dynamically generated, and mobile applications, must comply as outlined in the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines or Guidelines for Indian Government Websites (GIGW)		
21		The system should provide comprehensive reconciliation facility along with daily/weekly reports for all payment transactions		
22	Performance Metrics	Performance: The system should provide fast and steady response times (Quality of Service).		
23		Version Control and Manageability: The proposed system must have versioning features to track document and process revisions made.		

Note: The Bidder should also mandatorily comply with SBI's Cloud Policy in case of successful Empanelment. (The policy shall be shared at the time of empanelment with the successful bidders)

1.5.5 Presentation and System Demo – ICMS

- i. The TSP must be able to demonstrate all the major functionalities asked in the RFP in the deployed customers' environment only.
- ii. Preferably the features must be demonstrated for a single customer implementation only.
- iii. If any demonstration asked by the Bank should be demonstrated in TSP's LAB environment, then TSP should arrange the same within a week during the evaluation phase of the RFP.

- iv. In the event of the failure of the demonstration, the bid submitted by such TSP shall not be considered for any further evaluation and will be rejected.
- v. Intimation of presentation and demonstration will be conveyed to the eligible TSPs by email after bid submission as mentioned in the schedule of events.
- vi. Final score shall be a weighted average out of [20] marks.

Note: During Presentation and System Demo, it is expected from Bidders to propose/suggest additional related Scope of Work that may be beneficial to the Bank in the implementation of the Court Management System. The Bidder therefore has the liberty to showcase any additional capability that they may have developed for their system.

1.5.6 Resource Personnel – ICMS

- i. The TSP shall have on boarded the below Key Personnel meeting the requirements specified in the table below for developing, deploying, and managing the overall Court Management System.
- ii. Bidders are required to provide relevant CVs of key personnel that would be deployed for the project.
- iii. Independent CVs of key personnel that would be working for the Court Management system project shall be provided.
- iv. Final score shall be a cumulative total out of [10] marks.

Key Personnel and Count	Educational Qualification	Length of Professional Experience	Max Score	Scoring Range (Based on Experience in Years)		CV Attached
				Experience	Marks	
Project Manager (1)	MBA/B.Tech/BE/ MCA/CA	Min. 10 Years	03	Experience	Marks	Y/N
				>= 15 Years	3	
				>= 12 Years but < 15 Years	2	
				>= 10 Years but < 12 Years	1	
				< 10 Years	0	
Solution Architect (1)	B. Tech/BE/MCA	Min. 08 Years	03	Experience	Marks	Y/N
				>= 10 Years	3	
				>= 9 Years but < 10 Years	2	
				>= 8 Years but < 9 Years	1	
				< 8 Years	0	
Business Analyst (1)	MBA/B.Tech/BE/ MCA/CA	Min. 05 Years	02	Experience	Marks	Y/N
				>= 7 Years	2	
				>= 5 Years but < 7 Years	1	
				< 5 Years	0	
Business Analyst (1)	MBA/B.Tech/BE/ MCA/CA	Min. 05 Years	02	Experience	Marks	Y/N
				>= 7 Years	2	
				>= 5 Years but < 7 Years	1	
				< 5 Years	0	

1.6 Overall Evaluation Criteria – IHOMS

Criteria	Description	Max Marks
Prior Implementation Experience	Prior implementation experience in existing hotels/chain of hotels in India	20
Client Feedback	Bidder to arrange a meeting between Bank and client references (at least 02) for the projects executed by them. Additionally, Bidder to provide	10

Criteria	Description	Max Marks
	references from existing clients (at least 02) for whom the solution is currently live. Format for Client references is provided in Appendix – F of the RFP.	
Functional Specifications	Availability status of functional specifications (Readily Available/Customization/Not Available)	20
Technical Specifications	Compliance with technical specifications such as Data Privacy, Cloud Readiness, BCP and DR plans, etc. to ensure the smooth functioning of the Integrated Hospitality Management system	20
Presentation and System Demo	Actual demonstration of available platform/system for all applicable modules	20
Key Resources	Availability of key resources/personnel who would be responsible for the successful implementation of the Integrated Hospitality Management system	10
Total		100

The criteria wise evaluation details are as below:

1.6.1 Prior Implementation Experience – IHOMS

- i. TSPs bidding for Integrated Hospitality Management system should provide relevant Prior Implementation Experience basis their existing live implementations.
- ii. The total marks for Prior Implementation Experience are **twenty [20]**
- iii. Bidder is required to provide the completion certificate stating the names of modules thus implemented for each client.
- iv. A maximum of **10** marks have been allocated for number of implementations of Integrated Hospitality Management system.
- v. A maximum of **10** marks have been allocated for number of modules of Integrated Hospitality Management system that Bidder currently provides from those mentioned in Scope of Work in Annexure – E.
- vi. The detailed break-up of total maximum marks **[20]** for Prior Implementation experience is as per below table:

Sl. No.	Parameter	Max Marks
1	Bidders' experience in implementing Integrated Hospitality Management system in the last 5 years from the date of RFP. (The solution should be live as of the date of RFP, Bidder is to submit PO/ Engagement Agreement / Work completion / Go-live certificate from the clients as documentary evidence)	
1. a	Implementation in Private Hotels/Chain of Hotels <ul style="list-style-type: none"> • Maximum of 1 mark per implementation • Additional marks in multiples of 1 there of • Maximum total marks 05 	05
	Implementation in Government run hotels/Chain of Hotels <ul style="list-style-type: none"> • Maximum of 1 mark per implementation 	05

Sl. No.	Parameter	Max Marks
	<ul style="list-style-type: none"> Additional marks in multiples of 1 there of Maximum total marks 05 	
1. b	Number of Modules of Integrated Hospitality Management system implemented/currently provided out of modules as mentioned in Scope of Work in Appendix – E <ul style="list-style-type: none"> Number of modules > 7: 10 marks Number of modules >= 7 but <= 5: 07 marks Number of modules >= 4 but <= 3: 04 marks Number of modules >= 2 but <= 1: 00 marks 	10
	Total	20

1.6.2 Client Feedback – IHOMS

- i. The Bank would carry out meetings or telephonic feedback with the existing clients of the bidder.
- ii. As part of the overall Client Feedback process, bidder is required to furnish at least **02 references** basis format specified in **Appendix – F** of this RFP.
- iii. The inputs thus received from the clients would be considered by the bank and this might not need any documentary evidence.
- iv. This rating would be purely on inputs like
 - a. Satisfaction of the client with the Bidders system
 - b. Timeliness of implementation
 - c. Promptness of support services etc. provided by the bidder.
- v. The bidder would be required to coordinate for such interactions.
- vi. However, the bidder would not be allowed to be party to the discussion between the bank & the bidders clients.
- vii. Basis all such inputs a Client Feedback score (Maximum marks 10) would be assigned to bidder.
- viii. The bank at its discretion may reject the proposal of the bidder without giving any reasons whatsoever in case the responses received from the meetings are negative.

1.6.3 Functional Specifications – IHOMS

- i. Responses to all the functional requirements mentioned in this section are mandatory.
- ii. Even if these functionalities have not been demonstrated at the time of technical evaluation (Marked as unavailable or customizable), Bidder must provide/customize these functionalities at the time of implementation.
- iii. The following methodology will be adopted for scoring of the functional parameters across both Must Have and Good to Have modules.

Feature Status	Short form	Remarks
Readily Available	RA	The feature is already supported and included in the out-of-the-box solution (03 Marks shall be allotted)
Customization Required	CU	Can be developed/customized and delivered along with the Solution before implementation. (02 Marks shall be allotted)

Feature Status	Short form	Remarks
Not supported / Unavailable	UA	This capability is neither supported nor available with this Solution. (0 or No Mark shall be allotted)

Note: For evaluation of Functional Specifications, the final score will be converted to weighted average of [20] marks.

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
1	Room Management Module	View Availability	Allow users to view the date/month wise availability status of various room options available.		
2		Request for Booking (Pre-Pay/Part Pay)	Allow users to make payments for the selected room category and duration of stay		
3		Pay for booking	Facilitate secure online payment for bookings made through the hospitality management system		
4		Request cancellation and refund	Allow guests to request cancellation of their bookings through the hospitality management system		
5		Avail Refund	Allow hotel administration/front desk to initiate refunds to customer against cancelled bookings		
6	Front Office Module	Manage Reservations	Allow hotel front office staff to view, edit, and update booking details, allocate rooms or resources		
7		Manage Check in - Check out	Enable front office staff to manage the check-in and check-out processes efficiently, including guest registration, room assignment, key issuance, etc.		
8		Manage Group Bookings	Allow front office staff to coordinate reservations for large parties or events, allocate rooms, track group preferences		
9		Payments	Offer comprehensive payment capabilities allowing front office staff to accept payments from		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			guests to settle bills, room charges, and additional services through various payment methods.		
10		Room Services Management	Enable front office staff to manage guests' requests related to orders for in-room dining, housekeeping requests, or other amenities through the system.		
11	Restaurant Module	Dine In	Enable guests to place dine-in orders for selecting menu items, customizing orders, and arranging table service. Also for allowing staff to efficiently manage dining reservations, food preparation, and order fulfillment.		
12		Take Away	Enable guests to place take-away orders for ordering food or beverages for pick-up, while enabling staff to efficiently process orders, manage inventory, and coordinate pick-up times.		
13		Home Delivery	Facilitate home delivery services allowing guests to place orders for food delivery to their specified location, while enabling staff to coordinate delivery logistics, track orders in real-time.		
14		Billing and Invoicing	Provide comprehensive billing and invoicing capabilities allowing staff to generate and manage invoices for guests and provide itemized bills for their restaurant orders.		
15		Shift and Rostering	Facilitate shift and roster management allowing administrators to create, schedule, and assign shifts for restaurant staff members.		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
16		Discounts/Promo Code Management	Offer functionality for managing discounts and promo codes allowing administrators to create, configure, and apply discounts or promotional offers on restaurant orders		
17	Housekeeping Module	Staff Task Management	Facilitate task management for the housekeeping staff administrators to create, assign, prioritize, and track tasks related to guest requests, room maintenance, housekeeping, and other operational activities.		
18		Reports	Offer comprehensive reporting capabilities allowing administrators to generate, view, and export various reports related to various housekeeping tasks and activities.		
19	Bar Module	Order Management	Offer an efficient ordering system enabling guests to place orders for beverages or services including menu browsing, item selection, customization, and order submission		
20		Inventory Management	Enable comprehensive inventory management allowing staff to track and manage stock beverages, supplies, and other inventory items related to Bar services		
21		Payments	Facilitate secure and convenient payment processing allowing guests to settle bills. Provide support for various payment methods, including credit/debit cards, mobile wallets, and cash.		
22		Discounts/Promo Code Management	Offer robust discounts and promo code management capabilities enabling administrators to create, configure, and apply discounts or promotional offers on bar services. Allow guests to		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			redeem promo codes during the booking process.		
23	Laundry Services Module	Request laundry pick up	Enable guests to request laundry pick-up services conveniently through a user-friendly interface to schedule pick-up times, specify laundry preferences, and submit requests.		
24		Make Payments	Facilitate secure and efficient payment processing allowing guests to settle bills for laundry services. Provide a variety of payment options, including credit/debit cards, mobile wallets, and cash, ensuring convenience for guests.		
25		Track laundry status	Enable guests to monitor the status of their laundry requests through real-time updates on the progress of laundry processing, including pick-up, washing, drying, and delivery stages.		
26		Raise grievances	Allow guests to raise grievances or lodge complaints and submit their concerns / feedback, regarding their laundry service experience.		
27	Spa / Wellness Booking Module	Membership Registration	Facilitate seamless processing of membership enrollment, renewals, and automated billing allowing members to sign-up for In-house wellness programmes.		
28		Payments	Streamline the payment processing, enabling enrollment, renewals, as well as one-time payments integrated with point-of-sale as well as Online systems		
29		Coupon/Voucher Redemption	Allow guests to redeem promotional offers or vouchers for discounts or complimentary services, enhancing customer satisfaction and loyalty		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
30		Spa Slot booking	Allow members to reserve time slots for spa treatments, specifying the services they wish to avail along with any specific requests.		
31	Banquet / Hall Booking Module	Advance Booking	Allows guests to reserve banquet/hall, dining, or activities in advance, ensuring availability and enhancing guest satisfaction.		
32		Payments	Streamline the payment processing for banquet/hall booking integrated with point-of-sale as well as Online systems.		
33		Booking Calendar	Display real-time availability of banquet/hall and facilitates reservations.		
34		Reports	Generate comprehensive reports which the hotel administration can leverage to track the upcoming banquet/hall bookings allowing them to make the necessary arrangements basis booking requests.		
35	Channel Manager Module	Manage Online Bookings (3 rd party aggregators)	Enables seamless integration with external booking platforms, facilitating centralized management of reservations, availability updates, and pricing synchronization.		
36		Manage Rates	Allows hotel administration to perform dynamic pricing adjustments based on demand, seasonal trends, and competitor analysis		
37		Update Inventory	Enables hotel administration to perform real-time tracking and management of available rooms ensuring accurate availability and efficient utilization		
38		Vendor Contract Management	A functionality that enables hotel administration to perform vendor onboarding, vendor		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
			management and other allied vendor activities		
39	Vendor Services Module	Vendor Payins	A functionality that enables hotel administration to receive and track payins (if any) from vendors		
40		Vendor Payouts	A functionality that enables hotel administration to make payouts to vendors for products/services availed from them		
41	Guest Loyalty & Rewards Module	Manage Guest Loyalty Programs	Facilitates the creation, tracking, reward distribution and redemption (by guests) for check-in guests through loyalty initiatives, enhancing customer retention and satisfaction		
42		Configure Marketing Campaigns	Enable creation and management of targeted promotional activities, including email campaigns and special offers, to attract and engage guests		
43		Staff Attendance	Track and manage attendance for full-time and part time staff members.		
44		Payslip Generation	Automatically generate payslip for staff members based on attendance and salary details.		
45	HR and Payroll Module	Staff Form 16	Generate Form 16 for staff members for tax-related purposes.		
46		Salary Advances	Allow staff members to request salary advances through the system, with approval workflows.		
47		Employee Taxation Services	Employees should be able to submit their tax declarations, be able to view and configure their tax regime, view tax calculations, download form 16, etc.		
48	Customer Relationship	Customer Profile Management	A feature that allows the hotel admin to create profiles for		

Sr No	Module	Sub Module	Functional Requirement	Availability (RA/CU/UA)	Comments
	Management Module		check-in guests to better manage their stays as well as future needs and requirements		
49		Offers and Promotions	A feature that allows the hotel admin to create curated offers and promotions that are relevant to guests to provide them customized offerings		
50	Parking Management Module	Manage Parking system	A comprehensive system which allows the hotel to manage the parking space availability, issue parking tickets, manage in and out time of vehicles and compute parking charges accordingly (if any)		
51		Parking Payments	A feature to help hotels to accept digital payments for parking services availed by guests and visitors		
52		Issuance of Receipts	A feature to enable guests to view their parking receipts/parking slips digitally through an SMS link/in-app		
53	Integrations	Corporate Bookings	The system should be able to integrate with various 3 rd party systems for corporate bookings catering to stay as well as travel requirements		

1.6.4 Technical Specifications – IHOMS

- i. Interested Bidders who are experienced in providing Integrated Hospitality Management system and meeting the technical specifications as mentioned below may respond to this RFP in terms of the availability of specifications.
- ii. Note: It is mandatory to submit the Technical & Function compliance only in the prescribed formats.
- iii. The bank may ask the bidder to furnish the supporting documents in support of any specification complied as available.
- iv. The bank also reserves the right to validate the responses through product demonstration against valid documents supporting the responses.
- v. Each requirement under technical specifications carries one [01] mark.
- vi. The following methodology will be adopted for scoring technical parameters across IHOMS offerings.

Feature Status	Short form	Remarks
Readily Available	RA	The feature is already supported and included in the out-of-the-box solution (03 Marks shall be allotted)
Customization Required	CU	Can be developed/customized and delivered along with the Solution before implementation. (02 Marks shall be allotted)
Not supported / Unavailable	UA	This capability is neither supported nor available with this Solution. (0 or No Mark shall be allotted)

Note: For evaluation of Technical Specifications, the final score will be converted to weighted average of [20] marks.

Sr No	Area	Details	Availability (RA/CU/UA)	Comments
1	System Architecture	The system should support microservices architecture for scalability and modularity		
2		The system should allow for API-based integration with third-party systems		
3		The system should support scalable database architecture (e.g., sharding, replication) to handle large volumes of data		
4		The system should support Containerization (e.g., Docker, Kubernetes) for easy deployment and management of application components		
5		The Bidder is required to provide the system architecture diagrams (Deployment architecture, Network Architecture) of the proposed system		
6	Cloud Readiness	The bidder should be able to deploy the system on cloud as well as on-premise (Basis requirements of the Bank). Decision on hosting (Cloud or On-premise) shall be taken by the Bank at the time of contract award.		
7		The system should support container orchestration platforms (e.g., Kubernetes) for cloud-native deployment		
8		The system should support integration with cloud services (e.g., AWS, Azure) for scalability and elasticity		
9		The system should provide auto-scaling capabilities to handle fluctuating workloads		
10		The system should provide cloud-based identity and access management (IAM) for centralized user authentication and authorization		

Sr No	Area	Details	Availability (RA/CU/UA)	Comments
11	Certifications	The system should have all relevant certifications such as PCI-DSS, ISO 27001, etc.		
12	Access Channels	The system should work as a web-based portal accessible from desktop and laptop computers for full functionality.		
13		The system should be available as a Mobile application for access on smartphones and tablets, providing essential features like notifications, event reminders, and access to key information on the go.		
14		The system should provide accessibility features to ensure compliance with accessibility standards (e.g., WCAG) for users with disabilities.		
15		The system should allow for Integration with popular communication platforms (e.g., email, SMS) for important notifications and alerts.		
16	General System Requirements	The application must be web-enabled, built on enterprise application platforms with sufficient flexibility for customization as per the requirement		
17		Language Support: All functionalities must be provided with bilingual support i.e., in English and the local language		
18		The system shall adhere to all the IT standards published by the Department of Electronics & Information Technology, Government of India (www.deity.gov.in) and other applicable standards.		
19		The system should be web 3.0 compliant to ensure the application works on various platforms, browsers, and resolution		
20		The system must meet the standards for web accessibility. All web pages, static or dynamically generated, and mobile applications, must comply as outlined in the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines or Guidelines for Indian Government Websites (GIGW)		
21		The system should provide comprehensive reconciliation facility along with daily/weekly reports for all payment transactions		

Sr No	Area	Details	Availability (RA/CU/UA)	Comments
22	Performance Metrics	Performance: The system should provide fast and steady response times (Quality of Service).		
23		Version Control and Manageability: The proposed system must have versioning features to track document and process revisions made.		

Note: The Bidder should also mandatorily comply with SBI's Cloud Policy in case of successful Empanelment. (The policy shall be shared at the time of empanelment with the successful bidders)

1.6.5 Presentation and System Demo – IHOMS

- i. The TSP must be able to demonstrate all the major functionalities asked in the RFP in the deployed customers' environment only.
- ii. Preferably the features must be demonstrated for a single customer implementation only.
- iii. If any demonstration asked by the Bank should be demonstrated in TSP's LAB environment, then TSP should arrange the same within a week during the evaluation phase of the RFP.
- iv. In the event of the failure of the demonstration, the bid submitted by such TSP shall not be considered for any further evaluation and will be rejected.
- v. Intimation of presentation and demonstration will be conveyed to the eligible TSPs by email after bid submission as mentioned in the schedule of events.
- vi. Final score shall be a weighted average out of [20] marks.

Note: During Presentation and System Demo, it is expected from Bidders to propose/suggest additional related Scope of Work that may be beneficial to the Bank in the implementation of the Integrated Hospitality Management system. The Bidder therefore has the liberty to showcase any additional capability that they may have developed for their system.

1.6.6 Resource Personnel – IHOMS

- i. The TSP shall have on boarded the below Key Personnel meeting the requirements specified in the table below for developing, deploying, and managing the overall Integrated Hospitality Management system.
- ii. Bidders are required to provide relevant CVs of key personnel that would be deployed for the project.
- iii. Independent CVs of key personnel that would be working for the Integrated Hospitality Management system project shall be provided.
- iv. Final score shall be a weighted average out of [10] marks.

Key Personnel and Count	Educational Qualification	Length of Professional Experience	Max Score	Scoring Range (Based on Experience in Years)		CV Attached
				Experience	Marks	
Project Manager (1)	MBA/B.Tech/BE/MCA/CA	Min. 10 Years	03	Experience	Marks	Y/N
				>= 15 Years	3	
				>= 12 Years but < 15 Years	2	
				>= 10 Years but < 12 Years	1	
Solution Architect (1)	B. Tech/BE/MCA	Min. 08 Years	03	Experience	Marks	Y/N
				>= 10 Years	3	
				>= 9 Years but < 10 Years	2	
				>= 8 Years but < 9 Years	1	
Business Analyst (1)	MBA/B.Tech/BE/MCA/CA	Min. 05 Years	02	Experience	Marks	Y/N
				>= 7 Years	2	
				>= 5 Years but < 7 Years	1	
				< 5 Years	0	
Business Analyst (1)	MBA/B.Tech/BE/MCA/CA	Min. 05 Years	02	Experience	Marks	Y/N
				>= 7 Years	2	
				>= 5 Years but < 7 Years	1	
				< 5 Years	0	

Name & Signature of authorized signatory

Seal of Company

Appendix – D

Bidder Details

Details of the Bidder

S. No.	Particulars	Details
1.	Name	
2.	Date of Incorporation and / or commencement of business	
3.	Certificate of incorporation	
4.	Brief description of the Bidder including details of its main line of business	
5.	Company website URL	
6.	Company PAN Number	
7.	Company GSTIN Number	
8.	Particulars of the Authorized Signatory of the Bidder a) Name b) Designation c) Address d) Phone Number (Landline) e) Mobile Number f) Fax Number g) Email Address	

Name & Signature of Authorized signatory

Seal of Company

Appendix – E

Scope of Work

Project Objectives

- i. State Bank of India (SBI) is exploring six independent ecosystems, viz, Healthcare, Education, Smart Cities, Religious, Judicial and Hospitality and would like to empanel partners in the form of Technology Service Providers (TSPs) to help with implementation and maintenance of the required platforms to cater to requirements from various stakeholders.
- ii. SBI would like to invite bids from potential TSPs offering either ONE or more of the potential 06 integrated solutions mentioned in the RFP.
- iii. Accordingly, TSPs need to comply to the requirements highlighted in the relevant sections of the RFP.

Integrated Hospital Management System (IHMS)

- i. State Bank of India (SBI) would like to offer a comprehensive Integrated Hospital Management System (IHMS) designed for Hospitals and Health Care Institutions that enables streamlining of all hospital operations and the automation of related tasks/activities.
- ii. For enabling the mentioned IHMS, SBI would like to invite bids from potential Technology Service Providers (TSPs) providing an end-to-end technology platform/product that can be integrated with SBIs bundled products across identified Hospital ecosystems.
- iii. The proposed IHMS would be a common platform which can facilitate integration with a host of service providers to meet the needs of the Healthcare ecosystem. The offerings will be a combination of free and paid services aligned to stakeholder (Patient/Doctors/Nurse/ Admin Staff/Vendors, etc.) needs and cater to both financial and non-financial needs of the target segment (Private and Government Hospitals and Healthcare Institutions).
- iv. The below table provides a high-level description of the modules that the IHMS solution should offer (Both 'Must-have' and 'Good-to-Have').
- v. The bidder's proposed IHMS should be able to integrate with SBI ePay and/or any other SBI payments products depending on the specific use case to be catered to.

System Modules – IHMS

Sr No	Module Name	Description	Priority
1	Hospital Information Management Module	A comprehensive module (IPD and OPD) for managing various aspects of hospital operations such as patient registration, patient data and history, appointment scheduling, doctor management, patient bed allocation, etc.	Must Have
2	Electronic Medical Records (EMR) Module	A digital repository for storing, managing, and accessing patient medical records, facilitating efficient healthcare delivery.	Must Have

Sr No	Module Name	Description	Priority
3	Access Management Module	Control and monitor user access for various stakeholders (Doctors, Patients, Nurses, Admin, etc) to the hospital information system, ensuring data security and compliance with privacy regulations.	Must Have
4	Billing and Invoicing Module	Streamline the process of generating accurate bills and invoices for medical services provided to patients, insurance companies, and other stakeholders	Must Have
5	Discharge Module	Manage the discharge process of patients from the hospital, including coordinating follow-up care, medication instructions, and post-discharge appointments	Must Have
6	Pharmacy Module	Facilitate the management of medication inventory, dispensing, and prescription processing within the hospital or healthcare facility.	Must Have
7	Pathology Module	Manage laboratory tests and results, including sample tracking, analysis, and reporting for diagnostic purposes.	Must Have
8	Blood Bank Module	Maintain all information on blood donations (Date, Time, Blood group, donor age, health, etc.) and inventory along with integration with the IPD department to cater to demand during surgeries and operations	Must Have
9	Lab Tests and Diagnostics Module	Module for ordering, scheduling, conducting, and interpreting various medical tests and diagnostic procedures.	Must Have
10	Nursing Module	Supports nursing staff in managing patient care activities, including patient monitoring, medication administration, and treatment documentation	Must Have
11	Administrative Activities Management	A maker-checker (workflow-based) module to handle administrative tasks such as facility management and operational planning within the hospital or healthcare organization.	Must Have
12	HR and Payroll Module	Manage employee information, payroll processing, attendance tracking, and other human resource-related activities.	Must Have
13	Insurance Module	Manage patient insurance information, eligibility verification, claims processing, and coordination with insurance providers for reimbursement.	Must Have
14	Integrations	Capability to integrate IHMS with the existing payment systems and payment gateway of the Bank	Must Have
15	Vendor Management Module (Ambulance, Canteen, etc.)	Web portal for external vendors providing services such as ambulance transport, and cafeteria/canteen services to ensure timely payments and quality service delivery.	Good to Have
16	Telemedicine Module	Enable remote consultations between healthcare providers and patients, leveraging technology for	Good to Have

Sr No	Module Name	Description	Priority
		virtual appointments, diagnosis, and treatment planning along with payment facilitation.	

Note: The above Scope of Work is indicative and not exhaustive. The Bank reserves the right to add/modify/delete related scope of work based on actual requirements.

Integrated University Management System (IUMS)

- i. State Bank of India (SBI) would like to offer a comprehensive Integrated University Management System (IUMS) which is an online campus solution designed for Colleges and Universities that enables streamlining of all university/college operations and the automation of related tasks/activities.
- ii. For enabling the mentioned IUMS, SBI would like to invite bids from potential Technology Service Providers (TSPs) providing an end-to-end technology platform/product which can be integrated with SBIs existing payments products to offer state of the art EdTech services to potential Universities and Educational Institutions.
- iii. The proposed IUMS would be a common platform which can facilitate integration with a host of service providers to meet the needs of the Education ecosystem. The offerings will be a combination of free and paid services aligned to stakeholder (Students/Teaching Staff/Non-Teaching Staff/Vendors, etc.) needs and cater to both financial and non-financial needs of the target segment (Schools/Colleges/Universities).
- iv. The below table provides a high-level description of the modules that the IUMS solution should offer (Both 'Must-have' and 'Good-to-Have').
- v. The bidder's proposed IUMS should be able to integrate with SBI ePay and/or any other SBI payments products depending on the specific use case to be catered to.

System Modules – IUMS

Sr No	Module Name	Description	Priority
1	Admissions Management	Management of the end-to-end digital admission process from application submission to student enrollment	Must Have
2	Fee Management	Track and manage student fees, including billing, payment and updation of financial records	Must Have
3	HR & Payroll Management	Handling human resource functions such as employee information management, payroll processing and attendance tracking.	Must Have
4	Curriculum Management	Organize and oversee the academic curriculum including course scheduling, syllabus management and academic planning.	Must Have
5	Student Management	Track and manage student requirements such as attendance leaves, convocation, student self-help portal/help desk, etc.	Must Have
6	Exam Management	Organize and oversee the academic exam related activities such as exam scheduling, question paper management and delivery, etc.	Must Have

Sr No	Module Name	Description	Priority
7	Online Evaluation	Facilitating the online assessment and evaluations for various courses and examinations conducted	Must Have
8	Interactive Classroom Activities	Organize and manage various classroom-based training sessions, workshops, activities, course material and interactive learning resources.	Must Have
9	Library Management	End-to-end library management services including managing library resources and inventory for books, journals, and other material. Payment of library fees, managing returns of books, collection of penalties for late returns/lost books, etc.	Must Have
10	Procurement Services	Manage the procurement activities for goods and services needed by the University/Institution.	Must Have
11	Administrative Activities Management	Manage the overall administrative activities such as Alumni relations, Issuance of leaving/bonafide certificates, Visitor management services, etc.	Must Have
12	Integrations	Capability to integrate IUMS with existing portals of the bank, existing government portals, lead generation portals, smart card integrations.	Must have
13	Hostel Facilities Management	Manage the overall hostel facilities such as allocation of rooms/dormitories to students, tracking and resolving hostel related grievances such as upkeep and maintenance, payment of hostel charges, late payments fees, etc.	Good to Have
14	Transport Facilities Management	Manage the overall transport facilities such as managing the Institution Bus/Van/Shuttle fleet, tracking services, booking and availing travel facilities, payment of monthly/quarterly bus charges, etc.	Good to Have
15	Canteen and Mess Facilities Management	Manage the overall canteen and mess facilities such as daily updation of menu, available food items, pre booking and pre-payment of meals, logging and tracking food/canteen related grievances, etc.	Good to Have

Note: The above Scope of Work is indicative and not exhaustive. The Bank reserves the right to add/modify/delete related scope of work based on actual requirements.

Integrated Smart Cities Management System (ISCMS)

- i. State Bank of India (SBI) would like to offer a comprehensive INTEGRATED SMART CITIES System designed for Smart Cities Council as well as Municipal Corporations that enables streamlining of all city specific operations and the automation of related tasks/activities.
- ii. For enabling the mentioned Smart Cities System, SBI would like to invite bids from potential Technology Service Providers (TSPs) providing an end-to-end technology platform/product that can be integrated with SBIs bundled products across identified Cities and/or Municipal Corporations.

- iii. The proposed System would be a common platform which can facilitate integration with a host of service providers to meet the needs of the city and/or Municipal Corporation. The offerings will be a combination of free and paid services aligned to stakeholder (Citizens/Corporation/Admin Staff/Vendors, etc.) needs and cater to both financial and non-financial needs of the target segment (City and/or Municipal Corporation).
- iv. Below table provides a high-level description of various modules that TSPs Smart City System must provide which are categorized as either 'Must Have' or 'Good to Have'
- v. Modules are grouped into logical categories, viz. Registration and Certifications, Taxes, Other Citizen Services, Permissions, Corporation Specific.
- vi. The bidder's proposed Smart Cities system should be able to integrate with SBI ePay and/or any other SBI payments products depending on the specific use case to be catered to.

System Modules – ISCMS

Sr No	Category	Module Name	Description	Priority
1	Taxes	Property Tax Assessment and Billing Module	A module to manage and collect property taxes from residents and property owners within the city/municipal corporation	Must Have
2		Water Tax Assessment and Billing Module	A module to manage and collect water taxes from residents within the city/municipal corporation	Must Have
3	Registration and Certifications	Birth Registration and Billing Module	A comprehensive module to capture the details related to births within the city/municipal corporation	Must Have
4		Death Registration and Billing Module	A comprehensive module to capture the details related to deaths within the city/municipal corporation	Must Have
5		Marriage Registration and Billing Module	A comprehensive module to capture the details related to marriages within the city/municipal corporation	Must Have
6		Caste Certificate and Billing Module	A comprehensive module for issuance of caste certificates to citizens	
7		Income Certificate and Billing Module	A comprehensive module for issuance of income certificates to citizens	
8		Economically Weaker Section (EWS) Certificate and Billing Module	A comprehensive module for issuance of EWS certificates to citizens	
9		Native/Domicile Certificate and Billing Module	A comprehensive module for issuance of Native/Domicile certificates to citizens	

10	Schemes and Incentives	Welfare Schemes Module	A module to help administer various social welfare programs and initiatives for the citizens	Must Have
11		Payouts Module (Ex-Gratia)	A module to help disburse various ex-gratia payments to citizens in the case of natural calamities or accidents for which government provides financial assistance	Must Have
12	Permissions	Permissions and Licenses – Advertisements, Hoardings and Billing Module	A module to process applications related to permits and licenses for advertisements and hoardings within the city/municipal corporation.	Must Have
13		Permissions and Licenses - Building Permissions and Billing Module	A module that handles applications and approvals for construction permits and building permissions within the city/municipal corporation.	Must Have
14	Corporation Specific	e-Tendering and e-Contract Management Module	A comprehensive module that manages electronic tendering processes and contracts for city/municipal corporation projects.	Must Have
15		HR and Payroll Module	A module that handles the HR processes and payroll tasks specifically tailored for municipal corporation employees.	Must Have
16	Other Citizen Services	Grievance Redressal Module	A module that provides a platform to citizens to report and seek solutions pertaining to issues within the city/municipal corporation	Must Have
17		Urban Mobility Module	A module to efficiently administer the smart mobility initiatives such as smart traffic management and smart parking within the city/municipal corporation	Good to Have
18		e-Voting Platform Module	A module that enables electronic voting for civic elections and other voting processes	Good to Have
19		Polls and Discussion Forums Module	A module that facilitates public engagement through polls and forums for discussion on city/municipal corporation related matters	Good to Have
20		Public Safety Services Module	A module that enables services and infrastructure for ensuring public safety and security.	Good to Have
21	Cooperative Societies Specific	Cooperative Society Management module	A module that streamlines & manages various day to day activities pertaining to cooperative societies	Good to Have

Note: The above Scope of Work is indicative and not exhaustive. The Bank reserves the right to add/modify/delete related scope of work based on actual requirements. Additionally, the Bank would also like to explore TSP offerings/modules that cater to unique requirements of Housing Societies and/or Trusts such as visitor management, society maintenance bill etc.

Integrated Religious Institutions/Trusts Management System (IRMS)

- i. State Bank of India (SBI) would like to offer a comprehensive INTEGRATED RELIGIOUS INSTITUTIONS/TRUSTS MANAGEMENT System designed for religious institutions, temples as well as all other institutions and bodies of worship that enables streamlining of all institution specific operations and the automation of related tasks/activities.
- ii. For enabling the mentioned system, SBI would like to invite bids from potential Technology Service Providers (TSPs) providing an end-to-end technology platform/product that can be integrated with SBIs bundled products across identified Religious Institution.
- iii. The proposed System would be a common platform which can facilitate integration with a host of service providers to meet the needs of the Religious Institution. The offerings will be a combination of free and paid services aligned to stakeholder (Devotees/Temple Authorities and Admin Staff/Vendors, etc.) needs and cater to both financial and non-financial needs of the target segment (Religious Institution).
- iv. The below table provides a high-level description of the modules that the Religious Institution solution should offer (Both 'Must-have' and 'Good-to-Have').
- v. The bidder's proposed solution should be able to integrate with SBI ePay and/or any other SBI payments products depending on the specific use case to be catered to.

System Modules – IRMS

Sr No	Module Name	Description	Priority
1	Online Darshan Slot Booking	A module which devotees can use to schedule darshan booking, check availability as well as make payments for slot booking	Must Have
2	Online Donations	A module which enables devotees to make online donations to temples as well as view and download receipts (in 80G format) for donations made	Must Have
3	Parking Management Module	A comprehensive module that caters to the end-to-end parking needs of the religious institution such as tracking available parking slots, issuance of parking slips, collection of parking charges from devotee, providing parking receipts, etc.	Must Have
4	Purchase Management Module	A comprehensive module for the religious institution to track and manage sale of various items such as prasad, devotional CDs, memorabilia, etc.	Must Have
5	Pooja Booking and Management	A complete module offering devotees the option to book various type of pooja services and make payments for the same	Must Have
6	Safe Deposit Locker Module	A module for the religious institutions to manage the deposit and return process of various items such as Footwear, Luggage, Electronic Goods, etc. as well as accept payments and issue receipts/tokens to devotees for the same.	Must Have

Sr No	Module Name	Description	Priority
7	Hall/Room Booking Management Module	A comprehensive module to manage the availability, booking and payments for various types of halls/rooms within the religious institution premises such as Wedding hall, Annadaan Hall, Pooja hall as well as Room/Lodging and Boarding	Must Have
8	Helpdesk Module	A module that the religious institution can leverage to offer various FAQs services, Dashboards to devotees that visit the premises	Must Have
9	Dashboard/MIS Module	A complete module for the religious institution to view/download various reports and MIS related day-to-day operational activities	Must Have
10	HR and Payroll Module	A comprehensive module for the religious institution to manage staff payouts, attendance tracking, etc.	Must Have
11	Complaints Management and Resolution Module	A comprehensive module which allows the religious institution to receive complaints from visitors and action upon them in a timely manner with proper escalation matrix for follow up	Must Have
12	Virtual Darshan and Virtual Pooja Module	An integrated website for temples which can facilitate devotees to access virtual darshan and perform virtual pooja.	Must Have
13	Temple Land Documents Management Module	A comprehensive module which allows the temple authorities to upload, access and manage documents and records related to the temple's land holdings and/or any property	Good to Have
14	Legal Document Management Module	A module to help the temple authorities to upload, access and manage any documents pertaining to legal court cases/hearings.	Good to Have
15	Gold / Valuables Management Module	A comprehensive module to help temple authorities to accept, track and manage any gold or valuable ornaments received in the form of donations.	Good to Have
16	Lease Application Management	A comprehensive module using which individuals can submit and track applications for availing temple land through leasing option (Including payment of Fees/charges for leasing)	Good to Have

Note: The above Scope of Work is indicative and not exhaustive. The Bank reserves the right to add/modify/delete related scope of work based on actual requirements.

Integrated Court Management System (ICMS)

- i. State Bank of India (SBI) would like to offer a comprehensive INTEGRATED Court Management System (ICMS) designed for judicial institutions that enables streamlining of all institution specific operations and the automation of related tasks/activities.
- ii. For enabling the mentioned system, SBI would like to invite bids from potential Technology Service Providers (TSPs) providing an end-to-end technology platform/product that can be integrated with SBIs bundled products across identified courts.

- iii. The proposed System would be a common platform which can facilitate integration with a host of service providers to meet the needs of the courts. The offerings will be a combination of free and paid services aligned to stakeholder (lawyers, advocates, court staff, citizens, vendors etc.) needs and cater to both financial and non-financial needs of the target segment (Courts).
- iv. The below table provides a high-level description of the modules that the ICMS should offer (Both 'Must-have' and 'Good-to-Have').
- v. The bidder's ICMS should be able to integrate with SBI ePay and/or any other SBI payments products depending on the specific use case to be catered to.

System Modules – ICMS

Sr No	Module Name	Description	Priority
1	Chamber Management Module	A module which the advocates/lawyers can use to request for chamber bookings, pay chamber fees and manage allocation, deallocation, reallocation of chambers in the court premises. This module should also provide a real time dashboard of the chamber allocation status	Must Have
2	Parking Management Module	A comprehensive module that caters to the end-to-end parking needs of the court such as tracking available parking slots, issuance of parking slips, collection of parking charges from lawyers, providing parking receipts, etc.	Must Have
3	Administrative Module	A complete module enabling the court admin staff to manage chamber allocations as well as parking related requests	Must Have
4	HR and Payroll Module	A comprehensive module for the court to manage staff payouts, attendance tracking, illness slip, etc.	Must Have
5	Court Fee Payments Module	A comprehensive module for facilitating the payment of court fees, mediation fee and payment of other kinds of fees digitally	Must Have
6	Vendor Management Module	A comprehensive module for the court to manage and track inventory, manage procurement and billing as well as pay-ins and pay-outs.	Good to Have
7	Visitor Management Module	A comprehensive module for the court admin to track and manage visitor requests/walk-ins	Good to Have

Note: The above Scope of Work is indicative and not exhaustive. The Bank reserves the right to add/modify/delete related scope of work based on actual requirements.

Integrated Hospitality Management System (IHOMS)

- i. State Bank of India (SBI) would like to offer a comprehensive INTEGRATED HOSPITALITY MANAGEMENT System (IHOMS) designed for hotels that enables streamlining of all operations and the automation of related tasks/activities such as booking management, payment collections, etc.

- ii. For enabling the mentioned Integrated Hospitality Management System, SBI would like to invite bids from potential Technology Service Providers (TSPs) providing an end-to-end technology platform/product that can be integrated with SBIs bundled products across identified hotel/chain of hotels.
- iii. The proposed System would be a common platform which can facilitate integration with a host of service providers to meet the needs of the hotel/chain of hotels. The offerings will be a combination of free and paid services aligned to stakeholder (viz, hotels, customers, hotel staff, vendors, etc.). needs and cater to both financial and non-financial needs of the target segment (hotel/chain of hotels).
- iv. The below table provides a high-level description of the modules that the IHOMS should offer (Both 'Must-have' and 'Good-to-Have').
- v. The bidder's IHOMS should be able to integrate with SBI ePay and/or any other SBI payments products depending on the specific use case to be catered to.

System Modules – IHOMS

Sr No	Module Name	Description	Priority
1	Room Management Module	A comprehensive module that allows the hotel administration to efficiently manage room booking requests received from all types of guests (Online/Walk-ins/Channel Partners/Agents, etc.)	Must Have
2	Front Office Module	A comprehensive module that assists the front office staff to cater to all requirements of guests from Check-in to Check-out	Must Have
3	Restaurant Module	A comprehensive module that allows the hotel administration to efficiently run the in-house restaurants and cater to needs of the guests (Dine-in and Room service)	Must Have
4	Housekeeping Module	A comprehensive module that enables the front office staff to track all housekeeping requests for all rooms listed by the hotel	Must Have
5	Bar Module	A comprehensive module that allows the hotel administration to efficiently run the in-house bars and cater to needs of the guests (Dine-in and Room service)	Must Have
6	Banquet / Conference Hall Booking Module	A module that allows the hotel administration to manage the end-to-end needs of guests in terms of availing conference halls/banquet facilities at the hotel	Must Have
7	Laundry Services Module	A comprehensive module that enables the hotel administration to accept requests, track status and receive payments from guests for laundry services availed	Must Have
8	Spa/Wellness Booking Module	A module that allows the hotel administration to manage spa session bookings for check-in guests	Must Have
9	Channel Management Module	A module that allows the hotel administration to automate and update the hotel's room inventory in real-time for efficient bookings through channel partners	Must Have

10	HR and Payroll Module	A module that handles the HR processes and payroll tasks tailored for hotel staff.	Must Have
11	Parking Management Module	A module that caters to the end-to-end parking needs of the hotel such as tracking available parking slots, issuance of parking slips, collection of parking charges (if applicable), providing parking receipts, etc.	Must Have
12	Customer Relationship Management Module	A comprehensive module that helps a hotel/chain of hotel to track, manage and enhance the overall customer experience through customized offers, discounts, packages to registered guests to help boost customer loyalty	Must Have
13	Vendor Services Module	A module that allows the hotel administration to manage procurement requests placed with vendors and also handle their payouts.	Good to Have
14	Guest Loyalty and Rewards Module	A comprehensive module to handle issuance, redemption and tracking of reward and loyalty schemes for guests	Good to Have

Note: The above Scope of Work is indicative and not exhaustive. The Bank reserves the right to add/modify/delete related scope of work based on actual requirements.

Appendix – F

Format for Submission of Client References

To whosoever it may concern

Particulars	Details
Client Information	
Client Name	
Client address	
Name of the contact person and designation	
Phone number of the contact person	
E-mail address of the contact person	
Project Details	
Name of the Project	
Start Date	
End Date	
Current Status (In Progress / Completed)	
Size of Project	
Value of Work Order (In Lakh) (only single work order)	

Name & Signature of authorized signatory

Seal of Company

Appendix – G

Non-Disclosure Agreement
(To be stamped)

THIS RECIPROCAL NON-DISCLOSURE AGREEMENT (the “Agreement”) is made at _____ between:

State Bank of India constituted under the State Bank of India Act, 1955 having its Corporate Centre and Central Office at State Bank Bhavan, Madame Cama Road, Nariman Point, Mumbai-21 and its Global IT Centre at Sector-11, CBD Belapur, Navi Mumbai- 400614 through its _____ Department (hereinafter referred to as “Bank” which expression includes its successors and assigns) of the ONE PART;

And

_____ a private/public limited company/LLP/Firm <strike off whichever is not applicable> incorporated under the provisions of the Companies Act, 1956/ Limited Liability Partnership Act 2008/ Indian Partnership Act 1932

<strike off whichever is not applicable>, having its registered office at

_____ (hereinafter referred to as “_____” which expression shall unless repugnant to the subject or context thereof, shall mean and include its successors and permitted assigns) of the OTHER PART;

And Whereas

1. _____ is carrying on business of providing

_____, has agreed to _____ for the Bank and other related tasks.

For purposes of advancing their business relationship, the parties would need to disclose certain valuable confidential information to each other (the Party receiving the information being referred to as the “Receiving Party” and the Party disclosing the information being referred to as the “Disclosing Party. Therefore, in consideration of covenants and agreements contained herein for the mutual disclosure of confidential information to each other, and intending to be legally bound, the parties agree to terms and conditions as set out hereunder.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES AS UNDER

1. Confidential Information and Confidential Materials:
 - (a) “Confidential Information” means non-public information that Disclosing Party designates as being confidential or which, under the circumstances surrounding disclosure ought to be treated as confidential. “Confidential Information” includes, without limitation, information relating to developed, installed or purchased Disclosing Party software or hardware products, the information relating to general architecture of Disclosing Party’s network, information relating to nature and content of data stored within network or in any other storage media, Disclosing Party’s business policies, practices, methodology, policy design delivery, and information received from others that Disclosing Party is obligated to treat as

confidential. Confidential Information disclosed to Receiving Party by any Disclosing Party Subsidiary and/ or agents is covered by this agreement

- (b) Confidential Information shall not include any information that: (i) is or subsequently becomes publicly available without Receiving Party's breach of any obligation owed to Disclosing party; (ii) becomes known to Receiving Party free from any confidentiality obligations prior to Disclosing Party's disclosure of such information to Receiving Party; (iii) became known to Receiving Party from a source other than Disclosing Party other than by the breach of an obligation of confidentiality owed to Disclosing Party and without confidentiality restrictions on use and disclosure; or (iv) is independently developed by Receiving Party.
- (c) "Confidential Materials" shall mean all tangible materials containing Confidential Information, including without limitation written or printed documents and computer disks or tapes, whether machine or user readable.

2. Restrictions

Each party shall treat as confidential the Contract and any and all information ("confidential information") obtained from the other pursuant to the Contract and shall not divulge such information to any person (except to such party's "Covered Person" which term shall mean employees, contingent workers and professional advisers of a party who need to know the same) without the other party's written consent provided that this clause shall not extend to information which was rightfully in the possession of such party prior to the commencement of the negotiations leading to the Contract, which is already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this clause). Receiving Party will have executed or shall execute appropriate written agreements with Covered Person, sufficient to enable it to comply with all the provisions of this Agreement. If the Service Provider appoints any Sub-Contractor (if allowed) then the Service Provider may disclose confidential information to such Sub-Contractor subject to such Sub Contractor giving the Bank an undertaking in similar terms to the provisions of this clause. Any breach of this Agreement by Receiving Party's Covered Person or Sub- Contractor shall also be constructed a breach of this Agreement by Receiving Party.

- (a) Receiving Party may disclose Confidential Information in accordance with judicial or other governmental order to the intended recipients (as detailed in this clause), provided Receiving Party shall give Disclosing Party reasonable notice (provided not restricted by applicable laws) prior to such disclosure and shall comply with any applicable protective order or equivalent. The intended recipients for this purpose are:
 - i. the statutory auditors of the either party and
 - ii. government or regulatory authorities regulating the affairs of the parties and inspectors and supervisory bodies thereof
- (b) Confidential Information and Confidential Material may be disclosed, reproduced, summarized or distributed only in pursuance of Receiving Party's business relationship with Disclosing Party, and only as otherwise provided hereunder. Receiving Party agrees to segregate all such Confidential Material from the confidential material of others in order to prevent mixing.

3. Rights and Remedies

- (a) Receiving Party shall notify Disclosing Party immediately upon discovery of any unauthorized used or disclosure of Confidential Information and/ or Confidential

Materials, or any other breach of this Agreement by Receiving Party, and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.

- (b) Receiving Party shall return all originals, copies, reproductions and summaries of Confidential Information or Confidential Materials at Disclosing Party's request, or at Disclosing Party's option, certify destruction of the same.
- (c) Receiving Party acknowledges that monetary damages may not be the only and / or a sufficient remedy for unauthorized disclosure of Confidential Information and that disclosing party shall be entitled, without waiving any other rights or remedies (including but not limited to as listed below), to injunctive or equitable relief as may be deemed proper by a Court of competent jurisdiction.
 - i. Suspension of access privileges
 - ii. Change of personnel assigned to the job
 - iii. Termination of contract
- (d) Disclosing Party may visit Receiving Party's premises, with reasonable prior notice and during normal business hours, to review Receiving Party's compliance with the term of this Agreement.

4. Miscellaneous

- (a) All Confidential Information and Confidential Materials are and shall remain the sole and of Disclosing Party. By disclosing information to Receiving Party, Disclosing Party does not grant any expressed or implied right to Receiving Party to disclose information under the Disclosing Party's patents, copyrights, trademarks, or trade secret information.
- (b) Confidential Information made available is provided "As Is," and disclosing party disclaims all representations, conditions and warranties, express or implied, including, without limitation, representations, conditions or warranties of accuracy, completeness, performance, and fitness for a particular purpose, satisfactory quality and merchantability provided same shall not be construed to include fraud or wilful default of disclosing party.
- (c) Neither party grants to the other party any license, by implication or otherwise, to use the Confidential Information, other than for the limited purpose of evaluating or advancing a business relationship between the parties, or any license rights whatsoever in any patent, copyright or other intellectual property rights pertaining to the Confidential Information.
- (d) The terms of Confidentiality under this Agreement shall not be construed to limit either party's right to independently develop or acquire product without use of the other party's Confidential Information. Further, either party shall be free to use for any purpose the residuals resulting from access to or work with such Confidential Information, provided that such party shall maintain the confidentiality of the Confidential Information as provided herein. The term "residuals" means information in non-tangible form, which may be retained by person who has had access to the Confidential Information, including ideas, concepts, know-how or techniques contained therein. Neither party shall have any obligation to limit or restrict the assignment of such persons or to pay royalties for any work resulting from the use of residuals. However, the foregoing shall not be deemed to grant to either party a license under the other party's copyrights or patents.

This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. It shall not be modified except by a written agreement dated subsequently to the date of this Agreement and signed by both parties.

None of the provisions of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of Disclosing Party, its agents, or employees, except by an instrument in writing signed by an authorized officer of Disclosing Party. No waiver of any provision of this Agreement shall constitute a waiver of any other provision(s) or of the same provision on another occasion.

- (e) This Agreement shall be governed by and construed in accordance with the laws of Republic of India. Each Party hereby irrevocably submits to the exclusive jurisdiction of the courts of Mumbai.
- (f) Subject to the limitations set forth in this Agreement, this Agreement will inure to the benefit of and be binding upon the parties, their successors and assigns.
- (g) If any provision of this Agreement shall be held by a court of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions shall remain in full force and effect.
- (h) The Agreement shall be effective from _("Effective Date") and shall be valid for a period of _year(s) thereafter (the "Agreement Term"). The foregoing obligations as to confidentiality shall survive the term of this Agreement and for a period of five (5) years thereafter provided confidentiality obligations with respect to individually identifiable information, customer's data of Parties or software in human-readable form (e.g., source code) shall survive in perpetuity.

5. Suggestions and Feedback

Either party from time to time may provide suggestions, comments or other feedback to the other party with respect to Confidential Information provided originally by the other party (hereinafter "feedback"). Both party agree that all Feedback is and shall be entirely voluntary and shall not in absence of separate agreement, create any confidentially obligation for the receiving party. However, the Receiving Party shall not disclose the source of any feedback without the providing party's consent. Feedback shall be clearly designated as such and, except as otherwise provided herein, each party shall be free to disclose and use such Feedback as it sees fit, entirely without obligation of any kind to other party. The foregoing shall not, however, affect either party's obligations hereunder with respect to Confidential Information of other party.

Dated this _____ day of _____ (Month) 2024 at _____ (place)

For and on behalf of _____

Name		
Designation		
Place		
Signature		

For and on behalf of _____

Name		
Designation		
Place		
Signature		

Appendix – H

Expected Service Levels

Expected Service Levels for the System

Service Level Description	Service Level	Frequency
(1) System Uptime		
The system should be available and operational to provide services (Transactional and Non-transactional) 7 days a week 24 hours a day.	99.5%	Quarterly
(2) API Services		
Rest API service functions should be available and live 7 days a week and 24 hours a day	99.5%	Quarterly
(3) Reporting		
All daily settlement files should be made available for transmission and viewable online (web portal/business operations portal/mobile application) before 9 AM the next day	98.00%	Quarterly

Severity-Wise Classification of Incidents and Expected Resolution SLAs

Severity Levels	Impact Classification	Business Impact	Customer Impact	Resolution Time	Incident Report Preparation Time
SEVERITY 1	Major Impact: Significant impact across the customer's business, the problem is of major impact and highly visible to business operations	Major: Critical business operations are down. Full system and/or critical/core services are down impacting all stakeholders	Very High	Within 2 Business hours	Within 2 Business days
SEVERITY 2	High Impact: Up to 50% of the Customers are affected, the problem is of high impact and visible to business operations	High: Partial system and/or non-critical, few core services are down impacting up to 50% of all stakeholders	High	Within 8 Business hours	Within 3 Business days
SEVERITY 3	Moderate Impact: All Customers are affected to some degree and/or the	Moderate: A module or component failure that impacts all	Medium	Within 24 Business hours	Within 5 Business days

Severity Levels	Impact Classification	Business Impact	Customer Impact	Resolution Time	Incident Report Preparation Time
	problem has limited visibility however, the system may remain operational	stakeholders to some degree			
SEVERITY 4	Minimal Impact: Individual customers/a group of customers is/are affected, and the system remains operational to other users	Minimal: A module or component failure which does not have a significant impact on all stakeholders	Low	Within 3 Business days	Within 7 Business days

Overview of Support Service Required

- i. The TSP should conduct Disaster Recovery (DR) drills at least once every calendar year.
- ii. Any planned downtime/maintenance activity calendar should be scheduled at least 15 business days in advance.
- iii. Configuration of relevant notification to impacted stakeholders for an unscheduled system outage should be done basis of pre-defined criteria.
- iv. The Program Manager should follow communication, resolution, and escalation by the above-defined severity levels and an escalation matrix which will be defined between the TSP and SBI.
- v. All incident/problem tickets should be tracked in a formal ticketing system which will be able to provide a variety of process performance reports.
- vi. TSP shall keep a record of all problem resolution activities for a period of two (02) years at least from the date of effective resolution.
- vii. All severity 1 and 2 tickets will be reported in a daily status report.
- viii. History maintenance to be incorporated.

Appendix – I

**PROFORMA OF EMPANELMENT LETTER TO BE ISSUED BY THE BANK
AFTER SUCCESSFUL EMPANELMENT UNDER THE REQUIRED ECOSYSTEM CATEGORY**

Date: _____

M/s. _____

Sub: Empanelment by the Bank for Your offer of _____

RFP ref. No. _____ dated _____ for _____

1. With reference to your bid for empanelment with the Bank for offering _____ under the requested category(ies) in pursuant to aforesaid RFP, you have been shortlisted for empanelment under below mentioned category(ies), in accordance with the RFP specifications:

Description category of the ecosystem/services _____

1. Subject to the terms and conditions of RFP, this Empanelment of _____ will be valid for _____ years from the date of selection, i.e. (DD/MM/YYYY).
2. All other terms and conditions shall be as per the RFP.

Signature _____

Name _____

Designation with stamp _____

Appendix – J

Pre-Bid Query Format

(To be provide strictly in Excel format)

Vendor Name	Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions

Appendix – K

FORMAT FOR EMD BANK GUARANTEE

To:

EMD BANK GUARANTEE FOR REQUEST FOR PROPOSAL FOR EMPANELMENT OF TECHNOLOGY SERVICE PROVIDERS (TSPs)

SET OUT IN THE RFP NO.SBI:xx:xx DATED dd/mm/yyyy

WHEREAS State Bank of India (SBI), having its Corporate Office at Nariman Point, Mumbai, and Regional offices at other State capital cities in India has invited Request to provide _____(name of Service) as are set out in the Request for Proposal SBI:xx:xx dated dd/mm/yyyy.

2. It is one of the terms of said Request for Proposal that the Bidder shall furnish a Bank Guarantee for a sum of Rs._____/-(Rupees _____ only) as Earnest Money Deposit.

3. M/s. _____, (hereinafter called as Bidder, who are our constituents intends to submit their Bid for the said work and have requested us to furnish guarantee in respect of the said sum of Rs._____/-(Rupees _____ only)

4. NOW THIS GUARANTEE WITNESSETH THAT

We _____ (Bank) do hereby agree with and undertake to the State Bank of India, their Successors, assigns that in the event of the SBI coming to the conclusion that the Bidder has not performed their obligations under the said conditions of the RFP or have committed a breach thereof, which conclusion shall be binding on us as well as the said Bidder, we shall on demand by the SBI, pay without demur to the SBI, a sum of Rs._____/-(Rupees _____ Only) that may be demanded by SBI. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Bidder under the said conditions, provided, however,

that our liability against such sum shall not exceed the sum of Rs. _____/- (Rupees _____ Only).

5. We also agree to undertake to and confirm that the sum not exceeding Rs. _____/- (Rupees _____ Only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the SBI on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from the SBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the SBI, without protest or demur or without reference to Bidder and notwithstanding any contestation or existence of any dispute whatsoever between Bidder and SBI, pay SBI forthwith from the date of receipt of the notice as aforesaid. We confirm that our obligation to the SBI under this guarantee shall be independent of the agreement or agreements or other understandings between the SBI and the Bidder. This guarantee shall not be revoked by us without prior consent in writing of the SBI.

6. We hereby further agree that –

- a) Any forbearance or commission on the part of the SBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Bid and/or hereunder or granting of any time or showing of any indulgence by the SBI to the Bidder or any other matter in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance of the Bidder of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. _____/- (Rupees _____ Only)
- b) Our liability under these presents shall not exceed the sum of Rs. _____/- (Rupees _____ Only)
- c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.
- d) This guarantee shall remain in force upto 180 days provided that if so desired by the SBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e) Our liability under this presents will terminate unless these presents are renewed as provided herein upto 180 days or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the SBI alone is the conclusive proof, whichever date is earlier.
- f) Unless a claim or suit or action is filed against us on or before ____ (date to be filled by BG issuing bank), all the rights of the SBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

g) This guarantee shall be governed by Indian Laws and the Courts in Mumbai, India alone shall have the jurisdiction to try & entertain any dispute arising out of this guarantee.

Notwithstanding anything contained hereinabove:

(a) Our liability under this Bank Guarantee shall not exceed Rs...../- (Rupeesonly)

(b) This Bank Guarantee shall be valid upto

(c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before

Yours faithfully,

For and on behalf of

Authorized official of the bank

(Note: This guarantee will require stamp duty as applicable in the State where it is executed and shall be signed by the official(s) whose signature and authority shall be verified)

Appendix – L

PRE-CONTRACT INTEGRITY PACT

(Required to be submitted by empaneled bidders only at subsequent RFQ stage of Each Eco-Systems)

(TO BE STAMPED AS AN AGREEMENT)

General

This pre-Bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on _____ day of the month of _____ 20__ , between, on the one hand, the State Bank of India a body corporate incorporated under the State Bank of India Act, 1955 having its Corporate Centre at State Bank Bhavan, Nariman Point, Mumbai through its _____ Department / Office at Global IT Center at CBD Belapur, _____ 400614, (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, its successors) of the First Part

And

M/s _____ represented by Shri _____, Chief Executive Officer/ Authorised signatory (hereinafter called the "BIDDER/Seller which expression shall mean and include, unless the context otherwise requires, its / his successors and permitted assigns of the Second Part.

WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment/Item) and the BIDDER/Seller is willing to offer/has offered the stores and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is an Office / Department of State Bank of India performing its functions on behalf of State Bank of India.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:

- Enabling the BUYER to obtain the desired service / product at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement; and
- Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to

prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

1. Commitments of the BUYER

- 1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, Bid evaluation, contracting or implementation process related to the contract.
- 1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the BUYER will report to the appropriate authority any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- 1.4 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

2. Commitments of BIDDERS

- 2.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its Bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:
- 2.2 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 2.3 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with State Bank of India for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with State Bank of India.
- 2.4 Wherever applicable, the BIDDER shall disclose the name and address of agents and representatives permitted by the Bid documents and Indian BIDDERS shall disclose

- their foreign principals or associates, if any.
- 2.5 The BIDDER confirms and declares that they have not made any payments to any agents/brokers or any other intermediary, in connection with this Bid/contract.
 - 2.6 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original vendors or service providers in respect of product / service covered in the Bid documents and the BIDDER has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
 - 2.7 The BIDDER, at the earliest available opportunity, i.e. either while presenting the Bid or during pre-contract negotiations and in any case before opening the financial Bid and before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
 - 2.8 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, Bid evaluation, contracting and implementation of the contract.
 - 2.9 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
 - 2.10 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
 - 2.11 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
 - 2.12 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
 - 2.13 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any 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. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.
 - 2.14 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.
3. **Previous Transgression**
 - 3.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise / Public Sector Banks in India or any Government Department in India or RBI that could justify BIDDER's exclusion from the tender process.
 - 3.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER

can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

4. Earnest Money (Security Deposit)

- 4.1 While submitting commercial Bid, the BIDDER shall deposit an amount (specified in RFP) as Earnest Money/Security Deposit, with the BUYER through any of the mode mentioned in the RFP / Bid document and no such mode is specified, by a Bank Draft or a Pay Order in favour of State Bank of India from any Bank including SBI . However payment of any such amount by way of Bank Guarantee, if so permitted as per Bid documents / RFP should be from any Scheduled Commercial Bank other than SBI and promising payment of the guaranteed sum to the BUYER 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 making such payment to the BUYER.
- 4.2 Unless otherwise stipulated in the Bid document / RFP, the Earnest Money/Security Deposit shall be valid upto a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.
- 4.3 In case of the 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-without assigning any reason for imposing sanction for violation of this Pact.
- 4.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

5. Sanctions for Violations

- 5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:
- (i) To immediately call off the pre contract negotiations without assigning any reason and without giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue, unless the BUYER desires to drop the entire process.
 - (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
 - (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
 - (iv) 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 Base Rate of State Bank of India, 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 BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding could also be utilized to recover the aforesaid sum and interest.
 - (v) 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.

- (vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- (vii) To debar the BIDDER from participating in future bidding processes of the BUYER or any of its Subsidiaries for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- (viii) 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.
- (ix) 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 this Pact.
- (x) Intimate to the CVC, IBA, RBI, as the BUYER deemed fit the details of such events for appropriate action by such authorities.

5.2 The BUYER will be entitled to take all or any of the actions mentioned at para 5.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

6. **Fall Clause**

The BIDDER undertakes that it has not supplied/is not supplying similar product/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 or PSU or any other Bank and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or a Bank at a lower price, then that very price, with due allowance for elapsed time, 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.

7. **Independent Monitors**

7.1 The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission Name & communication details of the Independent External Monitors are given as under:

Shri Otem Dai IAS (Retd.) otemdai@hotmail.com	Shri Satyajit Mohanty IPS (Retd.) satyajitmohanty88@gmail.com
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- 7.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 7.3 The Monitors shall not be subjected to instructions by the representatives of the parties and perform their functions neutrally and independently.
- 7.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings. Parties signing this Pact shall not approach the Courts while representing the matters to Independent External Monitors and he/she will await their decision in the matter.
- 7.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.
- 7.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- 7.7 The BUYER 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 parties. The parties will offer to the Monitor the option to participate in such meetings.
- 7.8 The Monitor will submit a written report to the designated Authority of BUYER/Secretary in the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.
- 8. Facilitation of Investigation**
In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.
- 9. Law and Place of Jurisdiction**
This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.
- 10. Other Legal Actions**
The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.
- 11. Validity**
11.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the

date of the signing of the contract, with the successful Bidder by the BUYER.

11.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

12. The parties hereby sign this Integrity Pact at _____ on _____

For BUYER

Name of the Officer.

Designation

Office / Department / Branch

State Bank of India.

For BIDDER

Chief Executive Officer/

Authorised Signatory

Designation

Witness

1.

2.

Witness

1.

2.

Note: This agreement will require stamp duty as applicable in the State where it is executed or stamp duty payable as per Maharashtra Stamp Act, whichever is higher.