

**Expression of Interest for
Supply, Customization, Deployment,
Maintenance and Support
Of
Integrated Audit Software for RBIA, Concurrent Audit &
Management Audit**



RFP NO: 03/2015

Dated: 11/03/2015

Bank of Maharashtra

Lokmangal, 1501,

Shivajinagar

Pune

Maharashtra 411005

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1. Invitation for EOI offers

- ❖ Bank of Maharashtra invites Expression Of Interest (EOI) proposals (Technical Bids) for Procurement of an Automated solution for Conducting various Audits like Risk Based Internal Audits, Concurrent Audit and Management Audit, from eligible bidders satisfying the eligibility criteria set out in Section 8 of this document.
- ❖ The purpose of this Expression of Interest (“EOI”) is solely to enable Bank of Maharashtra (“Bank”) in defining the requirements for procurement and Implementation of Web based software for risk based internal audit, Concurrent audit of branches and management audit offices
- ❖ No contractual obligation on behalf of Bank of Maharashtra whatsoever shall arise from the EOI process unless and until a formal contract is signed and executed by duly authorized officers of Bank of Maharashtra and the bidder.
- ❖ The Bank may modify any / all of the terms of this EOI and shall be entitled to invite “Expression of Interest (EOI) from select eligible bidders. The EOI will provide the detailed scope of work.
- ❖ A complete set of tender documents may be purchased by eligible bidder upon payment of a non-refundable fee of Rs.10000/- (Rs. Ten Thousand only) by demand draft / banker’s cheque in favour of Bank of Maharashtra and payable at Pune.
- ❖ Pre-Bid Meeting – For the purpose of clarification of doubts of the bidders on issues related to this EOI, Bank of Maharashtra intends to hold a Pre-Bid Meeting on the date and time as indicated in the EOI. Those who are interested to attend Pre-Bid Meeting required to purchase EOI document by depositing Rs.10,000/-.The queries of ALL the bidders should reach in writing as per EOI schedule, on the address as mentioned below or by mail on following mail Id – agmitd@mahabank.co.in ; bomcomis@mahabank.co.in

Important Dates & Information regarding Bid Collection and Submission:

EOI Reference number	03/2015
Price of EOI Copy	Rs.10,000/-
Date of commencement of sale of tender document	11/03/2015
Last Date of sale of EOI document	01/04/2015 up to 15.00 hours
Queries to be mailed by	18/03/2015
Pre-Bid meeting with Bidders	20/03/2015 at 15.00 hours
Last Date and Time for receipts of tender offers	01/04/2015 up to 15.00 hours
Time and Date of Opening of technical bids	01/04/2015 at 16.00 hours

Place of Opening tender offers	Bank of Maharashtra IT Dept, Head Office, Lokmangal, 1501, Shivajinagar, Pune – 411 005
Address of Communication	As above
Contact Telephone Numbers	Phone : 020 - 25532731 020 - 25536051 Fax : 020 – 25521568

Tender offers incorporating the eligibility criteria will be opened in the presence of the bidder representatives who choose to attend the opening of tender on the above-specified date, time and place. Technical Specifications, Terms and Conditions and various formats and pro forma for submitting the tender offer are described in the tender document.

General Manager

Information Technology

2. Broad Scope of the EOI

This Request for Expression of Interest (“EOI”) is for Supply, Customization, and Implementation of Audit software for Branches in CBS environment. The bank is using B@nks24 CBS Software. The offered Software for Internal Audit & Concurrent Audit and Management Audit must confirm to the latest guidelines issued by Ministry of Finance (Department of Financial Services) for conducting Audit of Branches in CBS Environment.

3. Bank Profile

Bank of Maharashtra is a Nationalized Bank with a standing of 79 years. It has a three tier organizational set up consisting of Branches, Zonal Offices and Head Office.

The Bank has 1860 + branch offices across the length and breadth of the country. In the State of Maharashtra, the Bank has 1000 + branch offices, the largest network of branches by any Public Sector Bank in a State. The Bank has set up specialized branch offices to cater to the needs of SMEs, Corporates, Agriculturists and Importers & Exporters. All the Branches of the Bank are networked and under Core Banking Solution.

The products and services offered by the Bank include demand deposits, time deposits, working capital finance, term lending, trade finance, retail loans, government business, bancassurance business, mutual funds and other services like Demat, ASBA, lockers and merchant banking etc.

The Bank is known as a frontrunner in implementation of technology initiatives.

Current High Level Technology Environment

Bank of Maharashtra has 100% of its branches on Core Banking Solution – B@nks24 (TCS). Bank has also implemented or is in the process of implementing a range of customer centric and other solutions which are as follows:

- ▶ Full suite of Core Banking Solution including Deposits, Advances and Trade Finance
- ▶ Payment systems like NEFT, RTGS, SWIFT, CTS, etc
- ▶ Anti Money Laundering solution
- ▶ Alternate delivery channels like ATM, Telebanking, SMS Banking, Mobile Banking, Internet Banking
- ▶ Security Operations Centre
- ▶ Automated Data Flow
- ▶ Own ATM Switch & 1846 ATMs

- ▶ A Two Factor Authentication Solution 'Mahasecure' for Internet Banking
- ▶ HRMS Suite (Bid Evaluation Stage)
- ▶ Enterprise wide Data Warehouse, BI & Analytical CRM (RFP Stage)
- ▶ New Mobile Banking Solution
- ▶ New Contact Centre
- ▶ Centralized Liabilities Processing Centre in Pune
- ▶ Mail messaging system

After the regular tendering process and evolution of several solution vendors, Bank of Maharashtra partnered with M/s TCS for implementation of the Core Banking Solution. A centralized and cohesive technology platform to support rapid product introduction, streamlined operations, increased scalability and true flexibility across banking operations, driving down costs and governance issues, was key to the bank's transformation strategy and assured Bank of Maharashtra of all this and more.

The bank has already deployed various IT applications / products like Core Banking, Internet Banking, Own ATM Switch with 1846 ATMs, RTGS / NEFT, Security Operations Centre, Automated Data Flow, Mahasecure etc. In addition to these, the bank proposes to implement several new IT projects on an ongoing basis depending on their needs and the changing technology and regulatory environment.

4. Objective of the EOI

- ❖ Bank has implemented B@NCS24 Core Banking Solution.
- ❖ Bank has been conducting various monitoring/audit activities like Risk Based Internal Audits, Concurrent audit, offsite surveillance etc.
- ❖ The internal Inspection process includes the Audit Plan, Conducting of Audit, Compliance of the observations, Review and closure of the Audit Reports. Bank proposes to automate this process for which the EOI is invited from the interested bidders to provide the required solution.
- ❖ The SOLUTION shall be able to extract and make available data/information for conduct of audit/inspection for the following offices/branches and automate the entire workflow for managing the audit/inspection process.
 - CBS Branches
 - Service Branches
 - Training Centres
 - ATM Centre
 - Data Centre
 - Currency Chests
 - Zoneal Inspectorates
 - Departments at Zoneal Offices/ Head Office / Corporate Office / Treasury and International Banking Division
- ❖ The Solution shall address the following types of audit/inspection
 - Risk based Internal Audit (RBIA)
 - Management Audit of Zoneal offices and Administrative offices
 - Concurrent Audit of Branches
- ❖ The Bank should be able to create any type of Inspections with suitable checklists as per changing needs/requirements. The contents can be also made available in a database. Any changes in formats or checklist should be easily available in the software.

5. Pre requisites for the Software Solution

- ❖ The proposed solution shall be browser based where clients should be able to connect to the server through URL.
- ❖ The solution should facilitate workflow automation.
- ❖ The system should be able to generate letters/ e-mail for the communication of rating by Head Office to the branches. The system should store the ratings. It should be possible to store the ratings for earlier years also and generate various type of reports based on the ratings.
- ❖ The software solution should support assigning level of risks such as Extremely High, Very High, High, Medium, Low etc. These levels should be user definable. It should be possible to extract a branch wise list of irregularities.
- ❖ General Features of the software should have:
 - Easy to use GUI based software.
 - Highly scalable architecture.
 - No impact on the performance of the source / destination system to which it is integrated.
 - Parameterized review options to define set of rules as when required.
 - Facility to define workflow as per the ruled defined by the bank.
 - Provision to store all types of audit reports centrally for future check.
- ❖ Bank is presently using the following major solutions for its activities. The proposed solution should be capable of collecting the data from these environments and is easily map able to any other related solution

Type of System	Database
CBS (B@NCS24 from TCS.)	Oracle 11g
ADF Project	SQL
EFT Switch	DB2

- ❖ Solution should also be capable to configure e-audit for any other solution Bank may procure under change process.
- ❖ The bidder shall provide detailed solution architecture showing all internal components of process workflow
- ❖ Proposer has to give hardware/software requirements (Indicative) with Bill of quantities

6. Functional Requirements

The Broad Functional requirements for the solution includes but not restricted to the following:

- ❖ The proposed solution should have the various audits configured in the system and provision should be available for Bank to create various Inspections with suitable checklists as per changing needs/requirements. The contents should be also made available in a database. Any changes in formats or checklist should be easily available in the software.
- ❖ The software solution should support end-to-end audit process including audit planning, testing and evaluating controls, reporting and follow-up.
- ❖ Based on the Audit Policy of the Bank, the system should be able to generate audit plan for the financial year. The solution should have provision to make changes in the plan. System should be able to compare the actual audits with the Audit Plan and point out deviations.
- ❖ The proposed solution should propose option to parameterize / change parameters any time on risk analyses methodology, marking pattern, application of risk weightages etc. on its own at any time.
- ❖ The solution should have option to generate multiple reports on different parameters with different formats.
- ❖ The solution should generate letters/ e-mail for the communication of rating by Head Office to the branches. The system should store the ratings.
- ❖ The solution should support assigning level of risks such as Critical, High, Medium, Low, No Impact etc. along with Risk Matrices for the unit of Audit. These levels should be user definable. It should be possible to extract a branch wise list of irregularities of a given level of risk.
- ❖ The solution should store the status regarding various Inspection reports such as open, closed, partial rectification, closed with open items. Bank should be able to define such parameters.
- ❖ The solution should give multiple option for view / print / save in excel / word / pdf format, various reports generated.
- ❖ The solution should give reports on overall risk of individual/ group of branches and Bank as a whole. The proposed solution should be able to store the ratings for earlier years (at least 3 years) also and generate various type of reports based on the ratings.

- ❖ The solution should have facility like User Management. The user-management should be available to Administrator(s), which may be in HO or in HO and Other Offices like Zonal Inspectorates and Zonal Offices etc. The solution should provide option to create users with different levels with different powers.

7. SCOPE OF WORK

A.AUDIT PLAN

The annual audit plan generated by the proposed System and subsequently approved by the top Management should include the schedule and the rationale for audit work planned. It should include audit calendar on the basis of Risk. It should also include all risk areas and their prioritization based on the composite risk. subject to regulatory guidelines, as applicable. On the scheduled date, the assigned Auditor must have a copy of last audit Report / Compliance level. It should be available in the system itself (web based).

B. SCOPE

The proposed WEB BASED Audit solution should have all the modules in an audit process i.e. identification of audit unit and identification of Auditor, Scheduling and allotment of units to the auditor/ team of auditors, work area such as Credit, Credit Monitoring, Operations, Forex, Recovery, Administration, Profitability/ Revenue leakage, Information System , making audit reports format (check list) available to auditors, facilitating auditors by providing data collated from various system / solutions of the Bank including CBS, Verification by auditors and making observations of irregularities / deviations, escalation to the other users for submission of compliance, Verification of compliance and acceptance / rejection. Provision for multiple rejection & resubmission.

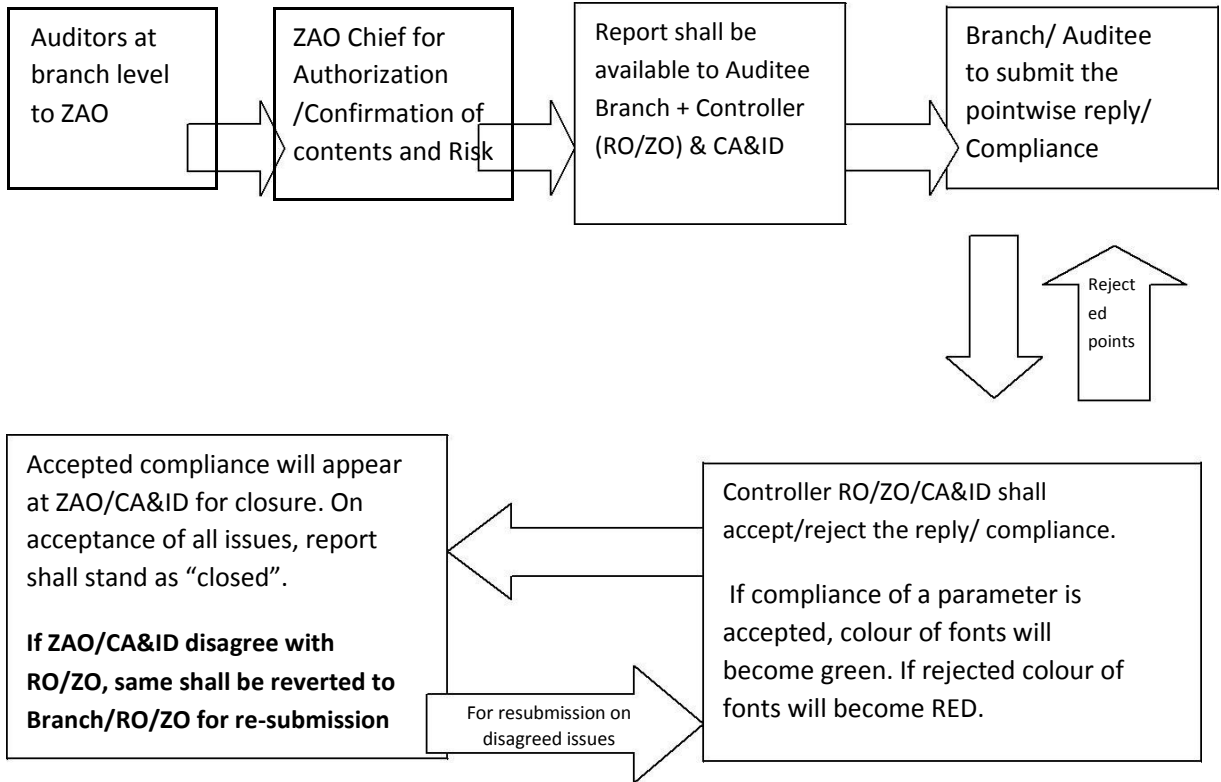
Risk Audit Matrix should have:

1. LOW RISK 2. MEDIUM RISK 3. HIGH/VERY HIGH RISK 4. EXTREMELY HIGH RISK. Assessments of composite Risk shall be on 3 X 3 matrix.

C. MIS and Dash Board

Data of the audit report to be included in MIS and Dash Board. It should be customized as per bank's requirement.

D.FLOW OF AUDIT REPORTS



8. Eligibility Criteria

- 8.1 The bidder should not be an individual / proprietary / HUF etc. The bidder may be a government organization / Public Sector unit / Partnership firm / Limited Company / Private Limited Company having its Registered Office in India. Relevant documents of registration should be submitted as part of the proposal.
- 8.2 The bidder should be a profit making for the last three years with annual turnover of minimum Rs.10.00 crores during the last three years. Audited financial statements for last three years i.e 2011-2012, 2012-2013 and 2013-2014 are to be submitted.
- 8.3 The bidder should not be blacklisted by any Bank / PSU/ Government Department for any reason. A self-declaration to this effect should be submitted.
- 8.4 The bidder should be in existence of IT related services for a period of five years as of date of the EOI.
- 8.5 The bidder should either be an OEM for the proposed software or a System Integrator in which case OEM has to authorize the System Integrator to offer the software and deal with Bank.
- 8.6 The bidder should have implemented the proposed web based solution in a Public sector Bank in India. Necessary certificate has to be produced.
- 8.7 The Solution offered must confirm to the latest guidelines issued by Ministry of Finance- Department of Financial services. A self declaration to this effect should be submitted by the vendor.
- 8.8 The OEM or SI has a team of professionals having previous working experience in similar projects and profiles of such key professionals have to be furnished as part of Technical Bid submission Bidder should be a professional company / firm having experience / expertise in the subject matter.

9. Evaluation of EOI

9.1 Evaluation Process

- ❖ The evaluation process for the Solution at Bank of Maharashtra will be a two-step process. The desktop evaluation of the EOI will be conducted first.
- ❖ The proposals will be evaluated based on the eligibility criteria as mentioned above and such short-listed bidders have to provide presentation/demonstration of their proposed solution at the Bank's Head Office at Pune at their own cost duly mapping their solution with the points stated above as well as on the followings:-
 - ◆ Functional specifications of the software
 - ◆ Technical Architecture of the solution
 - ◆ Experience in implementing the solution in other Bank
 - ◆ Background of the bidder
 - ◆ Implementation methodology

System or any equipments software etc., needed for the product demo have to be brought in by the vendor only at their cost.

- ❖ On the basis of Bidder's Qualification Criteria, product demonstration, its compatibility, bidder's capability to meet the Bank's stipulated terms and conditions, experience in earlier implementation of proposed solution in banks and other leading institutions, a list of short listed bidders will be prepared for the purpose of issuing Request for Proposal (RFP) and for further process. The short-listed bidders would be advised to submit the final technical and commercial offers as per terms of the RFP. The details of technical and commercial evaluation criteria shall be provided as a part of the RFP.
- ❖ The bidders need not provide any commercial proposal along with the response to this EOI.

9.2 Bid Submissions

General Terms of Bid Submission

- ❖ The offers should be made strictly as per the formats enclosed.
- ❖ The Bidder should bear all the costs associated with the preparation and submission of their bid and Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. **Each bidder should submit not more than one expression of interest.** Bids submitted after the stipulated time will not be accepted.

- ❖ Two copies of the bid are to be submitted, one in original and the other in copy. The Bidder shall also provide a softcopy of the bid in MS-Word formats on a CD duly super scribed with EOI's reference and Bidder's name. The Bidder needs to provide an undertaking in the format "Annexure - 3" on the veracity of soft copy submitted along with the Hard copy.
- ❖ The bid should be signed by the Bidder or any person duly authorized to bind the bidder to the contract. The signatory should give a declaration and through authenticated documentary evidence establish that the person is empowered to sign the expression of interest documents and bind the bidder. All pages of the expression of interest documents except brochures if any are to be signed by the authorized signatory.
- ❖ The bid should contain no interlineations, erasures or over-writings except as necessary to correct errors made by the Bidder. In such cases, the person/s signing the bid should initial such corrections.
- ❖ The offers submitted to Bank should not bear any corrections, alterations, over writings and additions in hand writing.
- ❖ The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in rejection of the bid.
- ❖ No columns of the expression of interest should be left blank. Offers with insufficient information and Offers which do not strictly comply with the stipulations given above, are liable for rejection. Bank may accept or reject, in full or in part, any or all the offers, without assigning any reason whatsoever.
- ❖ The expressions of interest will be opened in the presence of authorized representatives of the bidders. However, the representative of the bidder has to produce an authorization letter from the bidder to represent them at the time of opening of EOI. Only two representatives will be allowed to represent any bidder. In case the bidder's representative does not present at the time of opening of bids, the quotations/bids will still be opened at the scheduled time at the sole discretion of the Bank.
- ❖ All responses should be in English language. All responses by the Bidders to this Request for Expression of Interest document shall be binding on such Bidders for a period of 180 days from the date of opening the EOI.
- ❖ Bidders are advised to attach a letter from an authorized signatory attesting the veracity of the information provided in the response.

- ❖ The original and all copies of bids shall be typed or printed in a clear typeface. Copies may be good quality photocopies of the original. An accompanying letter is required, signed by an authorized signatory of the Bidder, committing the bidder to the contents of the original response.
- ❖ Bank will not be responsible for any delay due to postal service or any other means.
- ❖ Bidder has to submit integrity statements in writing about the application being free of malware, free of any obvious bugs, and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done).

9.3 Sealing and Marking of Bids

- The offer should be submitted in sealed covers containing the response to the EOI super scribed with Tender Reference No & Name.
- There shall be **No** commercial bid to be provided as a response to the EOI.

9.4 Amendments to EOI

- Amendments to the EOI Document may be issued by the Bank for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, prior to the deadline for the submission of bids.
- The amendments will be posted on Bank's web site and will be binding on all the bidders.
- From the date of issue, amendments to Terms and Conditions shall be deemed to form an integral part of the EOI.
- Further, in order to provide, prospective Bidders, reasonable time to take the amendment into account in preparing their bid, the Bank may, at its discretion extend the deadline for submission of bids.

10 Confidentiality

Bidder agrees that all information gathered from the Bank including oral enquires, letters, documents, emails, presentations, interactions, technical documentation, discussions with Bank's service providers and documents gathered from Bank's service providers etc. related to the Bank's business and other information are to be treated as confidential information of the Bank.

The Bank would insist on signing a Non-Disclosure Agreement with the bidders who further qualify for the RFP stage.

Unauthorized disclosure of any such confidential information will amount to breach of contractual terms and in such cases Bank may pre-maturely terminate the contract and initiate any legal action as deemed fit.

11 Other Terms and Conditions

- This EOI document is the property of the Bank and this can not be copied or used in any other manner except for the purpose of responding to this expression of interest notice or without written permission from the Bank.
- All the documents submitted along with bids shall also become the property of the Bank and retained by the Bank unless otherwise specifically mentioned.
- The bidder should mention whether he is having any contractual obligation presently with the Bank, its status and any conflict of interest has arisen in such contractual obligation.
- Bank reserves its right to add/modify/delete any other activities which are relevant to the Bank's requirement during the course of technical presentation and product demonstration / Proof of Concept.

12 Contact detail

Offers should be addressed to the following office at the address given below:

Deputy General Manager

IT, BPR & MIS Dept

Bank of Maharashtra

Head Office, "Lokmangal"

1501, Shivaji Nagar

Pune – 411005

For any queries, Please contact following person

1) Sunil Kumar Mail Id- bomcomis@mahabank.co.in , Ph-020-25513816

2) Avinash Mulley Mail Id- avinash.mulye@mahabank.co.in , Ph-020-25520408

Bidder Profile

Description	Details
The registered name of the Bidder	
Bidder's registered address	
Bidder's Address for Correspondence	Address: STD- Phone: e-mail Id: FAX No:
Contact name of the official who can commit on the contractual terms and the name of an alternate official who may be contacted in the absence of the former	Primary Contact: Name: Designation: STD- Phone No: Mobile Phone : e-mail ID : Alternate Contact: Name : Designation: STD- Phone No: Mobile Phone : e-mail ID :
Contact addresses if different from above	
Business Structure	
Constitution	
Names of Directors	
Organization Structure	

Description	Details	
Core Business of Bidder		
Bidder's Organization has been in existence since (date)		
Bidder is engaged in implementing Automated solution for Audits/Inspection since (month & year)		
Whether implementing the Automated solution for Audits/Inspection is a core function of the bidder?		
Details of assignments where the bidder has delivered Automated solution for Audits/Inspection in PSB.		
Net Profit of the Organization for last 3 years. (Please provide audited results.)	2011-2012	` Lacs
	2012-2013	` Lacs
	2013-2014	` Lacs
	Audited Balance-Sheet and Profit & Loss Account for last 3 years enclosed :	
Turnover of the Organization for last 3 years. (Please provide audited results.)	2011-2012	` Lacs
	2012-2013	` Lacs
	2013-2014	` Lacs
	Audited Balance-Sheet and Profit & Loss Account for last 3 years enclosed :	
Total Number of employees in India, out of which how many are working on Automated solution for e-		

Audits/Inspection	
Major support Centre's with locations in India	
Bidder has a support office/Centre at Pune	

Authorized Signatory with Seal

Date:

Place:

Credentials (Give details of clients for Automated solution for e-Audits/Inspection)

Description	Details
Name of the client	
Total Number of Employees of client covered for the Solution	
Total Number of Concurrent Users of client for Solution	
Project Name	
Project Location	
Address of Client	
Client contact details (names and contact numbers)	
Project Start Date	
Project Go Live Date	
Duration of project in years	
Current Status of the Project	
Project End Date	
Brief on the Scope / coverage:	
No of locations where the said solution is implemented	

Authorized Signatory with Seal

Date:

Place:

Confirmation of Soft Copy

To
The General Manager
Bank of Maharashtra,
IT Deptt
3rd Floor, "Lok Mangal"
1501, Shivaji Nagar,
Pune-411005

Dear Sir,

Sub: EOI – Web Based Integrated Audit Software

Further to our proposal dated, in response to the Request for Expression of Interest (Bank's Ref No. EOI- 03/2015 Dt. 04th March 2015 hereinafter referred to as "EOI") issued by Bank of Maharashtra ("Bank") we hereby covenant, warrant and confirm as follows:

The soft-copies of the proposal submitted by us in response to the EOI and the related addendums and other documents including the changes made to the original tender documents issued by the Bank, conform to and are identical with the hard-copies of aforesaid proposal submitted by us, in all respects.

Yours faithfully,

Authorized Signatory

Designation

Bidder's corporate name