



Bank of Maharashtra

REQUEST FOR PROPOSAL FOR Appointment of IT Consultant on Retainer Basis

TENDER REFERENCE # 102015



Head Office, 'LOKMANGAL'
1501, Shivaji Nagar, Pune – 411 005

Cost of Tender Document: Rs. 10,000/-

Important Clarifications:

Following terms are used in the document interchangeably to mean:

1. Bank means 'Bank of Maharashtra'
2. RFP means the Request for Proposal no 102015 - Document for appointment of IT Consultant on retainer basis
3. Bidder means the respondent to the RFP document
4. CBS means Core Banking Solution implemented in the Bank
5. Bidder and Bank shall be individually referred to as 'Party' and collectively as 'Parties'
6. Bidder / Respondent – signifies those who purchase this tender document and submits Response to it.
7. DC means Data Centre
8. DR/DRC/DRS means Disaster Recovery Site
9. NS/NLS means Near Site
10. DB means Database

This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. The Bidder or any person acting on behalf of the Bidder should strictly adhere to the instructions given in the document and maintain confidentiality of information. The Bidder/s will be held responsible for any misuse of information contained in the document, and liable to be prosecuted by the bank. In the event that such a circumstance is brought to the notice of the bank. By downloading the document, the interested party is subject to confidentiality clauses.

NON-DISCLOSURE AGREEMENT

All bidders must sign the Non-Disclosure Agreement (NDA) while submitting the response to the Request for Proposal (RFP). Bidders must comply with all clauses mentioned in the NDA. No changes to the NDA are allowed. The NDA must be executed on the bidder's company letterhead. The primary bidder along with all partners who gain access to the Bank's confidential data (as described in the NDA) must sign the NDA.

NDA format is provided below.

(On the Letterhead of the bidder)

Strictly Private and Confidential

Dy. General Manager
Information Technology

Bank of Maharashtra
"Lokmangal", 1501, Shivajinagar
Pune

Maharashtra, India

[Date]

[Salutation]

Non-Disclosure Agreement

We acknowledge that during the course of bidding for Request for Proposal (RFP) appointment of IT Consultant on Retainer Basis, we shall have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise), whether oral or written, relating to Bank and its business that is provided to us pursuant to this Agreement.

In consideration of you making Confidential Information available to us, we agree to the terms set out below:

1. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this Agreement) to preserve such confidentiality.
2. We shall use the Confidential Information solely for the preparation of our response to the RFP and not for any other purpose.
3. We shall not disclose any Confidential Information to any other person or firm, other than as permitted by item 5 below.
4. We shall not disclose or divulge any of the Confidential Information to any other client of [name of product vendor / implementation partner].
5. This Agreement shall not prohibit disclosure of Confidential Information:
 - To our partners/ directors and employees who need to know such Confidential Information to assist with the bidding for RFP floated for appointment of IT consultant on retainer basis;



- To the extent that such disclosure is required by law;
 - To the extent that such disclosure is required by any rule or requirement of any regulatory authority with which we are bound to comply; and
 - To our professional advisers for the purposes of our seeking advice. Such professional advisors will be informed of the need to keep the information confidential.
6. Upon your request we shall arrange delivery to you of all Confidential Information, and copies thereof, that is in documentary or other tangible form, except:
- For the purpose of a disclosure permitted by item 5 above; and
 - To the extent that we reasonably require to retain sufficient documentation that is necessary to support any advice, reports, or opinions that we may provide.
7. This Agreement shall not apply to Confidential Information that:
- Is in the public domain at the time it is acquired by us;
 - Enters the public domain after that, otherwise than as a result of unauthorized disclosure by us;
 - Is already in our possession prior to its disclosure to us; and
 - Is independently developed by us.
8. This Agreement shall continue perpetually unless and to the extent that you may release it in writing.
9. We warrant that we are acting as principal in this matter and not as agent or broker for any person, company, or firm.
10. We acknowledge that no failure or delay by you in exercising any right, power or privilege under this Agreement shall operate as a waiver thereof or shall any single or partial exercise thereof or the exercise of any other right, power, or privilege.
11. This Agreement shall be governed by and construed in accordance with Indian law and any dispute arising from it shall be subject to the exclusive jurisdiction of the Pune courts.

Yours sincerely

Signature and Stamp of Company

[Authorized Signatory (same as signing the proposal) – Bidder]

Name:

Position:

Date:

We have read this Agreement fully and confirm our agreement with its terms

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1. INVITATION FOR TENDER OFFERS

Bank of Maharashtra invites sealed tender offers (Technical bid) from eligible, reputed **institutions / professional firms / companies** for appointment of IT Consultant on retainer basis for next three years.

A complete set of tender documents may be purchased by eligible bidder on payment of a non-refundable fee of Rs.10,000/- (Rupees Ten Thousand only) by Demand Draft / Bankers Cheque in favour of Bank of Maharashtra and payable at Pune.

Important information regarding Bid submission

Tender Reference number	102015
Price of Tender Copy	Rs.10,000/-
Earnest Money Deposit (EMD)	Rs.10,00,000/-
Date of commencement of sale of tender document	14-10-2015
Last Date of sale of tender document	9-11-2015 up to 13.00 hours
Queries to be mailed by	20-10-2015 Up to 14:00 Hours
Pre-bid meeting date	21-10-2015 at 3:30 PM Head Office Pune
Queries in prescribed format to be mailed to	agmitd@mahabank.co.in Keshav.metkar@mahabank.co.in
Last Date and Time for receipts of tender offers	9-11-2015 up to 14.00 hours
Time and Date of Opening of technical bids	9-11-2015 up to 16.00 hours
Commercial Opening	Will be informed to Technically qualified bidders separately
Place of Opening tender offers	Bank of Maharashtra Information Technology Department Head Office, 1501, Lokmangal, Shivaji Nagar, Pune – 411 005.
Address for Communication	As above
Contact Telephone Numbers	Phone : 020 – 25520192 / 25535015

The copy of the RFP document may be obtained during office hours on aforesaid working days in person by paying an amount of Rs. 10,000/- (Non Refundable) by way of Demand Draft favoring "BANK OF MAHARASHTRA" payable at Pune.

The Bank reserves the right to reject any or all offers without assigning any reason.

Please note that the prospective bidder needs to purchase the tender document from the Bank in order to bid. Reply to the queries would be sent only to those bidders who purchase the tender document.

Earnest Money Deposit must accompany all tender offers as specified in this tender document. EMD amount/Bank Guarantee in lieu of the same should not be mixed with Technical bid or other documents. It should be in separate cover to be handed over to the department.

Tender offers 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 proforma for submitting the tender offer are described in the tender document.

**General Manager
Information Technology**

2. BANK PROFILE

Bank of Maharashtra is a Nationalized Bank with a standing of more than 80 years. It has a three tier organizational set up consisting of Branches, Zonal Offices and Head Office.

The Bank has 1880 + 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.

3. CURRENT HIGH LEVEL TECHNOLOGY ENVIRONMENT

Bank of Maharashtra has 100% of its branches on Core Banking Solution – B@ncs24 (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 evaluation 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, Mobile Banking, Own ATM Switch with 1849 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.

To provide suitable and appropriate technical consultancy services, Bank of Maharashtra invites Request for Proposal from reputed institutions / professional firms / companies to assist the bank in providing services detailed more in the scope section of this document.

4. CURRENT RFP OBJECTIVES:

4.1. PROJECT OBJECTIVE

The Bank wishes to appoint competent Service Provider (VENDOR / CONSULTANT) or consultant on a retainer basis for a period of 3 years to:

- 1) Define the IT Strategy and Technology Road Map for the Bank for the next 3 – 5 years
- 2) Review / Renewal of CBS Contract including Drafting of New Master Agreement, Terms & Conditions and Deliverables for Facility Management of CBS (Due in 2017)
- 3) Review / Renewal of RRB- CBS Contract including Drafting of New Master Agreement, Terms & Conditions and Deliverables for Facility Management of CBS.
- 4) Assistance in implementation of the following business solutions for the Bank.
 - I. Loan Origination Solution
 - II. Early Warning Signals
 - III. Learning Management Solution
 - IV. Enterprise-wide Fraud Risk Solution
 - V. Contact Centre Solution
 - VI. Document management solution
 - VII. Payment Hub and Payment Strategy
 - VIII. Digitization of the Business Process flow
 - For the above set of applications, the following indicative services which the bidder will have to assist the Bank with:
 - Current state assessment of the business process and IT landscape
 - Gap analysis on the business function & IT landscape
 - Formulate a current state and a target state for the functional and technology landscape
 - Benefit rationalization
 - Develop the detailed functional and technical requirements
 - Develop a procurement approach
 - Prepare a detailed RFP
 - Conduct Vendor evaluation and selection
 - Program Management for Implementation of the Solutions
- 5) Assist the Bank in formulating a digital banking strategy, e-lobby inclusive of payments, channels, analytics, social media, tab banking and other similar digital initiatives.

4.2. CONSULTANCY PROJECT SCOPE

The Bank's IT environment and its respective strategy would only add value to the bank and generate returns on IT investment provided it incorporates the emerging global and domestic technology trends / practices, imbibes regulatory environment and leverages on the bank's existing IT infrastructure and resources. The technology environment is ever changing which necessitates a re-look and a constant update of the technology plan of any organisation.

Given this ever changing technology environment and the background that the bank's requirements would be varied and recurring in nature, bank envisages the need for consulting assistance on a retainer basis. The overall scope defined in this RFP document is indicative and only mentions the broad areas from which the specific requirements would be derived from. This RFP would be used by the Bank to engage the services of the selected consultant for all or any technical, functional and business related areas beyond the scope of this RFP too so long as the Bank intends the services of the consultant for that purpose. The specific requirements of the bank during the period of contract would purely be on a need basis and made known to the selected consultant.

The Bank expressly stipulates that the **VENDOR / CONSULTANT's** selection under this RFP is on the understanding that this RFP contains only the principal provisions for the entire assignment. The **VENDOR / CONSULTANT** shall be required to undertake to perform all such tasks, render requisite services and make available such resources as may be required from time to time and requirements made known by the bank during the period of the contract.

Based on specific requests on advisory assistance from the bank during the period of contract, the selected **VENDOR / CONSULTANT** shall be required to independently arrive at the Methodology, based on globally acceptable standards and best practices, suitable for the Bank. Such methodology has to be submitted to Bank, after taking into consideration the effort estimate for completion of the same and the resource requirements.

The requirement of the consultant would be on a need basis as per the requirements and projects of the Bank from time to time within the contract period. The time to be taken and resource requirement for a particular scope of work referred by the Bank would be agreed in advance before commencement of the work by the Bank and consultant. The Bank will utilise the services of the consultant on a time and material basis for the scope under this RFP or any other service that the Bank intends to utilise. The scope of work even though specified is not a fixed price contract and the Bank may choose to take the services of the technology consultant for the entire or part of the scope.

Bank is at present not having any foreign branches. In future, when branches are opened abroad, the scope of the project, as mentioned in the RFP and SLA, should cover those locations also. Similarly this is applicable for Subsidiary and Group Company Branches also.

The **VENDOR / CONSULTANT's** involvement is expected to be spread across **a period of 36 months** from the date of contract.

Since the engagement is a time and material based engagement, the effort and fee estimates would be arrived jointly by the Bank and **VENDOR / CONSULTANT** based on the type and quantum of work to be performed.

There are no limitations on the number of assignments that can be executed by the vendor / consultant during the period of the contract. Post the period of 3 years the Bank can decide to renew the contract on mutually agreeable terms and rates for another 2 year period.

The indicative scope for entire consultancy assignment from which the areas of work shall emerge during the contract period is detailed as below:

In the performance of the Services, VENDOR / CONSULTANT is expected to adopt a modular approach, as described below:

4.2.1. DEFINE IT STRATEGY AND TECHNOLOGY ROAD MAP FOR THE NEXT 3 – 5 YEARS

- a. Gain understanding of the existing IT landscape of the Bank and recommending the future technology road map with respect to :
 - i. Application deployment
 - ii. Network Architecture including Devices, Connectivity Technologies, IPv6 Migration etc.
 - iii. Security Architecture including SOC, Firewall, IDS, Anti-Virus, IPS etc.
 - iv. Data Centre, Disaster Recovery Site and Near Site
 - v. Various Delivery Channels of the Bank including ATM, Internet Banking, Mobile Banking, e-Payments, e-Commerce etc.
 - vi. Payment and Settlement Systems including RTGS, NEFT, SWIFT, CTS etc.
 - vii. Information Security Policies and Procedures
 - viii. Other IT infrastructure
- b. Conduct interviews with critical stakeholders from the across various departments of the Bank to understand the expectation from IT
- c. Perform a business and IT alignment exercise across all divisions and business units of the Bank encompassing :
 - i. Business application requirements
 - ii. Role of technology and support applications
- d. Identify technology requirements at the branches taking into consideration:
 - i. Ease of customer service
 - ii. Higher customer experience
 - iii. Regulatory Requirements
 - iv. Security aspects
 - v. Optimal Staff utilisation and productivity
- e. Define the IT strategy of the Bank both for the short term (3 years) and long terms (5 years)
- f. Define the parameters such as ease of Deployment, Impact of IT, Business Value and the estimated investment layout by each of the initiatives.
- g. Define the implementation roadmap and milestones along with the suggest Way Forward.



4.2.2. REVIEW / RENEWAL OF CBS CONTRACT INCLUDING DRAFTING OF NEW MASTER AGREEMENT, TERMS & CONDITIONS AND DELIVERABLES FOR FACILITY MANAGEMENT OF CBS : (DUE IN 2017)

- Review / Renewal of CBS Contract – Process should start one year prior to due / contract expiry date
Conduct gap analysis of the existing system integrator across all the areas:
 - Servers & Storage
 - Software Business Solutions
 - Facilities management services
 - Data centre and Disaster Recovery Site
- The consultant to provide an impact analysis of the gaps identified with closure methods.
- Draft new Master Agreement for implementation after expiry of Current Master Agreement with existing System Integrator
- Document and list the contractual obligations and deliverables of the Vendor as part of the new Master Agreement
- Seek inputs from the Bank on the deliverables and obligations expected from the Vendor
- Determine and include financial penalty in Master Agreement for SLA Default on contractual obligations and Deliverables.
- Depending on the decision of the Bank's management – the Consultant may be required to assist in RFP formulation, Vendor evaluation and Selection.

4.2.3. REVIEW / RENEWAL OF CBS- RRB CONTRACT INCLUDING DRAFTING OF NEW MASTER AGREEMENT, TERMS & CONDITIONS AND DELIVERABLES FOR FACILITY MANAGEMENT OF CBS.

- Review / Renewal of CBS RRB Contract – Process should start one year prior to due / contract expiry date
Conduct gap analysis of the existing system integrator across all the areas:
 - i. Servers & Storage
 - ii. Software Business Solutions
 - iii. Facilities management services
 - iv. Data centre and Disaster Recovery Site
 - v. The consultant to provide an impact analysis of the gaps identified with closure methods.
- Draft new Master Agreement for implementation after expiry of Current Master Agreement with existing System Integrator
- Document and list the contractual obligations and deliverables of the Vendor as part of the new Master Agreement
- Seek inputs from the Bank on the deliverables and obligations expected from the Vendor
- Determine and include financial penalty in Master Agreement for SLA Default on contractual obligations and Deliverables.

- Depending on the decision of the Bank's management – the Consultant may be required to assist in RFP formulation, Vendor evaluation and Selection.

4.2.4. ASSISTANCE IN SETTING UP AND IMPLEMENTATION OF THE FOLLOWING BUSINESS SOLUTIONS FOR THE BANK.

- i. Loan Origination Solution
- ii. Early Warning Signals
- iii. Learning Management Solution
- iv. Enterprise-wide Fraud Risk Solution
- v. Document management solution
- vi. Payment Hub and Payment Strategy
- vii. Digitization of the Business Process flow

4.2.5. PROVIDE ASSISTANCE FOR VENDOR EVALUATION AND SELECTION FOR ANY / ALL IT PROJECT AND RELATED TASKS

As part of this phase the Bank can engage the services of the VENDOR / CONSULTANT for any IT / business or process related vendor evaluation and selection process. During such vendor evaluation and selection processes, the Vendor / Consultant, has to ensure that, the compliance of the CVC and other such regulatory guidelines from time to time is being adhered to, by the Bank.

- Define the governance, scope and outline of the Procurement
- Functional and Technical Requirement Specification
 - Define the functional and technical requirements / specifications for the technology components / aspects referred by the Bank
 - Discuss the drafted functional and technical specifications with the IT department and obtain sign-off on the same.
- Define Service Levels
 - Identify SLA parameters
 - Define & Develop SLA parameters for various components of the IT Infrastructure and services. These would include:
 - Uptime of critical systems
 - Maintenance / Scheduled downtime parameters
 - Expected service levels and desired service level parameters.
 - Define the method of measuring and evaluating the Service levels
 - Define escalation matrix and procedures
 - Discuss the defined service levels and SLA parameters with the bank's management and obtain consensus
- Formulation of Request For Proposal Document

- Develop the request for proposal document (Tender) to be floated to the vendors for functional and technical evaluation and short listing
 - Define the scope of work to be performed by the vendor for the project
 - Define the standard technical terms and conditions of the project
 - Define the payment terms
 - Define and design the evaluation methodology
 - Define a framework for providing a comprehensive Price Bid
 - Define a framework for providing the Bill of Material
 - Define a framework for hardware sizing and provide specifications
 - Discuss the formulated request for proposal with the bank
 - Finalize and obtain sign-off on the request for proposal drafted
- Vendor Evaluation and Section
 - Respond to the pre-bid technical and functional queries of the bidders
 - Draft the expression of interest (EOI) document for initial vendor screening
 - Define the minimum eligibility criteria for the bidders
 - Conduct the expression of interest evaluation
 - Assist the Bank in floating the request for proposal to the eligible bidders
 - Conduct a detailed technical and functional evaluation of the eligible bidders
 - Assist the Bank in performing product demonstrations and functional product evaluations
 - Perform technical Bill of Material normalization
 - Present the technical and functional evaluation to the banks senior management
 - Assist the bank in the technical and functional short-listing
 - Conduct a commercial bid evaluation of the technically short-listed vendors including reverse auction / e-auction etc.
 - Assist the bank in short-listing the final vendor
 - Provide inputs to the bank's legal team for defining the Service Level Agreements
 - Ensure that all CVC guidelines are followed in respect of vendor evaluation and selection

4.2.6. PROVIDE PROJECT MANAGEMENT ASSISTANCE FOR ANY / ALL IT AND BUSINESS RELATED PROJECT IMPLEMENTATIONS

The consultant is expected to provide expert project management resources to hand-hold the Bank throughout the entire project management life cycle for all technology and business projects referred by the Bank. As part of the project management exercise the consultant is expected to:

- Setup the project management office and framework comprising of :
 - Project charter formulation
 - Project risk analysis
 - Assistance in project management and project delivery team identification and resourcing
 - Change management procedures



- Project planning and detailing
- Project quality management procedures
- Provide assistance to the Bank throughout the entire life cycle of the project implementation by managing and reviewing the following phases of the project :
 - Current State assessment
 - Business parameterisation
 - Gap analysis and Customisation
 - User Acceptance testing
 - Data migration
 - Pilot Rollout
- Assist the Bank in closure of issues pending for resolution
- Review the resolution provided by the vendor and offer the solutions to the Bank based on the industry best practices.
- Review the progress made in the implementation of the project
- Track customization and gaps
- Monitor closure of gaps and customizations as per delivery schedules
- Assist the bank in defining the rollout schedules.
- Provide regular updates to the steering committee and board as required by the Bank
- Participate in all technical and functional discussions relating to the projects

4.2.7. PROVIDE ASSISTANCE TO THE BANK TO DEFINE AND IMPLEMENT AN EFFECTIVE IT GOVERNANCE FRAMEWORK

- a) Assess and measure the performance of IT processes in the Bank
- b) Provide detailed framework with hands-on information on how to achieve a successful operational Service management of IT in the Bank
- c) Provide guidance to Bank in the industry standard practice of information security
- d) Assist in detecting and combating security-relevant weak points in the IT environment
- e) Provide a framework for effective governance of IT to assist those at the highest level of Bank to understand and fulfill their legal, regulatory, and ethical obligations in respect of Bank's use of IT
 - Customer – Product mapping & gap analysis
 - Product benchmarking
 - Product development – Features, Pricing, Timelines
 - MIS development and automation
 - Process
 - Process review and gap analysis
 - Business Process Reengineering
 - Process Documentation
 - Technology
 - Review the technology landscape for the payments.

- Highlight the gaps based on the need for an integrated system development.
- Suggest way forward and available solutions/functions to fix the gaps.

4.2.8. ASSIST THE BANK IN FORMULATING A DIGITAL BANKING STRATEGY INCLUSIVE OF CHANNELS, ANALYTICS, SOCIAL MEDIA, TAB BANKING AND OTHER SIMILAR DIGITAL INITIATIVES.

The objective of this digital transformation activity are as follows:

1. Leverage digital media for
 - a. Business growth
 - b. Customer (external & internal) engagement & communication
2. Higher online sales
3. Greater adoption of mobile solutions for business by sales intermediaries
4. Improve efficiency of certain processes
5. Reduce cost.

Thus the consultant is required to conduct the following activities:

Conduct management workshop to understand the digital journey that the management wishes to embark

Define a comprehensive set of goals and develop a plan to achieve the digitization initiative.

Understand the Bank's current deployment across the following verticals:

- Channels
- Process
- Technology
- Data
- People

Develop a digital vision and strategy document which contains the following:

- Definition and role of each of the channels
- Define channel interaction / processes across customer lifecycle for seamless experience, integration of offline and online
- Identify organizational incremental capabilities required
- Develop digital roadmap, operating model, governance
- Define technology / infrastructural / organizational impact

4.2.9. WIDE AREA NETWORK AUGMENTATION/REALIGNMENT:

Ban has its own Wide Area Network MAHANET. MAHANET is using MPLS to connect 1900+ Branches and 1847+ ATMs. MAHANET consists of 1300 + MPLS Links from single service provider and 700+ VSAT. The scope includes following:

1. Gap analysis and realignment of network infrastructure at Branches:
 - a. Analyze the bandwidth utilization of network links and various branches of various categories and suggest optimum bandwidth sizing.
 - b. Assessment of current Network links and carry out capacity planning
2. Review / Renewal of:



- a. existing MPLS Service Provider Contract
 - b. Existing VSAT Service Provider Contract
 - c. Existing Branch Network Equipment Service Provider Contract
 - i. Draft new Agreement for implementation after expiry of Current Agreement with existing Service Providers
 - ii. Document and list the contractual obligations and deliverables of the Vendor as part of the new Agreement
 - iii. Seek inputs from the Bank on the deliverables and obligations expected from the Vendor
 - iv. Determine and include financial penalty in Agreement for SLA Default on contractual obligations and Deliverables.
3. Depending on the decision of the Bank's management – the Consultant may be required to assist in RFP formulation, Vendor evaluation and Selection if contract renewal is not feasible for any of 2(a), 2(b) or 2(c) and perform following:
- a. Appointment of Alternate MPLS Network Service Provider for the Bank.
 - b. Appointment of New VSAT Service Provider for the Bank
 - c. Appointment of New System Integrator for Supply, Installation and maintenance of Network Equipments for Branches
 - d. Establishment of secured Enterprise Virtual Private Network Solution for remote Business units and roaming users.

5. INSTRUCTIONS TO BIDDERS

5.1. SINGLE BID SYSTEM TENDER

Two Copies of the Technical Bid (Each in Separate Envelopes) and commercial bid must be submitted at the same time in separate envelope, giving full particulars in separate sealed envelopes at the Bank's address given below, on or before the schedule given above. All envelopes should be securely sealed and stamped. **The hard copy of the bid document shall be treated as correct and final, in case of any errors in soft copy.**

Earnest Money Deposit must accompany all tender offers as specified in this tender document. EMD amount/Bank Guarantee in lieu of the same should not be mixed with Technical/Commercial bid. It should be in separate cover to be handed over to the department.

Bank's Address
The Deputy General Manager Information Technology Bank of Maharashtra "Lokmangal", 1501, Shivajinagar, Pune – 411005

All the envelopes must be super-scribed with the following information:

- Type of Offer (Technical or Commercial)
- Tender Reference Number
- Due Date
- Name of Bidder
- Name of the Authorized Person

All Schedules, Formats and Annexure should be stamped and signed by an authorized official of the bidder's company.

The bidder representative shall carry the authorization letter to attend the activities related to tendering process and should have authority to sign the documents on behalf of the firm.

The bidder will also submit copy of the RFP duly stamped and signed on each page by the authorized official of the bidder's company.

ENVELOPE-I (Technical bid):

The Technical bid should be complete in all respects and contain all information asked for, except prices. The TECHNICAL BID should include all items asked for in **Annexure-A**. The Technical bid should not contain any price information. The TECHNICAL BID should be complete to indicate that all products and services asked for are quoted and should give all required information. A copy of original Commercial offer with prices duly masked should be submitted along with the Technical Bid.

ENVELOPE-II (Commercial bid):

The Commercial bid should be complete in all respects and contain all information asked for, The COMMERCIAL BID should include all items asked for in **Annexure-B**. A Commercial Bid should not be combined with Technical Bid and proposals with Technical and Commercial bids in single envelope will be rejected by the Bank.

The envelopes containing the Technical bids (Two copies in separate envelopes) and commercial bid should be separately submitted with offer details on it to following address:

Bank's Address
The Deputy General Manager Information Technology Bank of Maharashtra "Lokmangal", 1501, Shivajinagar, Pune – 411005

5.1.1. ANNEXURE TO THE TENDER

This tender comprises of following schedules / Annexure

- Annexure A: Technical Proposal Format
- Annexure B: Commercial Format
- Annexure C: Compliance Certificate
- Annexure D: Proposed Team Profile
- Annexure E: Proforma of Letter for complying with Terms & Conditions of RFP
- Annexure F: Proforma of Bank Guarantee for Earnest Money Deposit
- Annexure G: Format of Tender Offer Covering Letter
- Annexure H: Check List of Documents to be submitted.
- Appendix 1 & 2 – Pre-Bid Query Formats A01 & A02

5.1.2. ELIGIBILITY CRITERIA

The bidders, who fulfill the eligibility criteria mentioned in “**Qualification Criteria**” under section 5.1.21 of the tender, will only be eligible for further process i.e. technical evaluation.

5.1.3. TERMS AND CONDITIONS

Terms and conditions for bidders who participate in the tender are specified in the section called “Terms and Conditions”. These terms and conditions will be binding on all the bidders. These terms and conditions will also form a part of the purchase order, to be issued to the successful bidder(s) on the outcome of the tender process.

5.1.4. NON-TRANSFERABLE TENDER

This tender document is not transferable. Only the bidder, who has purchased this tender

form, is entitled to quote.

5.1.5. SOFT COPY OF TENDER DOCUMENT

The soft copy of the tender document will be made available on the bank's website. However Bank of Maharashtra shall not be held responsible in any way, for any errors/omissions/mistakes in the downloaded copy. The bidder is advised to check the contents of the downloaded copy for correctness against the printed copy of the tender document. The printed copy of the tender document shall be treated as correct and final, in case of any errors in soft copy.

The bidders who are submitting the bid by downloading from the Bank's website will have to pay the non-refundable fee of Rs.15,000/- by way of a demand draft / bankers' cheque in favour of Bank of Maharashtra payable at Pune while submitting the bid.

5.1.6. OFFER VALIDITY PERIOD

The offer should hold good for a period of 180 days from the date of the finalizing of Commercials.

5.1.7. ADDRESS FOR COMMUNICATION

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

Bank's Address
The Deputy General Manager Information Technology Bank of Maharashtra "Lokmangal", 1501, Shivajinagar, Pune – 411005

Emails: agmitd@mahabank.co.in & Keshav.metkar@mahabank.co.in

5.1.8. PRE-BID MEETING

For the purpose of clarification of doubts of the bidders on issues related to this RFP, Bank of Maharashtra intends to hold a Pre-Bid Meeting on the date and time as indicated in the RFP. The queries of ALL the bidders should reach in writing or by e-mail as per tender schedule, on the address as mentioned above. It may be noted that no queries of any bidder shall be entertained received after the Pre-Bid Conference. The clarifications given in the Pre-Bid meeting will be available on the Bank's Website.

Only two authorized representatives of the bidders who have purchased the RFP will be allowed to attend the Pre-Bid meeting. A copy of the authorization letter should be brought for the Bank to verify.

The queries on points / clauses in the RFP document are to be mailed to **agmitd@mahabank.co.in**, **keshav.metkar@mahabank.co.in** in specific format only as per “**Appendix 1 - Query Format A01**”.

The queries that are not on the points / clauses in the RFP document and are general in nature but related to the RFP are to be mailed / submitted in specific format only as per “**Appendix 1- Query Format A02**”.

5.1.9. OPENING OF OFFERS BY BANK OF MAHARASHTRA

Tender offers received within the prescribed closing date and time will be opened in the presence of bidders’ representatives who choose to attend the opening of the tender on the specified date and time as mentioned earlier in the tender document. **The bidder’s representatives present shall sign a register of attendance & minutes and they should be authorized by their respective companies to do so. A copy of the authorization letter should be brought for the Bank to verify.**

5.1.10. SCRUTINY OF OFFERS

Scrutiny of Bids will be in three stages as under:

[I] Eligibility Criteria:

Bank of Maharashtra will first scrutinize the eligibility of the prospective bidders as per “Eligibility Criteria” mentioned in the RFP based on the supporting documents submitted. The offers of the only those bidders who fulfill the above eligibility criteria will be taken up for further scrutiny i.e. technical evaluation.

[II] Technical Evaluation:

The evaluation of technical proposals, among other things, will be based on the following:

1. Bidder’s financial stability
2. Methodology/Approach proposed for accomplishing the proposed project.
3. Professional qualifications and experience of the key staff proposed/ identified for this assignment.
4. Prior experience of the bidder in undertaking projects of similar nature.
5. Activities / tasks, project planning, resource planning, effort estimate etc.

Various stages of technical evaluation are presented below:

1. Matching the clear eligibility criteria as indicated Section 5.1.21.
2. Short-listing of the bidders based on the criteria
3. Arriving at the final score on technical proposal after Presentation-cum-Interview

[III] Presentation-cum-Interview

The bidders of this RFP have to give presentation/interactions before panel of representatives of Bank on the methodology/ approach, time frame for various activities, strengths of the bidders in

consultancy on such projects. The technical competence and capability of the bidder should be clearly reflected in the presentation. If any short listed bidder fails to make such presentation, they will be eliminated from the selection process.

At the sole discretion and determination of the Bank, the Bank may add any other relevant criteria for evaluating the proposals received in response to this RFP.

The technical qualification cut – off to qualify for commercial evaluation process would be 60%. Vendors scoring below the same would not be considered for commercial evaluation.

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

Technical Bid Evaluation Criteria

Technical criteria are classified under 3 heads - Credentials, People and Reference checks. The table below highlights the parameters under the technical criteria and scoring methodology.

Criteria	Evaluation Parameters	Max Marks	Scoring Methodology
1 Credentials			
1.1	The Bidder should have experience in providing DEFINE IT STRATEGY AND TECHNOLOGY ROAD MAP FOR THE NEXT 3 – 5 YEARS Successful completion certificates or engagement letter from the client needs to be furnished along with the response.	10	<ul style="list-style-type: none"> • TWO or more PSU Banks – 10 marks • One PSU Bank - 5 marks <p>If bidder does not have any references in public sector banks in India then, marks shall be given as follows for PSU/Government of India Organization/BFSI/Private Bank/Foreign Bank references (these marks are not in addition to marks for public sector Bank references & will be applicable only if bidder does not have PSU Bank references in India)</p> <ul style="list-style-type: none"> • Two or more credentials – 7.5 marks • One Credential – 3.25 Marks
1.2	The Bidder should have experience in providing REVIEW / RENEWAL OF CBS CONTRACT INCLUDING DRAFTING OF NEW MASTER AGREEMENT, TERMS & CONDITIONS AND DELIVERABLES FOR FACILITY MANAGEMENT OF CBS preferably TCS Bancs24 : Successful completion certificates or engagement letter from the client needs to be furnished along with the response.	50	<ul style="list-style-type: none"> • THREE or more PSU Banks - 45 marks • TWO PSU Banks – 30 marks • One PSU Bank - 20 marks <p>If bidder does not have any references in public sector banks in India then, marks shall be given as follows for PSU/Government of India Organization/BFSI/Private Bank/Foreign Bank references (these marks are not in addition to marks for public sector Bank references & will be applicable only if bidder does not have PSU Bank references in India)</p> <ul style="list-style-type: none"> • Three or more credentials – 30 marks • Two – 20 marks • One Credential – 10 Marks

Criteria	Evaluation Parameters	Max Marks	Scoring Methodology
			5 Marks will be given if any one credential is for TCS Bancs24 CBS.
1.3	<p>The Bidder should have experience in providing ASSISTANCE IN SETTING UP AND IMPLEMENTATION OF THE FOLLOWING BUSINESS SOLUTIONS FOR THE BANK.</p> <ol style="list-style-type: none"> Loan Origination Solution Early Warning Signals Learning Management Solution Enterprise-wide Fraud Risk Solution Document management solution Payment Hub and Payment Strategy Digitization of the Business Process flow <p>Successful completion certificates or engagement letter from the client needs to be furnished along with the response.</p>	15	<ul style="list-style-type: none"> 2 Marks for of each credential from PSU Bank for sr no I – VII 1.5 Marks for each credential from PSU/Government of India Organization/BFSI/Private Bank/ foreign Bank for sr no I – VII 1 Mark if bidder provides credential from PSU Bank in India for 3 or more solutions from I to VII
1.4	<p>The Bidder should have experience in providing ASSISTANCE FOR VENDOR EVALUATION AND SELECTION FOR ANY / ALL IT PROJECT AND RELATED TASKS Successful completion certificates or engagement letter from the client needs to be furnished along with the response.</p>	20	<ul style="list-style-type: none"> THREE or more PSU Banks- 15 marks TWO PSU Banks – 10 marks One PSU Bank - 5 marks <p>If bidder does not have any references in public sector banks in India then, marks shall be given as follows for PSU/Government of India Organization/BFSI/Private Bank/Foreign Bank references (these marks are not in addition to marks for public sector Bank references & will be applicable only if bidder does not have PSU Bank references in India)</p> <ul style="list-style-type: none"> Three or more credentials – 11.25 marks Two or more credentials – 7.5 marks One credentials –3.25 Marks
1.5	<p>The Bidder should have experience in providing PROJECT MANAGEMENT ASSISTANCE FOR ANY / ALL IT AND BUSINESS RELATED PROJECT IMPLEMENTATIONS Successful completion certificates or engagement letter from the client needs to be furnished along with the response.</p>	15	<ul style="list-style-type: none"> THREE or more PSU Banks- 15 marks TWO PSU Banks – 10 marks One PSU Bank - 5 marks <p>If bidder does not have any references in public sector banks in India then, marks shall be given as follows for PSU/Government of India Organization/BFSI/Private Bank/Foreign Bank references (these marks are not in addition to marks for public sector</p>

Criteria	Evaluation Parameters	Max Marks	Scoring Methodology
			Bank references & will be applicable only if bidder does not have PSU Bank references in India) <ul style="list-style-type: none"> • Three or more credentials – 11.25 marks • Two– 7.5 marks • One Credential–3.25 Marks
1.6	The Bidder should have experience in providing ASSISTANCE TO THE BANK TO DEFINE AND IMPLEMENT AN EFFECTIVE IT GOVERNANCE FRAMEWORK Successful completion certificates or engagement letter from the client needs to be furnished along with the response.	10	<ul style="list-style-type: none"> • TWO or more PSU Banks – 10 marks • One PSU Bank - 5 marks <p>If bidder does not have any references in public sector banks in India then, marks shall be given as follows for PSU/Government of India Organization/BFSI/Private Bank/Foreign Bank references (these marks are not in addition to marks for public sector Bank references & will be applicable only if bidder does not have PSU Bank references in India)</p> <ul style="list-style-type: none"> • Two or more credentials – 7.5 marks • One Credential –3.25 Marks
1.7	The Bidder should have experience in providing ASSIST THE BANK IN FORMULATING A DIGITAL BANKING STRATEGY INCLUSIVE OF CHANNELS, ANALYTICS, SOCIAL MEDIA, TAB BANKING AND OTHER SIMILAR DIGITAL INITIATIVES.FRAMEWORK Successful completion certificates or engagement letter from the client needs to be furnished along with the response.	10	<ul style="list-style-type: none"> • TWO or more PSU Banks – 10 marks • One PSU Bank - 5 marks <p>If bidder does not have any references in public sector banks in India then, marks shall be given as follows for PSU/Government of India Organization/BFSI/Private Bank/Foreign Bank references (these marks are not in addition to marks for public sector Bank references & will be applicable only if bidder does not have PSU Bank references in India)</p> <ul style="list-style-type: none"> • Two or more credentials – 7.5 marks • One Credential –3.25 Marks
	Sub-Total	130	
2 People			
	The VENDOR / CONSULTANT should have a pool of resources (at least 2 resources) in the below mentioned areas. The resources should have at least worked in the respective areas for at least 1 public sector bank in India. The areas of expertise are :		
2.1	The proposed Project Director should have Management Consulting experience of over 10 years and should have experience in CBS Consultancy	15	<ul style="list-style-type: none"> •Three or more PSU Banks- 15 marks •Two PSU Banks- 10 marks •One PSU bank- 5 marks <p>If bidder does not have resources with experience in public sector banks in India then, marks shall be given as follows for PSU/Government of India Organization/BFSI/Private Bank/Foreign Bank experience (these marks are not in addition to marks for public sector Bank references & will be applicable only if bidder</p>

Criteria	Evaluation Parameters	Max Marks	Scoring Methodology
			<p>does not have PSU Bank references in India) Three or more - 11.25 marks : 2 or more resources <ul style="list-style-type: none"> · Two – 7.5 marks, 2 or more resources · One – 3.25 marks, 2 or more resources </p>
2.2	The proposed Project Manager should have Management Consulting experience of over 8 years and should have experience in CBS Consultancy	10	<ul style="list-style-type: none"> ▪ Three PSU Banks- 10 marks · Two PSU Banks- 7 marks · One PSU bank- 4 marks <p>If bidder does not have resources with experience in public sector banks in India then, marks shall be given as follows for PSU/Government of India Organization/BFSI/Private Bank/Foreign Bank experience (these marks are not in addition to marks for public sector Bank references & will be applicable only if bidder does not have PSU Bank references in India)</p> <ul style="list-style-type: none"> · Three – 7.5 marks · Two – 5.25 marks · One - 3 marks
2.3	Number of experienced resources who have experience on the following: IT strategy formulation	5	<p>5 marks – 3 resources who have experience in public Sector Banks in India 2 marks – 2 resources who have experience in public Sector Banks in India 1 mark - 1 resource who has experience in public Sector Banks in India If bidder does not have resources with experience in public sector banks in India then, marks shall be given as follows for PSU/Government of India Organization/BFSI/Private Bank/Foreign Bank experience (these marks are not in addition to marks for public sector Bank references & will be applicable only if bidder does not have PSU Bank references in India)</p> <ul style="list-style-type: none"> • 3.75 marks : 3 or more resources • 1.5 marks: 2 or more resources • 0.75 marks: 1 resource
2.4	Number of experienced resources who have experience on the following: Project management of core banking solution implementation.	5	<p>5 – 2 resources who have experience in public sector Banks in India. 2 marks – 1 resource that has experience in public sector Commercial Banks in India. If bidder does not have resources with experience in public sector banks in India then, marks shall be given as follows for PSU/Government of India Organization/BFSI/Private Bank/Foreign Bank experience (these marks are not in addition to marks for public sector Bank</p>

Criteria	Evaluation Parameters	Max Marks	Scoring Methodology
			<p>references & will be applicable only if bidder does not have PSU Bank references in India)</p> <ul style="list-style-type: none"> • 3.5 marks – 2 resources • 1.5 marks – 1 resource
2.5	<p>Number of experienced resources who have experience on the following:</p> <p>Core Banking Vendor evaluation and selection and project management of implementation</p>	5	<p>5 marks – 3 resources who have experience in public sector Banks in India. 2 marks – 2 resources who have experience in public sector Banks in India. 1 mark – 1 resource that has experience in public sector Banks in India. If bidder does not have resources with experience in public sector banks in India then, marks shall be given as follows for PSU/Government of India Organization/BFSI/Private Bank/Foreign Bank experience (these marks are not in addition to marks for public sector Bank references & will be applicable only if bidder does not have PSU Bank references in India)</p> <ul style="list-style-type: none"> • 3.5 marks – 3 resources • 1.5 marks – 2 resources • 0.75 marks – 1 resource
2.6	<p>Number of experienced resources who have experience on the following:</p> <p>Experience in Risk management – ALM/FTP/ Op Risk, Market Risk / Credit Risk.</p>	5	<p>5 marks – 2 resources who have experience in public sector Commercial Banks in India. 1 mark – 1 resource who have experience in public sector Commercial Banks in India.</p> <p>If bidder does not have resources with experience in public sector banks in India then, marks shall be given as follows for PSU/Government of India Organization/BFSI/Private Bank/Foreign Bank experience (these marks are not in addition to marks for public sector Bank references & will be applicable only if bidder does not have PSU Bank references in India)</p> <ul style="list-style-type: none"> • 3.5 marks – 2 resources • 0.75 marks – 1 resource
2.7	Project management of core banking solution implementation	5	<ul style="list-style-type: none"> ▪ 5 marks – 4 resources who have experience in 4 public sector Banks in India ▪ 3 marks – 3 resources who have experience in 3 public sector Banks in India ▪ 2 marks - 2 resources who have experience in 2 public sector Banks in India

Criteria	Evaluation Parameters	Max Marks	Scoring Methodology
			<p>If bidder does not have resources with experience in public sector banks in India then, marks shall be given as follows for PSU/Government of India Organization/BFSI/Private Bank/Foreign Bank experience (these marks are not in addition to marks for public sector Bank references & will be applicable only if bidder does not have PSU Bank references in India)</p> <ul style="list-style-type: none"> • 3.5 marks – 4 resources • 2.25 marks – 3 resources • 1.5 marks – 2 resources
	Sub-Total	50	
3Technical	Technical Presentation to the Bank's Evaluation Team	20	Subjective Evaluation based on the Bank's perception of the quality & applicability of the proposal and interactions held during presentation.
	Sub-Total	20	
	Total Marks	200	Total score out of One Hundred and Seventy

Note :

1. Banks exclude RRBs and Cooperative Banks, they include RBI and India Post.
2. Public sector and commercial banks mean public sector and commercial banks in India only
3. The VENDOR / CONSULTANT is required to provide documentary evidence for each of the above criteria and the same would be required on the client's letter head in case of credentials

Commercial Evaluation:

Bank of Maharashtra will open the commercial bids of technically qualified bidders only. The Commercial will have to be submitted in the format as per **Annexure B**. Commercial should not have any alteration or overwriting. The bank may reject or load the financial implication of any alteration, if found into the commercial submitted by the respective bidder. The calculation arrived by the Bank will be final and will be binding on the bidders. If any cost items in the commercial is found to be blank and not filled with any amount then it shall be considered as zero and the same will be offered to the Bank free of any charges.

Bank reserves the right to conduct reverse auction for technically qualified bidders only and in such event sealed commercials of the bidders will be returned by the Bank.

It may be noted that commercial will be subjected to following evaluation process.

Based on the technical evaluation criteria, each bidder will be given certain marks. Only those bidders scoring 60% or above in the technical evaluation will be short-listed for commercial evaluation.

The total project cost would be computed based on the total fees quoted by the consultant.

Computation Methodology

1. Cut - Off score for technical bid will be 60% marks or the top score in case none of the bidders reaches the cut-off)

Reverse Auction (Optional)

The Bank may conduct Online Reverse Auction (RA) and the bidders found eligible after technical evaluation will be able to participate in the RA. RA will be on total cost of (A+B+C) as per the commercial annexure and the price so obtained after closure of Reverse Auction shall be taken into account for Techno-Commercial Evaluation. The required Business Rule document shall be shared with the Technically Qualified Bidders at least 7 days in advance before the start of Reverse Auction. Bidders have to submit final itemized price to the Bank within 24 hours of closure of Reverse Auction process. Bank will appoint a Third Party service Provider for conducting Reverse Auction who will co-ordinate with eligible bidders. Bidders may have to procure digital certificates for participating in online reverse auction and all expenses incurred towards procurement of digital certificate will have to be borne by the bidders.

The H-1 vendor shall be decided on the basis of the Techno-Commercial evaluation as mentioned in the RFP document after commercial evaluation after opening of commercial bids or commercials received through reverse auction process.

Computation

Weighted Evaluation:

This will be a Techno-commercial and accordingly the Technical evaluation will have 70% and the Commercial evaluation shall have 30% weight. This weight-age shall be taken into consideration for arriving at the Successful Bidder. The evaluation methodology vis-à-vis the weights are as under:

A score (S) will be calculated for all qualified bidders using the following formula:

$$\frac{\text{Minimum Quote} \times 30}{\text{Commercial Quote}} + \frac{\text{Technical Score} \times 70}{\text{Highest Technical Score}}$$

C stands for price quoted; C (low) stands for the price quote of the lowest bid. T stands for technical evaluation score and T (high) stands for the score of the technically highest bidder. X is equal to 0.70.

Sr No	Bidder	Technical Evaluation Marks (T)	Nominal Bid Price in INR (C)	Technical Score	Commercial Score	Combined Score (out of 100)
1	A	95	71	$95/95*70 = 70.0$	$60/71*30=25.35$	$70.0+25.35=95.4$ (H-1)
2	B	85	65	$85/95*70=62.63$	$60/65*30=27.69$	$62.63+27.69=90.3$ (H-2)
3	C	80	60	$80/95*70=58.94$	$60/60*30=30$	$58.94+30= 88.9$ (H-3)

In the above example, C low is 60 and T high is 95.

In the above example, Bidder A with highest score (H-1) becomes the successful Bidder.

It is absolutely essential for the bidders to quote the lowest price at the time of making the offer in their own interest.

5.1.11. CLARIFICATION OF OFFERS

To assist in the scrutiny, evaluation and comparison of offers, Bank of Maharashtra may, at its discretion, ask some or all bidders for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.

5.1.12. NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER

Bank of Maharashtra shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers, without assigning any reason whatsoever. Bank of Maharashtra reserves the right to make any changes in the terms and conditions of the RFP. Bank of Maharashtra will not be obliged to meet and have discussions with any bidder, and / or to listen to any representations.

5.1.13. SUBMISSION OF TECHNICAL DETAILS

It is mandatory to provide the technical details in the exact format of Bidder's Information as per **Annexure-A**. The offer may not be evaluated by Bank of Maharashtra in case of non-adherence to the format or non-submission / partial submission of technical details as per the format given in the tender. Bank of Maharashtra will not allow/permit changes in the technical specifications once it is submitted. The relevant information, printed brochure, technical specification sheets etc. should be submitted along with the offer. Failure to submit this information along with the offer could result in disqualification (Please refer to the suggested checklist given in this document)

5.1.14. FORMAT FOR TECHNICAL BID

The Technical bid must be made in an organized, structured and neat manner. Brochures/leaflets etc. should not be submitted in loose form. This can be divided into three

parts - the first part should contain the documents supporting the eligibility of the vendor to participate in the tendering process as per the eligibility criteria mentioned in the RFP , the second part should contain the technical details of the proposed project and the third part should contain the technical brochures etc.

The technical proposal shall be organized and submitted as per the following sequence:

- a) Table of Contents (List of Documents enclosed).
- b) Covering Letter as per Annexure – G.
- c) Application Money if not already remitted.
- d) Valid Bank Draft towards EMD or Bank Guarantee as per Annexure F in lieu of EMD (To be submitted in a separate envelope along with the First Copy of Technical Bid).
- e) Compliance of Eligibility Criteria as per Format/Table specified under **Section 5.1.21 Qualification Criteria. The eligibility criteria will be verified based on compliance table given under Section 5.1.21 Qualification Criteria, duly filled by the bidder along with the supporting documents.**
- f) Technical proposal detailing the scope, approach and deliverables for the scope of work specified in the document **and manpower estimated to be deployed** along with Annexure A.
- g) Compliance Certificate for All the Terms and Conditions stipulated in the RFP without any deviation. This should be as per Annexure-E.
- h) All copies of certificates, documentary proofs etc.
- i) A CD containing soft copy of the proposal.
- j) Compliance of Annexure A.
- k) Masked Annexure B.
- l) Compliance of Annexure D.
- m) Compliance Certificate as per Annexure C.

All the relevant pages of the proposals (except literatures, datasheets and brochures) are to be numbered and be signed by authorized signatory on behalf of the Bidder. The number should be a unique running serial no. across the entire document.

The bidder has to submit a soft copy of the entire proposal in a CD. It should be noted that in case of any discrepancy in information submitted by the bidder in hard-copy and soft-copy, the hard-copy will be given precedence. However, in case of non-submission of any hard copy document, if the same is found submitted in the soft-copy, Bank reserves right to accept the same at its discretion.

5.1.15. MASKED COMMERCIAL

The bidder should submit a copy of the actual price bid being submitted to the bank by masking the actual prices. This is mandatory. The bid may be disqualified if it is not submitted.

5.1.16. FORMAT FOR QUOTING COMMERCIALS

The suggested format for submission of Commercial after RA is as follows:

- a. Index
- b. Covering letter

C. Commercial bid document as per **Annexure B**

d. A statement that the bidder agrees with Payment terms given in the tender.

5.1.17. COSTS & CURRENCY

The offer must be made in Indian Rupees only, & price quoted shall be exclusive of taxes.

5.1.18. FIXED PRICE

The Commercial bid shall be on a fixed price basis, exclusive of all taxes and levies at site as mentioned above. No price variation relating to increases in customs duty, excise tax, dollar price variation etc. will be permitted.

5.1.19. SHORT-LISTING OF BIDDERS

Bank of Maharashtra will create a short-list of technically qualifying bidders and the Commercial bids of only these bidders will be opened.

5.1.20. RIGHT TO ALTER SCOPE

Bank of Maharashtra reserves the right to alter the proposed scope.

5.1.21. QUALIFICATION CRITERIA

The Bidder is required to meet the following eligibility criteria and provide adequate documentary evidence for each of the criteria stipulated below:

ELIGIBILITY CRITERIA COMPLIANCE TABLE

Sr. No	Eligibility Criteria	Complied (Yes/No)	Supporting Required
1	The bidder must be a registered firm/ company//LLP/ trust/ government owned organization		Certificate of Incorporation.
2	The bidder should be in the line of Management Consultancy in India at least for a period of 5 years as on the date of this RFP. <i>(In case of mergers/acquisitions/restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can be taken into account).</i>		Relevant supporting documents.

Sr. No	Eligibility Criteria	Complied (Yes/No)	Supporting Required
3	The Bidder should have a minimum turnover of at least Rs.100 crores (each year) in the past two years from Indian operations.		Copy of the audited Balance Sheet and / or Certificate of the Chartered Accountant for preceding three years and copy of the PAN card issued by the IT department FY 2014-2015 FY 2013-2014 FY2012-2013 (if 2014-15 audited Balance Sheet is not available.)
4	The Bidder should have made profits in at least 2 of the past 3 financial years.		Copy of the audited balance sheet and / or Certificate of the Chartered Accountant FY 2014-2015 FY 2013-2014 FY 2012-2013 FY2011-2012 (if 2014-15 audited Balance Sheet is not available.)
5	The Bidder should have not been blacklisted / barred / disqualified by any regulator / statutory body in India, during past 3 years.		Self-Declaration / An undertaking to this effect is to be submitted by the bidder.
6	The Bidder should not be engaged with the Bank for providing services like system integration; should not be a software / hardware solution provider; should not be a product OEM.		Self-Declaration / An undertaking to this effect is to be submitted by the bidder.
7	The Bidder should have experience, either completed or ongoing consultancy services project for any one of the following : System Integrator contract review/renewal Core Banking Implementation project management For at least one Bank or Banking, Financial Services and Insurance (BFSI) organization in India or globally.		Successful completion certificates or engagement letter from the Bank. The Bidder to submit successful completion letter/certificates along with the legal agreement or engagement letter from the Bank.
8	Should have experience in performing end to end consultancy services comprising of any two of the following: • IT Strategy / IT Roadmap formulation • RFP Creation, Bid		Successful completion certificates or engagement letter from the Bank needs to be furnished along with the response. Credentials where end to end work has been provided in the same Bank will only be counted for

Sr. No	Eligibility Criteria	Complied (Yes/No)	Supporting Required
	<p>Management, Implementation PMO</p> <ul style="list-style-type: none"> • Vendor Evaluation and Selection • Project Management Assistance for any/all IT and Business related project implementation. <p>For at least one Bank or Banking, Financial Services and Insurance (BFSI) organization in India or globally.</p>		evaluation

Note:

- 1) Documentary evidence must be submitted for each criterion.
- 2) Public Sector / Scheduled commercial banks include RBI and do not include Regional Rural Banks and Cooperative Banks. These Banks refer to Banks in India only.

5.1.22. EARNEST MONEY DEPOSIT

Bidders are required to give a Demand Draft drawn in favour of Bank of Maharashtra and payable at Pune, (valid for 180 days from the due date of the tender) for Rs. 10 Lacs (Rupees Ten Lacs Only) as Earnest money Deposit (EMD) along with their offer. Offers made without E.M.D. will be rejected. Bank of Maharashtra will not pay any interest on the E.M.D. The Bank may accept Bank Guarantee in lieu of EMD for an equivalent amount issued by any Public Sector Bank other than Bank of Maharashtra or by any scheduled commercial bank acceptable to Bank of Maharashtra. In case of Bank Guarantee from other than Public sector banks prior permission of Bank of Maharashtra is essential. The BG should be valid for 6 months from the date of submission of the offer. The format of BG is enclosed as **Annexure F**. The EMD will not carry any interest.

The EMD made by the bidder will be forfeited if:

- The bidder withdraws his tender before processing of the same.
- The bidder withdraws his tender after processing but before acceptance of "Letter of appointment" issued by Bank.
- The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- The bidder violates any of the provisions of the terms and conditions of this tender specification.
- The EMD will be refunded to

- The successful bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee for Rs.25,00,000/- (Rupees Twenty Five Lacs only) valid till the end of assignment period with additional claim period of 3 (three) months.
- The unsuccessful bidders, only after acceptance of the "Letter of Appointment" by the selected bidder.

5.1.23. CANCELLATION OF CONTRACT AND COMPENSATION

The Bank reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the Bank on the following circumstances:

- The selected bidder commits a breach of any of the terms and conditions of the bid/contract.
- The bidder goes into liquidation voluntarily or otherwise.
- An attachment is levied or continues to be levied for a period of 7 days upon effects of the bid.
- The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory.
- If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.

After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.

The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order.

5.1.24. PROFESSIONAL FEES

If any of the items/activities as mentioned in the price bid and as mentioned in Annexure B are not taken up by the Bank during the course of this assignment, the Bank will not pay the professional fees quoted by the vendor in the Price Bid against such activity/item. The bank shall be paying the professional fees, only on actual basis, for which consultancy services have been availed during the contract period. The Bank reserves the right to initiate any new projects during the period of contract and the consultant shall provide the services if the Bank so desires. The Bank shall also have the right to cancel any of the projects which have been mentioned in the Annexure B.

5.1.25. ASSIGNMENT

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Bank.

5.1.26. SUBCONTRACTING

The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank.

5.1.27. LIMITATION OF LIABILITY

The aggregate liability of Vendor / Consultant in connection with this Agreement, the consultancy services provided by Vendor / Consultant for the specific scope of work document, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise) and including any and all liability shall be the actual limited to the extent of the contract value.

5.1.28. CONFLICT OF INTEREST:

Consultant covenants and agrees not to consult or provide any services in any manner or capacity to a direct competitor/Contractor/Partner/Service Provider of the Bank during the duration of this Agreement unless express written authorization to do so is given by the Bank. A direct Contractor/Partner/Service Provider of the Bank for purposes of this Agreement is defined as any individual, partnership, corporation, and/or other business entity that engages in the business of providing services to the Bank which includes but not limited to System Integration, Annual Maintenance of Hardware/Software/Similar nature, Other IT Solutions, Implementation, Operations and Management related Services.

The Consultant is bound to the Bank's best interests during the term of this Agreement. He shall notify the Company of any possible or potential conflict of interest which may result from his other activities, and shall commence such other activities only after written approval of the Company which may not be unreasonably withheld.

The Consultant shall not and undertakes not to, without the prior consent of the Bank, solicit and/or entice away any officer, director or employee of the Bank.

The Consultant shall warrants and represents to the best of his/her knowledge he/she has no direct or indirect private interest (including corporate stockholdings or other business agreements and obligations) which is or may appear to be incompatible with the Consultant's services under this Agreement.

6. TERMS AND CONDITIONS

6.1. PROJECT TIMELINE

Any project that may be initiated by the Bank during the period of contract shall have the following stages and the consultants shall undertake all these activities. The payment will be made on the

basis of activities completed in each stage.

Stages	Particular	Period
Stage 1	Completion of location review and current state study after placing of order.	Will be specified depending upon the nature of projects and banks requirements
Stage 2	Submission of Implementation Plan / procedure and methodology as per scope of work.	Same as above
Stage 3	Gap analysis	Same as above
Stage 4	Implementation	Same as above
Stage 5	Final certificate of completion	Same as above

6.2. PAYMENT TERMS

10%	After successful completion of stage 1
15%	After successful completion of stage 2
25 %	After successful completion of stage 3
35 %	After successful completion of stage 4
10 %	After getting Final certification.

6.3. VENDOR EVALUATION AND SELECTION

10%	Completion of Current State Assessment
15%	Review and signoff of the RFP document
10%	On completion of the pre-bid queries and submission of the Bidder's Proposals
10%	On submission of the Eligibility Criteria Evaluation Report
10%	On submission of the Technical evaluation report
15%	On submission of the Commercial evaluation report
15%	On assisting the Bank in formulating the SLA document or within two months from the submission of the commercial evaluation report. Whichever is earlier..

6.4. PMO

Will be payable quarterly in arrears upon completion of project milestones which will be agreed during project planning phase. Payment will be subject to submission of the following as per the agreed upon milestones

- Project Status Report
- Risk & Issues Checklist
- Presentation to Management

6.5. OTHER NON RFP ACTIVITIES:

Payment terms for the non RFP Activities would be as under:

20%	Completion of Current State Assessment/Gap Analysis/ Requirement Analysis
25%	Submission of Draft report/Deliverable as per the SOW for the respective activity
20%	Define the implementation roadmap and milestones along with the suggest Way Forward
40%	Acceptance by Bank's Business Department / Bank's Committee to the recommendation of the consultant in Point number 2 and 3

Examples of some non RFP activities are Definition of Technology Roadmap, Governance structure, Report rationalization, Payment Strategy, Review of Outsourced Call Centre etc

The above stages and percentages are indicative the same could be discussed with successful bidder before execution of Service Level Agreement

6.6. NON-DISCLOSURE AGREEMENT:

The final selected bidder will have to sign a contract along with NDA, with the Bank. The contract will be based on the terms and conditions mentioned in the RFP.

6.7. DELAYS IN DESIGN, IMPLEMENTATION AND PERFORMANCE GUARANTEE.

The final short listed firm should submit a performance guarantee valid for contract period from the date of signing the contract with additional claim period of three months after expiry of validity period. The value of the performance guarantee will be 10% of the Total Project Cost.

The Consultant must strictly adhere to the project timeline schedule, for each assignment for performance of the obligations arising out of the contract and any delay will enable the Bank to resort to any or all of the following at sole discretion of the bank.

- (a) Claiming Liquidated Damages
- (b) Termination of the agreement fully or partly

In addition to the termination of the agreement, Bank of Maharashtra reserves the right to appropriate the damages by invoking the performance guarantee.

6.8. LIQUIDATED DAMAGES

The liquidated damages will be an estimate of the loss or damage that the bank may have suffered due to delay in performance of the obligations (under the terms and conditions of the contract) by the vendor and the consultancy company / firm shall be liable to pay the Bank as liquidated damages at the rate of 1% of the total contract value of each assignment for delay of every week or part thereof (for final certification). Without any prejudice to the Bank's other rights under the law, the Bank shall recover the liquidate damages, if any, accruing to the Bank, as above, from any amount payable to the vendors either as per the Contract, executed between the Bank and the vendor pursuant hereto or under any other Agreement/Contract, the Bank may have executed/shall be executing with the vendor.

6.9. INDEMNITY

The vendor shall, at their own expense, defend and indemnify the Bank against any claims due to loss of data / damage to data arising as a consequence of any negligence during implementation process.

6.10. PUBLICITY

Any publicity by the bidder in which the name of Bank of Maharashtra is to be used should be done only with the explicit written permission of Bank of Maharashtra.

6.11. FORCE MAJEURE

The Consultant shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event explicitly beyond the control of the Consultant and not involving the Consultant's fault or negligence and not foreseeable. Such events may include, Acts of God or of public enemy, acts of Government of India in their sovereign capacity and acts of war.

If a Force Majeure situation arises, the Consultant shall promptly notify the Bank in writing of such conditions and the cause thereof within fifteen calendar days. Unless otherwise directed by the Bank in writing, the Consultant shall continue to perform his obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case the time for performance shall be extended by a period (s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the consultant shall hold consultations in an endeavor to find a solution to the problem.

Notwithstanding the above, the decision of the Bank shall be final and binding on the Bidder consultant.

6.12. RESOLUTION OF DISPUTES

Bank of Maharashtra and the bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, Bank of Maharashtra and the Bidder are unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by Bank of Maharashtra and the other to be nominated by the Bidder. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before

proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. THE ARBITRATION AND RECONCILIATION ACT 1996 shall apply to the arbitration proceedings and the venue & jurisdiction of the arbitration shall be at Pune.

6.13. PRIVACY AND SECURITY SAFEGUARDS

The successful Bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the successful Bidder under this contract or existing at any Bank location. The successful Bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank data and sensitive application software. The successful Bidder shall also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the successful Bidder under this contract or existing at any Bank location.

6.14. CONFIDENTIALITY

This document contains information confidential and proprietary to BANK OF MAHARASHTRA. Additionally, the Bidder consultant will be exposed by virtue of the contracted activities to internal business information of BANK OF MAHARASHTRA, affiliates, and/or business partners. Disclosure of receipt of any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the Bidder consultant, pre-mature termination of the contract, or legal action against the Bidder consultant for breach of trust. The information provided / which will be provided is solely for the purpose of undertaking the consultancy services effectively.

No news release, public announcement, or any other reference to this RFP or any program there under shall be made without written consent of BANK OF MAHARASHTRA. Reproduction of this RFP, by photographic, electronic, or other means is strictly prohibited.

6.15. ADHERENCE TO TERMS AND CONDITIONS:

The bidders who wish to submit responses to this RFP should note that they should abide by all the terms and conditions contained in the RFP. If the responses contain any extraneous conditions put in by the respondents, such responses may be disqualified and may not be considered for the selection process.

6.16. EXECUTION OF SLA/NDA:

The VENDOR / CONSULTANT and Bank should execute (a) a Service Level Agreement, which would include all the services and terms and conditions of the services to be extended as detailed herein and as may be prescribed by the Bank and (b) Non-disclosure Agreement. The VENDOR / CONSULTANT should execute the SLA and NDA within one month from the date of acceptance of Letter of Appointment.

6.17. OTHER TERMS AND CONDITIONS:

1. Bank reserves the right to :
 - Reject any and all responses received in response to the RFP
 - Waive or Change any formalities, irregularities, or inconsistencies in proposal format delivery
 - To negotiate any aspect of proposal with any bidder and negotiate with more than one bidder at a time
 - Extend the time for submission of all proposals
 - Share the information/ clarifications provided in response to RFP by any bidder, with any other bidder(s) /others, in any form.
 - Cancel the RFP/Tender at any stage, without assigning any reason whatsoever.
 - Interview the personnel being deployed on the project
2. **Substitution of Project Team Members:** During the assignment, the substitution of key staff identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the vendor can do so only with the concurrence of the Bank by providing other staff of same level of qualifications and expertise.
3. **Professionalism:** The VENDOR / CONSULTANT should provide professional, objective and impartial advice at all times and hold the Bank's interests paramount and should observe the highest standard of ethics while executing the assignment.
4. **Adherence to Standards:** The VENDOR / CONSULTANT should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities
5. The Bank reserves the right to conduct an audit/ongoing audit of the consulting services provided by the VENDOR / CONSULTANT.
6. The Bank reserves the right to ascertain information from the banks and other institutions to which the bidders have rendered their services for execution of similar projects.
7. **EXPENSES :** It may be noted that Bank will not pay any amount/expenses / charges / fees / travelling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses other than the "Agreed Professional Fee".
8. The bidder cannot change the people assigned to a particular piece of work till such work is complete unless consented in written by the Bank.
9. The bid should contain the resource planning proposed to be deployed for the project which includes, inter-alia, the number of personnel, skill profile of each personnel, duration etc.
10. The bidder is expected to quote for the prices of the services exclusive of applicable taxes like service tax etc. as on the date of bid submission. The amount of applicable taxes should be given in the commercial as extra. Any upward / downward revision in the tax rates from the date of the bid submission will be to the account of the Bank.

11. Terms of Payment

The price bid taken is only indicative and is taken for the purpose of arriving at a TCO for selection of the VENDOR / CONSULTANT only. For each project depending on the scope of work and effort involved the total cost for each project would be mutually worked out. The per man-day rate quoted in the Commercial Proposal (Annexure B) would be taken as the base for arriving the total cost for each project. The payment terms for each project would also be worked out for each project separately.

12. Authorized Signatory

The selected bidder shall indicate the authorized signatories who can discuss and correspond with the bank, with regard to the obligations under the contract.

The selected bidder shall submit at the time of signing the contract, a certified copy of the extract of the resolution of their Board, authenticated by Bank Secretary, authorizing an official or officials of the Bank or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank. The bidder shall furnish proof of signature identification for above purposes as required by the Bank.

13. Applicable Law and Jurisdiction of Court

The Contract with the selected bidder shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Pune (with the exclusion of all other Courts).

14. No Employer-Employee Relationship

The consultant or any of its holding/subsidiary/joint-venture/ affiliate / group / client companies or any of their employees / officers / staff / personnel / representatives / agents shall not, under any circumstances, be deemed to have any employer-employee relationship with the Bank or any of its employees / officers / staff / representatives / personnel / agents.

7. PROPOSAL AND OTHER FORMATS

7.1. ANNEXURE A: TECHNICAL PROPOSAL FORMAT:

Particulars to be provided by the bidder in the technical proposal –

RFP Reference no. **102015**

No	Particulars	Details to be furnished by the bidder
1	Name of the bidder	
2	Year of establishment and constitution Certified copy of "Partnership Deed" or "Certificate of Incorporation" should be submitted as the case may be.	
3	Location of Registered office / Corporate office and address	
4	Mailing address of the bidder	
5	Names and designations of the persons authorized to make commitments to the Bank	
6	Telephone and fax numbers of contact persons	
7	E-mail addresses of contact persons	
8	Details of : Description of business and business background Service Profile & client profile Domestic & International presence Alliance and joint ventures	
9	Gross Revenue of the bidder (not of the group) Year 2012 –13 Year 2013 – 14 Year 2014 –15	
10	Net Profit of the bidder (not of the group) Year 2012 - 13 Year 2013 – 14 Year 2014 – 15 Documentary proofs are to be enclosed	
11	Approach and methodology for the proposed scope of work along with Illustrative deliverables	

No	Particulars	Details to be furnished by the bidder
12	Details of the similar assignments executed by the bidder during the last two years (Name of the Bank, time taken for execution of the assignment and documentary proofs from the Bank are to be furnished)	
13	Details of inputs, infrastructure requirements required by the bidder to execute this assignment.	
14	Details of the bidder's proposed methodology/approach for providing services to the Bank with specific reference to the scope of work.	

Declaration:

1. We confirm that we will abide by all the terms and conditions contained in the RFP.
2. We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in short listing of bidders.
3. All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process.
4. We confirm that this response, for the purpose of short-listing, is valid for a period of six months, from the date of expiry of the last date for submission of response to RFP.
5. We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations.

Place :
Date :

Seal & Signature of the bidder

7.2. ANNEXURE B: COMMERCIAL FORMAT

The consultant is required to update the commercials in the following format:

Tag	Scope heads	Quote (In INR)
A	Fixed Quote for offering review, assessment, analysis, strategy, framework formulation and other related services including RFP preparation, Vendor evaluation and selection. Excluding PMO of the implementation.	
B	Project Management Services for Implementation and Other Related Scope services	
C	QUOTE for ADDITIONAL WORK	
	TCO Total (in INR)	

Table A

A	Fixed Quote for offering review, assessment, analysis, strategy, framework formulation and other related services including RFP preparation, Vendor evaluation and selection. Excluding PMO of the implementation.	Fixed Price Quote (in INR)
	Major Scope Items	
	1) Define the Technology Road Map for the Bank for the next 3 – 5 years	
	2) Review / Renewal of CBS Contract including Drafting of New Master Agreement, Terms & Conditions and Deliverables for Facility Management of CBS (Due in 2017)	
	3) Review / Renewal of CBS RRB Contract including Drafting of New Master Agreement, Terms & Conditions and Deliverables for Facility Management of CBS.	
	4) Provide Assistance to the Bank on all IT or Business related aspects	
	5) Provide assistance to the Bank on IT Transformation within the bank	
	6) Provide assistance to Bank to define and implement an effective IT governance framework	
	7) Provide assistance to the Bank for Review, Modification and Formulation of all IT related Policies including Business Continuity Planning	
	8) Assist the Bank in conduct a Report Rationalization Activity and provide recommendation	
	9) Assistance in preparation of the Payment Strategy	

	10) Assist the Bank in formulating a digital banking strategy inclusive of channels, analytics, social media, tab banking and other similar digital initiatives.	
	11) Assist the Bank in conducting Quarterly review of the Outsourced Call Centre	
	12) Data Centre Expansion/Co-hosting	
	13) Desktop Virtualization and cloud computing	
	14) Wide Area Network Augmentation/realignment	
	Total A – Analysis + RFP Preparation, Vendor evaluation and selection	

Table B

B	Fixed Price Quote (in INR)
Project Management Services for Implementation and Other Related Scope services	
Major Scope Items	
1) Provide assistance to the Bank on IT Transformation within the bank	
2) Provide assistance to Bank to define and implement an effective IT governance framework	
3) Provide assistance to the Bank for Review, Modification and Formulation of all IT related Policies including Business Continuity Planning	
4) Assistance in preparation of the Payment Strategy	
5) Assist the Bank in formulating a digital banking strategy inclusive of channels, analytics, social media, tab banking and other similar digital initiatives.	
6) Wide Area Network Augmentation/realignment	
Total B – PMO	

Table C

C RATE FOR ADDITIONAL WORK Major Scope Items	Number of resources	Tenure in Months	Total man-power	Per Man-day Rate (in INR)	Quote Price (in INR)
	(i)	(ii)	=i * ii (iii)	(iv)	= iii * iv
1) Provide Project Management assistance for any / all IT and business related Project Implementation	4	12	48		
2) Provide any other IT related consultancy services pertaining to various departments of Bank like Credit, Taxation, Risk Management, Inspection, Foreign Exchange, Treasury, Inspection etc and CBS Upgradation/revamping at MGB (RRB) etc.	4	12	48		
3) Provide Assistance for Vendor Evaluation and Selection for any / all IT solution , Project and related aspects	2	6	12		
Total C – Rate for additional work (for evaluation purposes the total will be used)	-	-	-	-	

Terms & Conditions:

1. Bank reserves the right to implement or drop any of the above listed projects without assigning any reason.
2. The price quoted for the project should be an all-inclusive price including any taxes, expenses and levies but excluding service tax and is a fixed price.
3. Bank will deduct applicable TDS, if any, as per the law of the land.
4. The quoted fixed fees against each project shall remain unchanged till the completion of the Project(s).
5. The start of Project Management tenure will be reckoned from the date placing Purchase Order and deployment of resources as per the project requirements.
6. The base project location will be Pune.
7. Any travel outside of Pune or Consultants city for field work would have to be agreed with the Bank. Such travel would be in line with the Bank's eligibility at the level of Dy. General Manager for Senior Resource and Chief Manager for Team Member
8. The TCO will be A+B+C on which the commercial evaluation will be conducted.
9. All prices to be valid for a period of 36 months from the date of contract execution / signing.

10. The Bank reserves the right to renew the contract post completion of the 36 months and the commercials for the same will be discussed based on the scope of work.
11. Please factor all your expenses like travelling, boarding, lodging etc. Apart from amount specified in Commercials, no other expenses will be paid by the Bank.
12. Consultant shall depute resources on-site of the project implementation location(s) for carrying out the task as specified in this document.
13. The fees quoted is in fixed price and no increase in rate will be admissible by the Bank for whatsoever reasons during the contract period of 36 months.
14. For any additional given work / assignment, the chosen Vendor / Consultant will submit to the Bank the estimate of Total Efforts & Fees at the agreed Per Man-day rate for the resources. The respective rates stated in Table C will be leveraged for commercial calculation purposes.
15. The fee quoted also includes the cost of deliverables for all the phases of the Project.
16. Further, we confirm that we will abide by all the terms and conditions mentioned in the Request for Proposal document.
17. Fee is payable only on actual availing of services and no minimum or fixed fees are payable.
18. The man days for PMO are only illustrative minimum estimated and used for the purpose of arriving at least prices/least quote. If the PMO is to be extended then the Bank will formally intimate the Vendor/Consultant and the same rate will be applied.

Place :

Date :

Seal & Signature of the Bidder

The resources would be appointed on a project requirement made known by the bank only if they meet the aforementioned categorization as indicated in the table above and after obtaining prior approval from the bank.

Resource Level Mapping

Sr	Level of Resources	Designations / equivalent designations falling under this category
1	Team Member	Consultants / Sr. Consultants / Asst. Managers / Managers
2	Senior Resource	Partner / Director / Managing Director / Sr. Managers / Vice President / Executive Director / Deputy Director / Asst. Vice President / Senior Prof. of Top B-Schools or Engineering Colleges

7.3. ANNEXURE C: COMPLIANCE CERTIFICATE

To,

Date:

**The Deputy General Manager
IT Department
Bank of Maharashtra
Head Office, Lokmangal,
1501, Shivajinagar,
Pune-411005**

Dear Sir,

Ref: - RFP No. **102015** for Appointment of IT Consultant on retainer basis

1. Having examined the Tender Documents including all Annexures, the receipt of which is hereby duly acknowledged, we, the undersigned offer to provide consultancy in conformity with the said Tender Documents and in accordance with our proposal and the schedule of Prices indicated in the Price Bid and made part of this Tender.
2. If our Bid is accepted, we undertake to complete the assignments within the scheduled timelines
3. We confirm that this offer is valid for six months from the last date for submission of Tender Documents to the Bank (RFP closing date).
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
6. We agree that the Bank is not bound to accept the lowest or any Bid that the Bank may receive.
7. We have not been barred / black-listed by any regulatory / statutory authority in India, during past 3 years.
8. We shall observe confidentiality of all the information passed on to us in course of the tendering process and shall not use the information for any other purpose than the current tender.

Signed Dated

Seal & Signature of the bidder

Phone No.:

Fax:

E-mail:

7.4. ANNEXURE D: PROPOSED TEAM PROFILE

[Map the Projects here with Proposed Scope under 1.2]

Sr	Project Scope	Name of the team member	Qualifications & certifications	Previous Banks where team member was associated	Duration of team member association	No. of years of experience
1.	Define the Technology Road Map for the Bank for the next 3 – 5 years					
2.	Review / Renewal of CBS Contract including Drafting of new Master Agreement for Facility management of CBS					
3.	Provide assistance to the Bank on all Information Technology & Business related aspects					
4.	Provide assistance for vendor evaluation and selection for any / all IT and business related aspects					
5.	Provide testing services					
6.	Provide project management assistance for any / all IT and business related projects implementation					
7.	Providing assistance to the Bank on IT Transformation					
8.	Providing assistance to the Bank to define & implement an effective IT governance framework					
9.	Providing assistance to the Bank for review, modification and formulation of IT related policies including Business Continuity Plan					



Sr	Project Scope	Name of the team member	Qualifications & certifications	Previous Banks where team member was associated	Duration of team member association	No. of years of experience
10.	Provide any other IT related consultancy services pertaining to various departments of Bank like Credit, Taxation, Risk Management, Inspection, Foreign Exchange, Treasury, Inspection etc Indicative Projects may include – - IRMS - RBIA - AML (Upgradation) - ALM (Upgradation / Revamping) - Fraud Risk Management - CBS upgradation / revamping at MGB (RRB)					

We hereby acknowledge that the information provided by us is true and to the Best of our Knowledge

Place:

Date:

Seal and signature of the bidder

**7.5. ANNEXURE E : PROFORMA OF LETTER FOR COMPLYING WITH TERMS &
CONDITIONS OF RFP**

(ON OFFICIAL LETTER-HEAD OF BIDDER).

To
Deputy General Manager
IT Department,
Bank of Maharashtra
Information Technology,
Head Office,
Lokmangal, Shivaji Nagar,
Pune – 411005

Sir,

**Sub: RFP 102015 - "Appointment of Technical & Project Management Consultant on
Retainer Basis for Bank of Maharashtra"**

Further to our proposal dated XXXXXXX, in response to the RFP Document (hereinafter referred to as "RFPDOCUMENT") issued by Bank of Maharashtra ("Bank") we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP DOCUMENT and the related addendums and other documents including the changes made to the original RFP documents issued by the Bank which shall form a valid and binding part of the aforesaid RFP DOCUMENT. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,
Authorized Signatory
Designation
Bidder's corporate name

7.6. ANNEXURE F: PROFORMA FOR THE BANK GUARANTEE FOR EARNEST MONEY DEPOSIT

Guarantee for Payment of Earnest Money/Security Deposit

Bank Guarantee no.:

Date

Period of Bank Guarantee: Valid up to

Amount of Bank Guarantee: Rs.

To,

Bank of Maharashtra,

IT Department,

1501, Lokmangal,

Shivajinagar, Pune 411005.

THIS DEED OF GUARANTEE made at thisday of between Bank of a banking company having its office at hereinafter referred to as 'the Bank' of the One Part and Bank of Maharashtra a New Bank constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 having its Head Office at 'Lokmangal' , 1501 Shivajinagar, Pune 411 005, hereinafter called the Beneficiary, of the other Part.

a) Whereas the Beneficiary had invited tenders for Appointment of IT Consultant on Retainer Basis vide tender No 102015 dated 14-October-2015.

b) One of the terms of the tender is that bidder are required to give a Demand Draft drawn in favour of beneficiary and payable at Pune, (valid for 180 days from the due date of the tender) for Rs.10 Lacs (Rupees TEN Lacs Only) as Earnest Money Deposit (EMD) along with their offer. The Beneficiary may accept Bank Guarantee in lieu of EMD for an equivalent amount issued by any Public Sector Bank, valid for 6 months from the date of issue.

c) M/s hereinafter referred to as the said Contractors' have given their offer in response to tender for Appointment of IT Consultant on Retainer Basis vide tender 102015 dated 14-October-2015 to the Beneficiary and the said Contractors are required to deposit the said amount of earnest money (or security deposit) or to furnish bank guarantee.

d) At the request of the said M/s..... the Bank has agreed to furnish guarantee for payment of the said amount of earnest money (or security deposit) in the manner hereinafter appearing:

NOW THIS DEED WITNESSETH that pursuant to the said tender and in consideration of the premises the Bank doth hereby guarantee to and covenant with the Beneficiary that the Bank shall, whenever called upon by the Beneficiary in writing and without demur and notwithstanding any objection raised by the said Contractor/s, pay to the Beneficiary the said amount of Rs.10 Lacs (Rupees TEN Lacs Only) payable by the said Contractor/s under the said Contract.

AND IT IS AGREED and declared by the bank that the liability of the Bank to pay the said amount whenever called upon by the Beneficiary shall be irrevocable and absolute and the Bank will not be entitled to dispute or inquire into whether the Beneficiary has become entitled to forfeit the said amount as earnest money (or as security deposit) under the terms of the said contract or not and entitled to

claim the same or not or whether the said contractors have committed any breach of the said contract or not or whether the Beneficiary is entitled to recover any damages from the said contractors for breach of terms thereof or not.

Any such demand made by the Beneficiary shall be binding and conclusive as regards amount due and payable by the Contractor to the Beneficiary. And the Bank undertakes to pay unconditionally on written demand without demur and the claim of beneficiary shall be conclusive and binding as to the amount specified therein.

AND it is further agreed and declared by the Bank that any waiver of any breach of any term of the said contract or any act of forbearance on the part of the Beneficiary or any time given by the Beneficiary to the contractors for carrying out and completing the work under the said contract or any modifications made in the terms and conditions of the said contract or any other act or omission on the part of the Beneficiary which could have in law the effect of discharging a surety, will not discharge the Bank.

AND it is agreed and declared that this guarantee will remain in force until the time fixed in the said contract for completion of the said work or until the expiration of any extended time for such completion and shall be valid for a period of six months from the date hereof i.e. the guarantee shall be valid up to

AND it is agreed and declared that this Guarantee will be irrevocable and enforceable even if the contractor's company goes into liquidation or there is any change in the constitution of the said Company or management of the said Company and shall ensure to the benefit of its successors and assigns and shall be binding on the successors and assigns of the Bank.

Notwithstanding anything contained herein:

- a) The liability of the Bank under this Bank Guarantee shall not exceed Rs._____. (Rupees _____).
- b) This Bank Guarantee shall be valid up to _____.
- c) Bank is liable to pay guaranteed amount or part thereof under this Bank Guarantee only and only if beneficiary serve upon as a written claim or demand on or before _____ (date of expiry of the Guarantee).

IN WITNESS WHEREOF the Bank has put its seal on the day and year first hereinabove written.

Signed, sealed and delivered by Mr.....
For and on behalf of the Guarantor to do so and
to affix the seal of the Bank, in the presence of

7.7. ANNEXURE G: FORMAT OF TENDER OFFER COVERING LETTER

Date: _____ 2015

Tender Reference No. 102015

To:

Having examined the tender documents including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide IT consultancy to Bank as mentioned in scope of work in conformity with the said tender documents in accordance with the Commercials and made part of this tender.

We understand that the RFP provides generic specifications about all the items and it has not been prepared by keeping in view any specific bidder.

If our tender offer is accepted, we will obtain the guarantee of a bank for a sum equal to 10% of the Contract Price for the due performance of the Contract.

We agree to abide by this tender offer till 180 days from the date of tender opening and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

Dated this _____ day of _____ 2015

Signature: _____

(In the Capacity of :) _____
duly authorized to sign the tender offer for and on behalf of

7.8. ANNEXURE H: CHECK LIST OF DOCUMENTS TO BE SUBMITTED

- 1) Technical Bid (Annexure A) with Covering Letter (Annexure G)
- 2) Team Profile (Annexure D)
- 3) Masked Commercial offer (Annexure B)
- 4) Compliance Certificate (Annexure C)
- 5) Compliance of Terms and Conditions, Services and Facilities (Annexure E)
- 6) EMD BG/ DD (Annexure F)

8. APPENDIX

8.1. APPENDIX 1- FORMAT A01: FORMAT FOR SPECIFIC QUERIES RELATED TO RFP 102015

Query format for Pre-Bid Queries: Specific queries related to RFP 102015 Document

RFP 102015	Bidder's Name:				
Sr.No	Page #	Section #	Main Section Name	Clarification Point as stated in the RFP102015 document	Comment/Suggestion/Deviation
1					
2					
3					
4					

8.2. APPENDIX1 – FORMAT A02: FORMAT FOR GENERAL QUERIES NOT RELATED TO RFP 102015

Query format for Pre-Bid Queries: General queries NOT related to RFP 102015 Document

RFP 102015	Bidder's Name:	
Sr.No	General Query Related to RFP102015	Comment/Suggestion/Deviation
1		
2		
3		
4		

End of Document