

Technical & Financial Proposals Evaluation Report**Supply & Installation Of Loan Origination System**

1	Name of Procuring Agency	Sindh Bank Ltd.
2	Tender Reference No.	SNDB/COK/ADMIN/TD/1215/2021
3	Tender Description	Supply & Installation Of Loan Origination System
4	Method of Procurement	Single Stage One Envelop Bidding Procedure
5	Tender Published	SPPRA S. No. T00531-20-0042 Express Tribune, Sindh Express, Daily Express (22/09/2021)
6	Total Bid Documents Sold	02
7	Total Bids Received	02
8	Technical Bid Opening Date	08/10/2021- Time: 1100 Hours
9	Financial Bid Opening Date	08/10/2021- Time: 1100 Hours
10	No of Bid Technically Qualified	01
11	Bid(s) Rejected	00

S. No.	Name of Company	Cost Offered by Bidder	Ranking in Terms of Cost	Comparison with Estimated Cost (Rs 43,576,000/-)	Reason for Acceptance/ Rejection	Remarks
0	1	2	3	4	5	6
1	M/s Bench Matrix	Rs 32,205,000/-	Lowest Qualified Bidder	Rs 11,371,000/- Below with the estimated cost	Accepted Being the Lowest Qualified Bidder	
2	M/s Autosoft Dynamics	Rs 34,473,249/-	Disqualified	Disqualified	Eligibility Criteria Not Fulfilled	

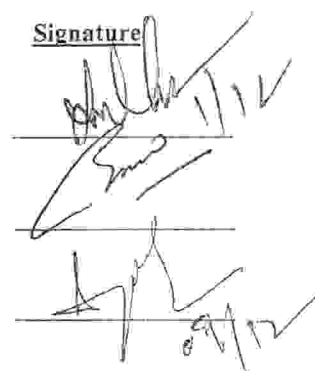
Note: Accordingly, going through the Technical/Financial evaluation criteria laid down in the tender document, M/s Bench Matrix is the lowest qualified bidder and their bid is also below with the estimated cost hence recommended for Supply and Installation of Loan Origination System to Sindh Bank Ltd.

Members – Procurement Committee

(Mr. Dilshad Hussain Khan) Chief Financial Officer – EVP – Chairperson

(Mr. Arshad Soomro) Head of Administration – SVP – Member

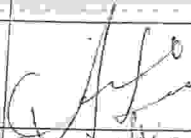
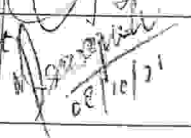
(Mr. Syed Muhammad Aqeel) Chief Manager, IDBL, KHI –AVP – Member

Signature

ATTENDANCE SHEET
 BID OPENING -

FOR SELECTION OF Procurement of Loan Origination System

Date: 08-10-2021

S.No	Company Name	Name of Company Representative	Contact No.	Company Address	Signature
01	Bench Matrix (Pvt) Ltd.	Amner Lalea	0300-205273	Lakson Sq. Building #3 Saddar, Ken	
02	Autosoft Dynamics (Pvt) Ltd.	M. Javed Khan	0300-205273	Sales @autosoft dynamics.com	

Signature - Procurement Committee Members

Head of Administration

Chief Financial Officer

Chief Manager (IDBL)





3. Price Schedule

PRICE SCHEDULE
(Applicable for the Year 2021-22)

Name of Bidder: AutoSoft Dynamics (Pvt.) Limited

S. No	Item	Quantity	*Total Amount In Pak Rs.
1	License Cost (AutoLOS Consumer & Corporate)	1	17,289,000/-
2	Estimated Implementation and Training at Pilot Site	1	0.0/-
3	Out of Pocket Expenses	1	3,105,240/-
4	Annual Support (1 Year Warranty + 2 Year AMC)	1	9,681,840/-
5	Third Party Software (Without SA)	1	4,397,169/-
	*Total Amount in Pak Rs.		34,473,249/-

* This amount will be considered as only the "Bid Offered". Whereas be apprised that the successful bidder will be the one whose "Evaluated Bid" is the lowest. (For further clarification refer Note. 6 below).

Note:

- The total cost must include all applicable taxes, duties and other charges as mentioned in the description column, Stamp duty (as applicable under Stamp Act 1989), delivery charges up to Sindh Bank Limited branches on Countrywide basis
- No advance payment for supply of goods will be made, bills are only be processed for necessary payment on receipt of certificate of delivery/satisfaction from the branch manager.
- Calculation of Bid Security 5% of the Grand Total Amount of the Financial Proposal will be submitted along with tender as Bid Security
- In case it is revealed at any stage after supply of the goods/items that the asked specification of the tender have not been met, the amount of the supply of that specific goods will be fined to the vendor with appropriate action as deem necessary by the procurement committee.
- Qualified company will also be bound to sign a bond/undertaking that in case of any observation arising in respect of quality of the goods within the warranty period, the company will be liable to address it at his own cost, noncompliance of the same will result into initiation of a case against the company for non-commitment or cancellation of tender as will be decided by the Procurement Committee.
- Lowest evaluated bid is going to be the criteria for award of contract rather than considering the lowest offered bid, encompassing the lowest whole sum cost which the procuring agency has to pay for the duration of the contract. SPPRA Rule 49 may please be referred.
- All conditions in the contract agreement attached as Annexure G are part of this tender document.
- The tender will be considered cancelled if the contract agreement after due signature is not submitted with Admin Office after 5 days of completion of bid evaluation report hoisting period 3 days) on SPPRA website.
- In case financial bids are the same, the successful bidder will be the one who has acquired more marks in the technical evaluation.
- In case of over writing/cutting/use of Blanco is found in the Financial Bid document, the bid will be taken as null & void however if the figures are readable and are also duly signed only then, bid will be accepted.
- Contract agreement will be executed after deposit of 5% performance security of the total tender amount in shape of Pay Order/Bank Guarantee in favor of Sindh Bank Limited.
- Quality is ensured. In case it is revealed at any stage after supply of the items that the asked specifications of the tender have not been met, the performance security will be forfeited.
- Free backup facility in case the item is reported defective.
- Goods to be delivered have to be packed in such a way that no damage is reported by the branch on delivery. In case of any such complaint is received the bidder will replace that item at his own cost.
- If the obligation of warranty period are not met or delayed, the repair etc. requirement on this account will be deducted from the performance security / upcoming payment due to supplier
- Payment will be made in Pak Rupee.

Note. There can be subsequent modification or amendment to this specific tender for which it is advised to keep yourself abreast with the notification being hoisted on Sindh Bank Ltd. & SPPRA website regularly.

Signature & Stamp of Bidder

Amin Ijaz, Asst. Manager BD&M
AutoSoft Dynamics (Pvt.) I

PROJECT FEES & PAYMENT TERMS

PROPOSED FEE STRUCTURE

LICENSE, MAINTENANCE AND IMPLEMENTATION FEES

The following table provides details of the product license fee and annual maintenance fees applicable for product implementation. Maintenance fees shall be chargeable on an annual basis and covers new version releases, support for any issues faced during normal product operation and the development of any additional reports as agreed with the Bank. All fees listed are in PKR and are exclusive of applicable local taxes.

Sl. No.	Category of Fee	Quantity	Unit	Rate	Total Amount in PKR
1	Implementation Cost One Time				
2	First Year Maintenance Fee				
	Total Amount in Pak Rs.				32,205,000

- The implementation fee comprises of License fee, Implementation fee & Training Fee as mentioned in the table below.
- All fees listed are in PKR and inclusive of applicable local taxes.
- Any additional taxes or increase in current taxes will be borne by the bank.
- The validity of the quoted fee is 90 days after the date of bid opening prescribed by Smith Bank Limited.
- Warranty period is for 1 year. Maintenance fee of PKR 6,411,000 will be charged on annual basis in advance post warranty period.
- Payment to be made within 15 days following receipt of an accurate invoice from Benchmark by the Bank.
- The fee quoted includes remuneration for staff, and reimbursable expenses.
- Items marked as development may be charged, depending upon the man hours required.

Category of Fee	% of One Time Fee	In PKR
License Fee	80%	25,764,000
Implementation fee	15%	4,830,750
Training Fee	5%	1,610,250

SIGNATURE MEMBERS PC-ADMIN
 Head - Fin Div.
 Head - Admin Div.
 Member-1281

LOS
 1215
 11/1
 2


OFFICE ORDER


SUBJECT: EXTENSION FOR BID VALIDITY PERIOD

As per SPPRA Rule 38 (2), approval is solicited for further Ninety (90) days extension of "Bid Validity Period" for the following tender having SPPRA NIT ID No: T00531-20-0042

1. Supply & Installation Of Loan Origination System

The reason for extension is due to delay in submission of agreement at vendor's end as legal department of M/s Bench Matrix has raised some queries over the agreement's few points which are under internal discussion and take some more time.


Farhan A Siddiqui
AVP-I/Admin Division


Athar Iqbal
AVP-I/Admin Division


S. Zeeshan ul Haq
SVP/IT Division

Members – Procurement Committee

(Mr. Dilshad Hussain Khan) Chief Financial Officer – EVP – Chairperson


(Mr. Arshad Abbas Soomro) Head of Administration – SVP – Member

(Mr. Syed Muhammad Aqeel) Chief Manager, IDBL, KHI –AVP – Member

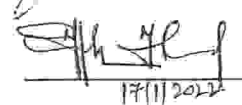
(Mr. Syed Assad Ali Shah) GBH Sindh-(R)-Co-opted Member

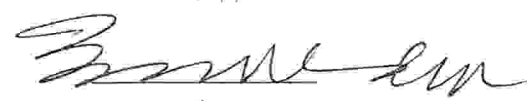
(Mr. Syed Ata Hussain) EVP-I.T. Head- Co-opted Member

Signature




03/01/2022


17/11/2022






14/1/22
President/CEO

Head of I.T. Division,
Sindh Bank Ltd,
Federation House,
Clifton, Karachi.

Date: 03-01-2022

Subject: Extension of bid validity Period -Tender Supply & Installation of Loan Origination System
Tender Refer No. SNDB/COK/ADMIN/TD/1215/2021

Dear Sir,

M/s BenchMatrix hereby requests for the extension of bid validity period of subject tender due delay in submission of agreement as our legal department has raised some queries over the agreement's few points which are under internal discussion and take some more time.

Best Regards,

Taimur Kaleem

Chief Executive Officer

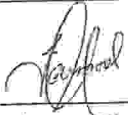
BenchMatrix Private Limited

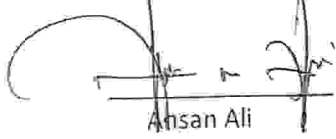


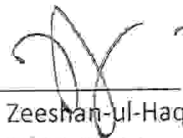
M/S Bench Matrix

Eligibility Criteria

S. No.	Requisite	*Evidence required to be attached	Compliance / Proof	
			Yes	No
1	Minimum 05 Years in business in the relevant field	Letter of Incorporation / Company Registration Letter / Letter or Declaration of Commencement of Business / NTN. (attached as Annexure "A")	Yes ✓	No
2	Turn Over in last 3 Years should be at least PKR 20 million	Audit Report / Tax Return (attached as Annexure "B")	Yes ✓	No
3	Registration with Income Tax, SRB and Sales Tax	NTN, SRB & GST Certificates (attached as Annexure "C")	Yes ✓	No
4	The system must have been installed by the vendor in at least 02 (Two) Banks in Pakistan.	(attached as Annexure "E") Attached recent contract award.	Yes ✓	No
5	The Product Quoted in the bid must be currently used by at least 02 (Two) Banks in Pakistan.	Attached recent contract award. (Attached as Annexure "F")	Yes ✓	No
Qualified / Disqualified				


Taimoor Ghausi
AVP/ Finance Division.


Ansan Ali
VP/ Operations Div


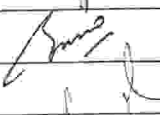


S. Zeeshan-ul-Haq
SVP/ I.T. Division

Signature -Procurement Committee Members

Head- Fin Div.

Head- Admin Div.

Chief Manager (IDBL)

SCOPE OF WORK / TECHNICAL SPECIFICATION

Sindh Bank Limited was established on October 29, 2010 and is wholly subscribed by the Government of Sindh. It commenced full-scale banking business in April 2011 and within just seven years, emerged as one of the fastest growing commercial banks in Pakistan, having established 330 on-line branches spread across 169 towns and cities of Pakistan. Out of these, 14 branches are dedicated to Islamic Banking. Like other commercial banks, Sindh Bank also offers Corporate, SME and Agricultural financing. Recently bank has started focusing on consumer products, which includes Autos, Housing and personal loans. In order to streamline the pre-disbursement loan assessment and approval process, Sindh Bank is looking to acquire an efficient automated Loan Origination System for Corporate and Consumer financing. The solution should cover the end-to-end workflow for Consumer/Corporate/SME loans starting from origination/application stage till its approval. Risk analysts and Relationship Managers analyze the Consumer Application and accord approval or reject the same based on logical reasons and forwards it to the ultimate and competent credit approval authority, as per the bank's policies and procedures, to accord a final approval or rejection with documented reasons.


Corporate LoS should be able to simplify the usually slow and cumbersome pre-approval loan process, thereby reducing the turnaround time to respond to customers. The system should allow the bank to leverage technology & fully automate in-house operations for criteria based loan application processing & approvals. The system should provide flexibility to be tailored to meet loan application processing needs of multiple financial products.

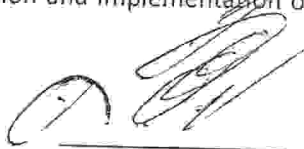
The solution provide the Bank with dynamic flexibility so that they can just roll out their needs while standardization of quality according to their organizational structure and achieve quality across all functions with Prudential Regulations (PR) framework as stipulated by Central Bank of any country being the benchmark of its design feature.

This Request for Proposal is issued for inviting proposals (Technical and Commercial Bids) for implementation and maintenance of Loan Origination System (LoS) solution. The "Request for Proposal" (RFP) document is now being issued to enable vendors to submit their response to the Bank for the empanelment process.

The contract will be for an initial period of 3 years and the same may be extended at the discretion of the Bank on mutually agreed terms.

For this purpose Bank invites separate sealed bids (Technical and commercial) from the interested vendors for supply, integration, customization and implementation of Loan Origination System (LoS) solution in the Bank.


Faraz Ahmed
AVP-II Admin. Div.


Kamal Rashid
Officer Operation Div.


Atif Alvi
AVP-II/I.T. Division

Signature - Procurement Committee Members

Head- Fin Div.

Head- Admin Div.

Chief Manager (IDBL)



A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as "Bidder / System Integrator (SI)" interchangeably.

The RFP document is neither an offer letter nor a legal contract, but an invitation for offers / responses. No contractual obligation on behalf of Sindh Bank whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of Sindh Bank and the bidder.

The Bank further reserves the right to accept or reject the total proposal or part thereof based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar credentials of a vendor. When the Bank makes any such rejection, the Bank will not be bound to give any reason and / or justification in this regard to the vendor. The bank reserves the right to cancel the RFP at any point of time without informing any reason.

The broad scope of work for the above mentioned requirement is narrated in the ensuing paragraphs, wherein the selected bidder has to provide the necessary system to enable Implementation of Loan Origination System, including all hardware, middleware etc. as required by the offered solution, application software and all related components, complete interface with the existing CBS solution, implementation and ongoing support services.

This is an end to end project and all the items required for making the application operational should be considered by the bidder, even if the same is not explicitly mentioned in this RFP document

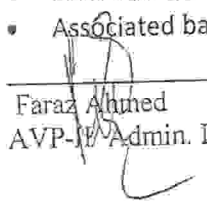
Loan Origination System Requirements:

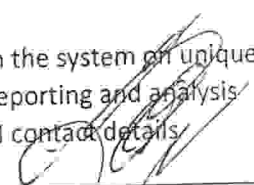
Detailed Scope of Work

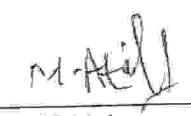
Below are the basic features required in Loan Origination System (LoS):

Business partner management

- Unique identification number throughout the system
- Provision of maintaining different types of business partners e.g. customers, suppliers, valuers etc.
- Personal details
- Multiple addresses (purpose wise)
- Contact person (in case of company)
- Grouping of partners hierarchy wise
- Stakeholders details
- Document checklist
- Flexible search and traceability in the system on unique identification (NIC, Passport, license no, etc.)
- User definable data tagging for reporting and analysis
- Associated bank department/RM contact details


Faraz Ahmed
AVP-IT Admin. Div.


Kamal Rashid
Officer Operation Div.


Atif Alvi
AVP-II/I.T. Division

Signature -Procurement Committee Members

Head- Fin Div.

Head- Admin Div.

Chief Manager (IDBL)





Customer Profiling

- Customer basic details
- Know Your Customer (KYC)
- CRM details
- Stakeholder Details
- Director Details
- Guarantor Details
- Other Bank Details

Loan Application

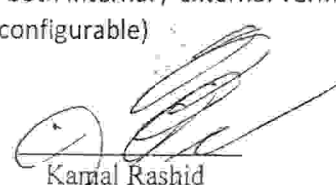
- Loan Application Forms
- Multiple product setup
- Assets / Non-Asset based loans
- Assets categories and sub-category
- Complete assets management
- Assets details
- Loan terms (Tenure, Frequency, Repayments)
- Repayment plan Types
- Bullet
- Deferred
- Staggered
- Handling of grace periods
- Multiple repayment frequencies
- Risk Review
- Credit Review
- Bank Credit Policy Definition
- Prudential Regulation Checks
- Sectoral Financial Data Repository and Analysis (Format provided in Appendix-B)

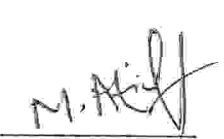
Loan Verification

- Automated loan verification queues
- Internal / external verification
- Configurable verification forms for both internal / external verification
- Service based workflow activities (configurable)

External Integration


Faraz Ahmed
AVP-II Admin. Div.


Kamal Rashid
Officer Operation Div.

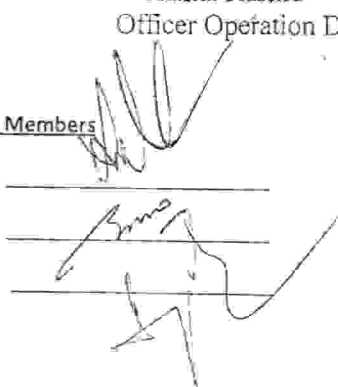

Atif Alvi
AVP-II/I.T. Division

Signature -Procurement Committee Members

Head- Fin Div.

Head- Admin Div.

Chief Manager (IDBL)



- ECIB/Data Check detail capturing
- NADRA Verification
- DBR Calculator
- Tax Status (filer/Non-filer)
- Title Fetch (From CB) based upon CNIC/Account Number
- Call Center systems
- Scoring systems

Loan Approval

- Rule based workflow for approval
- Multiple credit approval committees
- Routing of loan application on different criteria's to different approval committees
- Multiple or single vets for approval
- Discrepancies handling
- Deviations marking
- Deviations decisioning/approvals based upon user levels
- Limit decisioning/approvals based upon user levels
- Deferral Management
- Rule Engine & Segment Caps
- Formula based rule types definition
- Formula based Segment Caps definition

Electronic Document Management

- Ability to tag e-documents with clients
- Tagging of documents with loan application
- Document checklists for different stages
- Application
- Verification
- Approval
- Ability to view e-documents with client profile

Limit Management

- Ability to handle multi-dimensional limits:
- Group limits
- Customer/ Individual limits
- Funded / non funded
- Limits under group of products

Faraz Ahmed
AVP-II Admin. Div.

Kamal Rashid
Officer Operation Div.

Atif Alvi
AVP-II/I.T. Division

Signature –Procurement Committee Members

Head- Fin Div.

Head- Admin Div.

Chief Manager (IDBL)

- Individual product limit
- Syndication Limits
- N dimensional Limit concentration
- Bank wide limits
- Bank wise industry / product / sector etc limits
- Regional limits
- Branch limits
- Collateral concentration limits

Collateral Management

- Ability to configure n type of collaterals
- Collateral types (mortgage, hype, pledge etc.)
- Handling of margins
- Collateral revaluation
- One to many and many to one mapping of collaterals with credit proposals
- Collateral Search report details
- Collateral Insurance

Sales Hierarchy

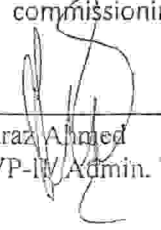
- Multi-level sales hierarchy available for calculating commissions for Sales staff

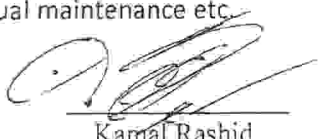
Regulatory Requirement

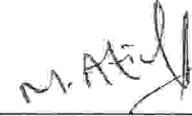
- MIS format as provided in Appendix-A, are mandated by SBP and these reports must be retrieve-able from system and upload-able to SBP portal directly without any manual input.

Miscellaneous Requirements

- The solution should be capable of migrating the data including archived data in the existing solution and reading the same for inquiry purposes.
- User Creation Policy, Password Policy and maker Checker concept should be implemented in the proposed solution.
- Bidder should provide required software and licenses including implementation / execution of the same within the stipulated time period.
- Bidder should act as a system integrator for providing LoS solution, providing all the required hardware, middleware, application software and third party utilities, if any and installation, testing, commissioning, warranty, annual maintenance etc.


Faraz Ahmed
AVP-III Admin. Div.


Kamal Rashid
Officer Operation Div.


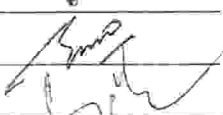


Atif Alvi
AVP-II/I.T. Division

Signature –Procurement Committee Members

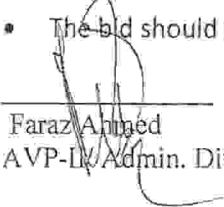
Head- Fin Div.

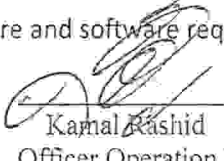
Head- Admin Div.

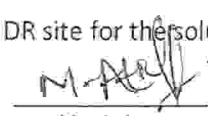
Chief Manager (IDBL)

- A detailed list of the servers, tape library etc. together with their configurations should be provided in the technical bid. Technical specifications should be recommended keeping in mind that fault-tolerant systems with sufficient redundancy built in to ensure smooth and continuous operations. (Bank's existing tape library and backup solution can be used for solution, alternatively.)
- During warranty / AMC (annual maintenance contract) period, bidder shall provide onsite support for hardware / software at no additional cost to the Bank. Services under Warranty, AMC and ATS (annual technical support) should be provided on comprehensive on site basis only. Remote NOC services are not envisaged.
- The proposed solution must encompass installation, integration and customization of the solutions with the existing Core Banking Solution of the Bank without hampering the routine operations of the bank. The bidder should accomplish the job in coordination with existing System Integrator of the CBS (core banking system).
- Bidder will have to ensure the troubleshooting in all forms like technical, administrative related issues etc.
- Bidder shall provide necessary software and hardware to support archiving requirements of the Bank for the entire contracting period.
- The proposed hardware should have either horizontal scalability or vertical scalability in accordance with the requirements of Web / App / DB layers. Bidder has to submit a hardware sizing document duly explaining and detailing make, model, architecture, configuration and OS requirement for each of the systems required for various layers.
- Time, being an essential feature of the contract, the selected vendor is expected to complete the implementation within 03 months from the date of Purchase order.
- Selected bidder must supply, install and integrate all the hardware, tools, software, media, documentation and other material as per the terms and conditions agreed by the Bank. All the components required for the project will be owned by the Bank. Space and infrastructure to install the system will be provided to the Bidder. The Bank's team shall be included in the process so that they are able to understand the details of the system and process.
- Selected bidder has to provide following services including provision of software and maintenance services.
- Selected bidder has to provide necessary project management.
- Selected bidder required to provide adequate training and operational guidelines to designated staff for data extraction, conversion and uploading tasks, Report Generation Software / Tools installed in the LoS solutions for a period not less than of one week.
- Selected bidder shall provide comprehensive documentation of the application including application architecture, description of the interfaces, data model, database structure, meta data details, user manual etc.
- The bid should include the hardware and software required for setting up of DR site for the solution


Faraz Ahmed
AVP-IV/ Admin. Div.


Kamal Rashid
Officer Operation Div.


Atif Alvi
AVP-II/I.T. Division

Signature -Procurement Committee Members

Head- Fin Div.

Head- Admin Div.

Chief Manager (IDBL)





- The bid should include backup solution including backup hardware.

MIS, Audit Trail, etc.:

i) The system should support generation of various management information system and adhoc reports as required by the bank from time to time in the format as desired by the bank.

ii) There should be a comprehensive audit trail detailing every user activity in the system.

iii) There should be a comprehensive audit trail detailing every user activity in the system.

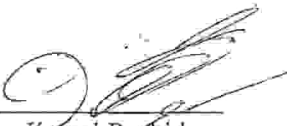
iv) The user should be able to develop and store queries and reports.

Architectural Considerations – Envisaged architecture of the proposed Anti-Money Laundering Solution

For IT (mention the details on CBS and Antivirus solution, firewalls of different makes, IPS as part of Security architecture.

- The proposed solution should be compatible and should integrate with the existing architecture of the Bank.
- The system should automatically pull information from CBS on real time basis and either block or raise alarm for suspicious transactions.
- The proposed solution may have its own App Server with required redundancy.
- The proposed solution has to be functional even with the Bank's DR system, when DR System is designated for the purpose of operations either due to a scheduled cut over (DR Drill) or put to use for the purpose of operations in the event of a disaster.
- The software license fees should include DR component. BoM should include the hardware and software required for DC and DR also.
- The expectations from Bank's CBS System Integrator are to be listed out. The Vendor should have willingness to work in coordination with the System Integrator.
- The bidder shall provide detailed solution architecture showing all internal components of transaction workflow.
- Bank may require the selected bidders to arrange for a demonstration of the proposed solution, to assess the feasibility and suitability, at a live reference site. The bidders will have to arrange for the necessary infrastructure for conducting the said demonstration.


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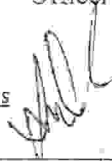
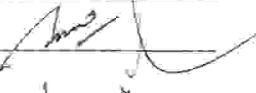
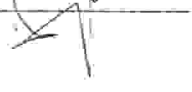

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Hardware, software and database:

The bidder needs to supply, install and configure all the required Servers, application software, Operating system, middleware, database, Tape library, backup software, required rack etc. for implementing LoS solution. The bidder shall make specify the storage size required for the solution.

The bidder can use the existing storage space for implementing the solution at Data Centre & Disaster Recovery Site. Bank prefers to have Open Source software and database wherever feasible. In the case of open source software the following are mandatorily required.

The hardware shall be insured for an amount equal to 110 percent of the value of the Products from "Warehouse to final destination" on "All Risks" basis including War Risks and Strikes, valid for a period not less than 3 months after installation and commissioning and issue of acceptance certificate by the Bank. Should any loss or damage occur, the Supplier shall:-

- a) initiate and pursue claim till settlement and
 - b) promptly make arrangements for repair and / or replacement of any damaged item irrespective of settlement of claim by the underwriters.
- Intellectual Property (IP) built around the Open Source Software by the SI/OEM. In such cases, the patent number and other details should be provided to the bank. EULA (End User License Agreement) should be signed with the bank.
 - Tech support to be provided for the Open Source Software

The application should have three tier architectures. The web and application layer can be on the same server and database should be on a separate server. All the servers should be provided in high availability mode i.e. in active – passive mode. Further all the equipment should have dual power supply and all the required cables for connecting the equipment should be supplied by the bidder.

The bidder must also ensure that the hardware resources utilization should not exceed 70% at any point of time for five years from the date of signing of contract. In case the utilization exceeds the above level, the bidder must provide additional hardware without any additional cost to the Bank.

Implementation of DR facility: The hardware quoted for DR should be of equivalent capacity as that of the hardware at DC should be provided in high availability mode i.e. in active – passive mode.

UAT / Training setup: The bidder should also provide UAT / Training server at Head Office only. No redundancy is expected for the UAT / training server.

Warranty and AMC support

Warranty: The Bidder shall offer software solution for Implementation of LoS Solution with 3 years AMC / ATS after the Warranty Period of 3 years from the date of commissioning of the services. However, the Bank reserves right to renew AMC/ ATS of the solution at mutually agreed rate for one or more years. If

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the bidder fails to offer service for the specified period, then the bid is liable for rejection and may cause Heavy Penalty/ Blacklisting of Bidder's company/ Legal Action against Bidder Company. During the warranty period, the bidder has to customize the application as per Bank's requirement, maintain it and fix reported bugs at no extra cost to the Bank.

The Bidder shall also provide Complete Maintenance Support (Post Warranty AMC –Onsite (as and when it is required) which must include:

- a) Supply, installation and configuration of upgraded versions of application, Software & patches (whenever released).
- b) Trouble Shooting & Rectification of bugs/ defects.
- c) Fine Tuning/ Performance Tuning/ Security Configuration of the Solution.
- d) Reinstallation & Reconfiguration of software/ database (whenever required).
- e) Testing of the Solution (as specified above).

Bidder has to provide uninterrupted support services per Bank's working hours (Monday to Saturday). However, support shall be available on 24*7 basis during periods of crisis, resolution of issues or movement of releases/ fixes, DR drills. Bidder has to provide detailed escalation hierarchy which must include:

- a. Maximum Number of Level in escalation hierarchy should not exceed 4.
- b. Defined issue resolution time (min & max) at each level.
- c. Support Level wise contact information (escalation hierarchy) should be provided to Bank which includes Support Engineer/ Team Leader/ Manager/ Higher Official Name, Office Number, Mobile Number and Email ID etc.
- d. All modes of communication to raise issue should be accepted by Bidder like: by registered email, by

registered phone, by issue tracker system, by official letter from Bank (scanned or actual).

Bidder has to facilitate one:

- a. Technical Engineer (with sound web application development & domain knowledge) availability for the discussion & finalization of the additional requirement/ changes in existing requirement (if any, as & when required) throughout the contract period.
- b. Single point contact person i.e. "Account Manager" who has to visit HO: Compliance Vigilance and FRM division and IT Division (regularly/ on demand) to ensure smooth functionality & various other discussion related to the solution.

As a part of the AMC support, Bidder is required to setup one Development/ Test Server at their support centre to simulate & resolve the issues reported by the Bank (with the help of the log generated by the application). Although the backup will be taken by the DC team the Bidder will also be responsible to test the backup for the restorability using test server once in every 6 months.

Bidder will be responsible to do all the required testing/ validation against the specified guidelines using industry standard tools and submit the relevant reports to the Bank before Go-Live. These testing should be conducted on yearly basis by the AMC Support Team as a part of the AMC contract and relevant report

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are to be submitted to the Bank. The tests also includes load testing & performance bench marking (if required).

The successful bidder shall impart training for Bank Team.

Admin Functions Training 2 Batches of 5 each - One week duration.

Core Team Training - 2 Batches of 20 each - One week duration.

SERVICE	LEVELS	AND	PENALTIES
Service	Level	Agreements	(SLAs)

Within twenty (20) days of receipt of the Purchase Order or before submission of the bill for payment, the Selected Bidder shall sign and date the SLA designed by the Bank and return it to the Bank. The SLA will include the terms/ conditions as in RFP. The Bidder however may submit the SLA Form they like to execute. It is the prerogative of the Bank to accept the same or to modify. It is reiterated that the SLA to be entered into by the Selected Bidder shall be as approved by the Bank only.

The Bidder need to execute a Service Level Agreement/Contract with the Bank covering all terms and conditions of this tender. Bidder need to strictly adhere to Service Level Agreement (SLA). Services delivered by bidder should comply with the SLA mentioned below. The Bank shall without prejudice to its other rights and remedies under and in accordance with the terms of the RFP levy liquidated damages with applicable taxes including Goods and Services Taxes from payments due to the Bidder. SLA will be reviewed on a quarterly basis. SLA violation will attract penalties.

Time is the essence of the contract and the bank expects the Bidder to complete the project as per the implementation plan specified in the RFP. If the Bidder fails

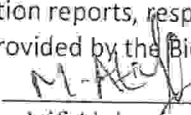
- I) to deliver any or all software; or
- II) to commence services within the time specified as per the terms of the RFP; or
- III) to perform the services and extend the support that meets the requirements as stipulated in the RFP within the time specified in the RFP; or
- IV) to maintain the uptime of the solution/component of the solution; Inability of the Bidder either to provide the requirements as per scope or to meet the timelines as specified would attract liquidated damages.

Penalties due to downtime

Availability Report on monthly basis and a review shall be conducted based on this report. A monthly report shall be provided to the Bank at the end of every month containing the summary of all incidents reported. Service Levels will include Availability measurements and Performance parameters. The Vendor shall provide and associated Bidder performance measurement for that period. Bidder shall use an appropriate tool for the purpose of such reporting. Performance measurements would be assessed through audits or reports, as appropriate to be provided by the Bidder e.g. utilization reports, response time measurements reports, etc. The tools to perform the audit will need to be provided by the Bidder.


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Audits will normally be done on regular basis or as required by Company and will be performed by Bank or Bank appointed third party agencies.

LEVEL	Function / Technology
Severity 1	a. Any problem due to which real-time detection or prevention is not working or; b. Any problem due to which the components of LoS Solution are not available to the Bank's users or does not perform according to the defined performance and query processing parameters required as per the RFP or; c. Showstoppers involving major functional failure in the application. There are no usable workarounds available to troubleshoot the Problem
Severity 2	a. Any problem due to which near-real time detection or prevention is not working or; b. Any incident which is classified as "Severity 1" for which an acceptable workaround has been provided by the Bidder or; c. Users face severe functional restrictions in the application Irrespective of the cause
Severity 3	a. Any problem due to which offline detection and prevention is not working or; b. Any incident which is classified as "Severity 2" for which an acceptable workaround has been provided by the Bidder or; c. Moderate functional restrictions in the application Irrespective of The cause. Has a convenient and readily available workaround.

System availability is defined as:

$\{(\text{Scheduled operation time} - \text{system downtime}) / (\text{scheduled operation time})\} * 100\%$

Where:

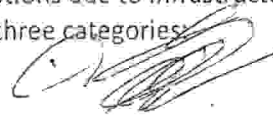
- I. "Scheduled operation time" means the scheduled operating hours of the System for the month. All planned downtime on the system would be deducted from the total operation time for the month to give the scheduled operation time.
- II. "System downtime" subject to the SLA, means accumulated time during which the system is not available to the Bank's users or customers due to in-scope system or infrastructure failure, and measured from the time Bank and/or its customers log a call with the Bidder help desk of the failure or the failure is known to the Bidder from the availability measurement tools to the time when the System is returned to proper operation.
- III. Service Levels should be complied with irrespective of the customizations that the applications would undergo during the tenure of the Contract.

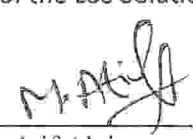
Severity Definition

Severity Definition during Live operations due to Infrastructure/ Functional issues of the LoS Solution.

The Bank will classify all errors into three categories:


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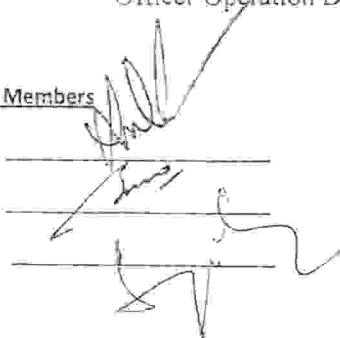

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- (I) Critical errors defined as the Errors that cause the transactional service disruption or service disruption to other connected systems due to malfunction/ service unavailability of the LoS Solution or unavailability of the expected services by LoS Solution. The Vendor undertakes and guarantees that all the Critical Errors will be resolved in the production environment within four hours of the Bank intimating the same through writing, telephone or fax.
- (II) Medium Level Errors defined as those errors that are not the Critical Errors as defined above but cause great inconvenience or operational difficulties to the Bank. The Vendor undertakes and guarantees that all the Medium Level Errors will be resolved in the production environment within two days of the Bank intimating the same through writing, telephone or fax.
- (III) Low Level Errors defined as those other errors that are not the Critical errors or the Medium Level Errors as defined above. The vendor undertakes and guarantees that all the Low Level Errors will be resolved in the production environment within five days of the Bank intimating the same through writing, telephone or fax.

Penalties for delayed delivery

The bidder should ensure that the entire hardware / software is delivered within 6 weeks from the date of purchase order.

Bank reserves the right to charge penalty for delayed deliveries with applicable taxes thereon at the rate of 0.50% of the TCO per week without prejudice to its other rights, if not delivered as per the agreed terms & conditions of delivery schedule as per Bid submitted. The penalty may be increased to 1% per week for the delay beyond 2 weeks from the stipulated delivery date. The penalty is capped at 10 % of the Total Cost of Ownership (TCO) of the Project.

In case of delay from Bank's side, the bidder should provide documentary proof for the same. Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the bidder.


Penalties for delayed implementation of the project

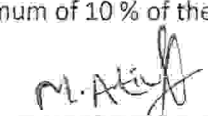
The Bidder is expected to complete the responsibilities that have been assigned on time.

The bidder should ensure that the project implementation at DC / DR is completed within 5 months from the date of Purchase order / signing of contract.

As a deterrent for delay, Bank would levy penalties for delays attributable to the Bidder. Notwithstanding the Bank's right to cancel the order, liquidated damages at 0.5 % of TCO of the Project Cost with applicable taxes will be charged for every week delay in implementation subject to a maximum of 10 % of the value of the Project.


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Penalties if the hardware is not sized as per the requirement.

The bidder must also ensure that the hardware resources utilization should not exceed 70% at any point of time for five years from the date of signing of contract. In case the utilization exceeds the above level, the bidder must provide additional hardware without any additional cost to the Bank.

If the required upgrade is not carried out by the bidder bank has the right to carry out the upgrade and recover the expenditure from any of the payments due to bidder.

Project Implementation:

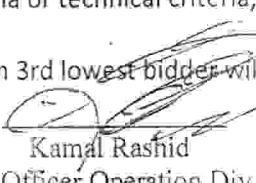
Deliverables	% OF PAYMENT	STAGES (On completion of the activities)
Hardware	70%	Delivery and on submission of invoice, Bidder has to mention their GSTN, HSN/SAC number in all the invoices/bills, wherever applicable. Without the same, GST will not be payable.
	30%	On successful Installation and acceptance of the Hardware
LoS Application Licenses, Database Licenses, Operating Systems and other peripheral software	70%	On delivery of licenses, this shall be only after acceptance of Hardware and on submission of proof
	30%	On successful installation and commissioning of the respective software,
No payment shall be made to the vendor until a Performance Bank Guarantee is submitted to the required value. If Performance Bank Guarantee is not submitted by the successful bidder as per PO terms, Bid Security will be invoked by giving notice to the vendor.		
Implementation Cost for respective modules	20%	On LoS Solution Sign off by the bank
	20%	Parameterization
	20%	UAT
	40%	Go live
Training	100%	Will be paid as and when each batch is trained.

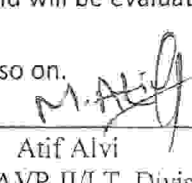
Note

This is a Single Stage one envelop procedure, therefore 1st lowest bid will be evaluated first. If the 1st lowest bidder is disqualified in evaluation criteria or technical criteria, then next lowest bid will be evaluated.

Similarly if 2nd bidder is disqualified, then 3rd lowest bidder will be evaluated and so on.


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On qualification of a bidder during this process no further evaluation will be done. Selected bidder must provide a demo/sample unit immediately (within two working days) for necessary inspection/verification of the specifications.

Delivery Time: within 8 to 10 weeks



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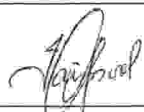
Chief Manager (IDBL)

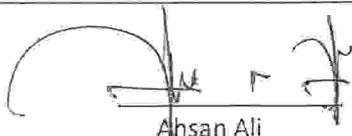


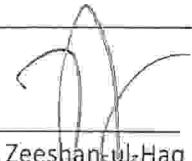
M/C Auto Soft Dynamics

Eligibility Criteria

S. No.	Requisite	*Evidence required to be attached	Compliance / Proof	
1	Minimum 05 Years in business in the relevant field	Letter of Incorporation / Company Registration Letter / Letter or Declaration of Commencement of Business / NTN. (attached as Annexure "A")	Yes ✓	No
2	Turn Over in last 3 Years should be at least PKR 20 million	Audit Report / Tax Return (attached as Annexure "B")	Yes ✓	No
3	Registration with Income Tax , SRB and Sales Tax	NTN , SRB & GST Certificates (attached as Annexure "C")	Yes ✓	No
4	The system must have been installed by the vendor in at least 02 (Two) Banks in Pakistan.	(attached as Annexure "E") Attached recent contract award.	Yes	No ✓
5	The Product Quoted in the bid must be currently used by at least 02 (Two) Banks in Pakistan.	Attached recent contract award. (Attached as Annexure "F")	Yes	No ✓
Qualified / Disqualified				


Taimoor Ghausi
AVP/ Finance Division.


Ahsan Ali
VP/ Operations Div

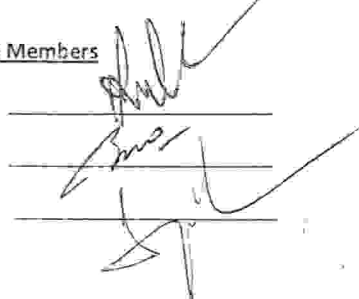

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SCOPE OF WORK / TECHNICAL SPECIFICATION

Sindh Bank Limited was established on October 29, 2010 and is wholly subscribed by the Government of Sindh. It commenced full-scale banking business in April 2011 and within just seven years, emerged as one of the fastest growing commercial banks in Pakistan, having established 330 on-line branches spread across 169 towns and cities of Pakistan. Out of these, 14 branches are dedicated to Islamic Banking.

Like other commercial banks, Sindh Bank also offers Corporate, SME and Agricultural financing. Recently bank has started focusing on consumer products, which includes Autos, Housing and personal loans.

In order to streamline the pre-disbursement loan assessment and approval process, Sindh Bank is looking to acquire an efficient automated Loan Origination System for Corporate and Consumer financing. The solution should cover the end-to-end workflow for Consumer/Corporate/SME loans starting from origination/application stage till its approval. Risk analysts and Relationship Managers analyze the Consumer Application and accord approval or reject the same based on logical reasons and forwards it to the ultimate and competent credit approval authority, as per the bank's policies and procedures, to accord a final approval or rejection with documented reasons.


Corporate LoS should be able to simplify the usually slow and cumbersome pre-approval loan process, thereby reducing the turnaround time to respond to customers. The system should allow the bank to leverage technology & fully automate in-house operations for criteria based loan application processing & approvals. The system should provide flexibility to be tailored to meet loan application processing needs of multiple financial products.

The solution provide the Bank with dynamic flexibility so that they can just roll out their needs while standardization of quality according to their organizational structure and achieve quality across all functions with Prudential Regulations (PR) framework as stipulated by Central Bank of any country being the benchmark of its design feature.

This Request for Proposal is issued for inviting proposals (Technical and Commercial Bids) for implementation and maintenance of Loan Origination System (LoS) solution. The "Request for Proposal" (RFP) document is now being issued to enable vendors to submit their response to the Bank for the empanelment process.

The contract will be for an initial period of 3 years and the same may be extended at the discretion of the Bank on mutually agreed terms.

For this purpose Bank invites separate sealed bids (Technical and commercial) from the interested vendors for supply, integration, customization and implementation of Loan Origination System (LoS) solution in the Bank.


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Kamal Rashid
Officer Operation Div.

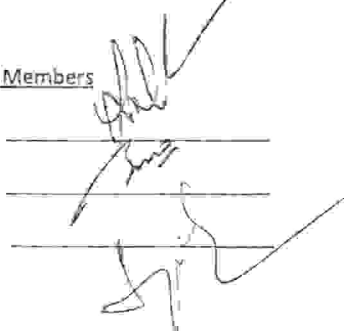

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A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as "Bidder / System Integrator (SI)" interchangeably.

The RFP document is neither an offer letter nor a legal contract, but an invitation for offers / responses. No contractual obligation on behalf of Sindh Bank whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of Sindh Bank and the bidder.

The Bank further reserves the right to accept or reject the total proposal or part thereof based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar credentials of a vendor. When the Bank makes any such rejection, the Bank will not be bound to give any reason and / or justification in this regard to the vendor. The bank reserves the right to cancel the RFP at any point of time without informing any reason.

The broad scope of work for the above mentioned requirement is narrated in the ensuing paragraphs, wherein the selected bidder has to provide the necessary system to enable Implementation of Loan Origination System, including all hardware, middleware etc. as required by the offered solution, application software and all related components, complete interface with the existing CBS solution, implementation and ongoing support services.

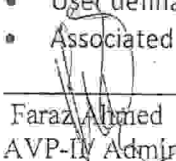
This is an end to end project and all the items required for making the application operational should be considered by the bidder, even if the same is not explicitly mentioned in this RFP document

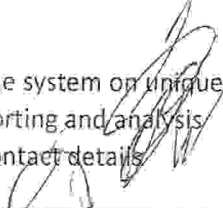
Loan Origination System Requirements:
Detailed Scope of Work

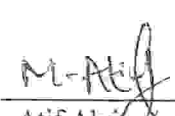
Below are the basic features required in Loan Origination System (LoS):

Business partner management

- Unique identification number throughout the system
- Provision of maintaining different types of business partners e.g. customers, suppliers, valuers etc.
- Personal details
- Multiple addresses (purpose wise)
- Contact person (in case of company)
- Grouping of partners hierarchy wise
- Stakeholders details
- Document checklist
- Flexible search and traceability in the system on unique identification (NIC, Passport, license no, etc.)
- User definable data tagging for reporting and analysis
- Associated bank department/RM contact details


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Customer Profiling

- Customer basic details
- Know Your Customer (KYC)
- CRM details
- Stakeholder Details
- Director Details
- Guarantor Details
- Other Bank Details

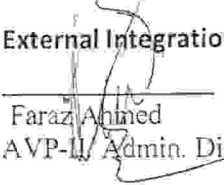
Loan Application

- Loan Application Forms
- Multiple product setup
- Assets / Non-Asset based loans
- Assets categories and sub-category
- Complete assets management
- Assets details
- Loan terms (Tenure, Frequency, Repayments)
- Repayment plan Types
- Bullet
- Deferred
- Staggered
- Handling of grace periods
- Multiple repayment frequencies
- Risk Review
- Credit Review
- Bank Credit Policy Definition
- Prudential Regulation Checks
- Sectoral Financial Data Repository and Analysis (Format provided in Appendix-B)

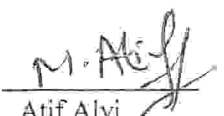
Loan Verification

- Automated loan verification queues
- Internal / external verification
- Configurable verification forms for both internal / external verification
- Service based workflow activities (configurable)

External Integration


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- ECIB/Data Check detail capturing
- NADRA Verification
- DBR Calculator
- Tax Status (filer/Non-filer)
- Title Fetch (From CB) based upon CNIC/Account Number
- Call Center systems
- Scoring systems

Loan Approval

- Rule based workflow for approval
- Multiple credit approval committees
- Routing of loan application on different criteria's to different approval committees
- Multiple or single vets for approval
- Discrepancies handling
- Deviations marking
- Deviations decisioning/approvals based upon user levels
- Limit decisioning/approvals based upon user levels
- Deferral Management
- Rule Engine & Segment Caps
- Formula based rule types definition
- Formula based Segment Caps definition


Electronic Document Management

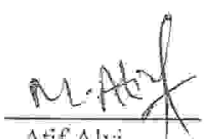
- Ability to tag e-documents with clients
- Tagging of documents with loan application
- Document checklists for different stages
- Application
- Verification
- Approval
- Ability to view e-documents with client profile

Limit Management

- Ability to handle multi-dimensional limits:
- Group limits
- Customer/ Individual limits
- Funded / non funded
- Limits under group of products


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- Individual product limit
- Syndication Limits
- N dimensional Limit concentration
- Bank wide limits
- Bank wise industry / product / sector etc limits
- Regional limits
- Branch limits
- Collateral concentration limits

Collateral Management

- Ability to configure n type of collaterals
- Collateral types (mortgage, hype, pledge etc.)
- Handling of margins
- Collateral revaluation
- One to many and many to one mapping of collaterals with credit proposals
- Collateral Search report details
- Collateral Insurance

Sales Hierarchy

- Multi-level sales hierarchy available for calculating commissions for Sales staff

Regulatory Requirement


- MIS format as provided in Appendix-A, are mandated by SBP and these reports must be retrieve-able from system and upload-able to SBP portal directly without any manual input.

Miscellaneous Requirements

- The solution should be capable of migrating the data including archived data in the existing solution and reading the same for inquiry purposes.
- User Creation Policy, Password Policy and maker Checker concept should be implemented in the proposed solution.
- Bidder should provide required software and licenses including implementation / execution of the same within the stipulated time period.
- Bidder should act as a system integrator for providing LoS solution, providing all the required hardware, middleware, application software and third party utilities, if any and installation, testing, commissioning, warranty, annual maintenance etc.


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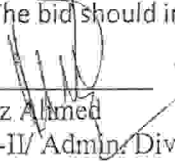
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- A detailed list of the servers, tape library etc. together with their configurations should be provided in the technical bid. Technical specifications should be recommended keeping in mind that fault-tolerant systems with sufficient redundancy built in to ensure smooth and continuous operations. (Bank's existing tape library and backup solution can be used for solution, alternatively.)
- During warranty / AMC (annual maintenance contract) period, bidder shall provide onsite support for hardware / software at no additional cost to the Bank. Services under Warranty, AMC and ATS (annual technical support) should be provided on comprehensive on site basis only. Remote NOC services are not envisaged.
- The proposed solution must encompass installation, integration and customization of the solutions with the existing Core Banking Solution of the Bank without hampering the routine operations of the bank. The bidder should accomplish the job in coordination with existing System Integrator of the CBS (core banking system).
- Bidder will have to ensure the troubleshooting in all forms like technical, administrative related issues etc.
- Bidder shall provide necessary software and hardware to support archiving requirements of the Bank for the entire contracting period.
- The proposed hardware should have either horizontal scalability or vertical scalability in accordance with the requirements of Web / App / DB layers. Bidder has to submit a hardware sizing document duly explaining and detailing make, model, architecture, configuration and OS requirement for each of the systems required for various layers.
- Time, being an essential feature of the contract, the selected vendor is expected to complete the implementation within 03 months from the date of Purchase order.
- Selected bidder must supply, install and integrate all the hardware, tools, software, media, documentation and other material as per the terms and conditions agreed by the Bank. All the components required for the project will be owned by the Bank. Space and infrastructure to install the system will be provided to the Bidder. The Bank's team shall be included in the process so that they are able to understand the details of the system and process.
- Selected bidder has to provide following services including provision of software and maintenance services.
- Selected bidder has to provide necessary project management.
- Selected bidder required to provide adequate training and operational guidelines to designated staff for data extraction, conversion and uploading tasks, Report Generation Software / Tools installed in the LoS solutions for a period not less than of one week.
- Selected bidder shall provide comprehensive documentation of the application including application architecture, description of the interfaces, data model, database structure, meta data details, user manual etc.
- The bid should include the hardware and software required for setting up of DR site for the solution


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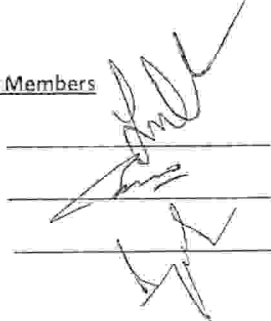

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- The bid should include backup solution including backup hardware.


MIS, Audit Trail, etc.:


- i) The system should support generation of various management information system and adhoc reports as required by the bank from time to time in the format as desired by the bank.
- ii) There should be a comprehensive audit trail detailing every user activity in the system.
- iii) There should be a comprehensive audit trail detailing every user activity in the system.
- iv) The user should be able to develop and store queries and reports.

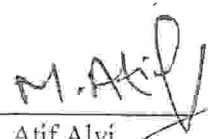
Architectural Considerations – Envisaged architecture of the proposed Anti-Money Laundering Solution

For IT (mention the details on CBS and Antivirus solution, firewalls of different makes, IPS as part of Security architecture.

- The proposed solution should be compatible and should integrate with the existing architecture of the Bank.
- The system should automatically pull information from CBS on real time basis and either block or raise alarm for suspicious transactions.
- The proposed solution may have its own App Server with required redundancy.
- The proposed solution has to be functional even with the Bank's DR system, when DR System is designated for the purpose of operations either due to a scheduled cut over (DR Drill) or put to use for the purpose of operations in the event of a disaster.
- The software license fees should include DR component. BoM should include the hardware and software required for DC and DR also.
- The expectations from Bank's CBS System Integrator are to be listed out. The Vendor should have willingness to work in coordination with the System Integrator.
- The bidder shall provide detailed solution architecture showing all internal components of transaction workflow.
- Bank may require the selected bidders to arrange for a demonstration of the proposed solution, to assess the feasibility and suitability, at a live reference site. The bidders will have to arrange for the necessary infrastructure for conducting the said demonstration.


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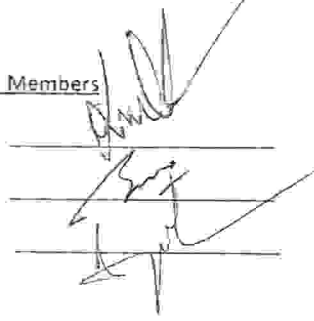

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Hardware, software and database:

The bidder needs to supply, install and configure all the required Servers, application software, Operating system, middleware, database, Tape library, backup software, required rack etc. for implementing LoS solution. The bidder shall make specify the storage size required for the solution.

The bidder can use the existing storage space for implementing the solution at Data Centre & Disaster Recovery Site. Bank prefers to have Open Source software and database wherever feasible. In the case of open source software the following are mandatorily required.

The hardware shall be insured for an amount equal to 110 percent of the value of the Products from "Warehouse to final destination" on "All Risks" basis including War Risks and Strikes, valid for a period not less than 3 months after installation and commissioning and issue of acceptance certificate by the Bank.

Should any loss or damage occur, the Supplier shall: -

- a) initiate and pursue claim till settlement and
- b) promptly make arrangements for repair and / or replacement of any damaged item irrespective of settlement of claim by the underwriters.
 - Intellectual Property (IP) built around the Open Source Software by the SI/OEM. In such cases, the patent number and other details should be provided to the bank. EULA (End User License Agreement) should be signed with the bank.
 - Tech support to be provided for the Open Source Software

The application should have three tier architectures. The web and application layer can be on the same server and database should be on a separate server. All the servers should be provided in high availability mode i.e. in active – passive mode. Further all the equipment should have dual power supply and all the required cables for connecting the equipment should be supplied by the bidder.

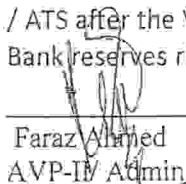
The bidder must also ensure that the hardware resources utilization should not exceed 70% at any point of time for five years from the date of signing of contract. In case the utilization exceeds the above level, the bidder must provide additional hardware without any additional cost to the Bank.

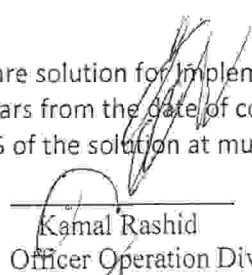
Implementation of DR facility: The hardware quoted for DR should be of equivalent capacity as that of the hardware at DC should be provided in high availability mode i.e. in active – passive mode.

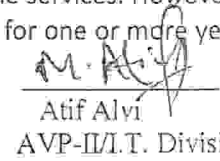
UAT / Training setup: The bidder should also provide UAT / Training server at Head Office only. No redundancy is expected for the UAT / training server.

Warranty and AMC support

Warranty: The Bidder shall offer software solution for Implementation of LoS Solution with 3 years AMC / ATS after the Warranty Period of 3 years from the date of commissioning of the services. However, the Bank reserves right to renew AMC/ ATS of the solution at mutually agreed rate for one or more years. If


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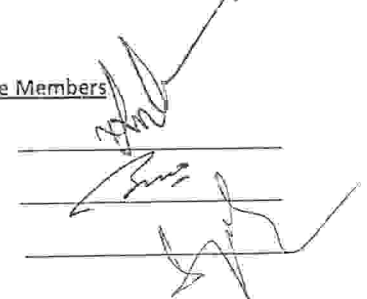

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the bidder fails to offer service for the specified period, then the bid is liable for rejection and may cause Heavy Penalty/ Blacklisting of Bidder's company/ Legal Action against Bidder Company. During the warranty period, the bidder has to customize the application as per Bank's requirement, maintain it and fix reported bugs at no extra cost to the Bank.

The Bidder shall also provide Complete Maintenance Support (Post Warranty AMC –Onsite (as and when it is required) which must include:

- a) Supply, installation and configuration of upgraded versions of application, Software & patches (whenever released).
- b) Trouble Shooting & Rectification of bugs/ defects.
- c) Fine Tuning/ Performance Tuning/ Security Configuration of the Solution.
- d) Reinstallation & Reconfiguration of software/ database (whenever required).
- e) Testing of the Solution (as specified above).

Bidder has to provide uninterrupted support services per Bank's working hours (Monday to Saturday). However, support shall be available on 24*7 basis during periods of crisis, resolution of issues or movement of releases/ fixes, DR drills. Bidder has to provide detailed escalation hierarchy which must include:

- a. Maximum Number of Level in escalation hierarchy should not exceed 4.
- b. Defined issue resolution time (min & max) at each level.
- c. Support Level wise contact information (escalation hierarchy) should be provided to Bank which includes Support Engineer/ Team Leader/ Manager/ Higher Official Name, Office Number, Mobile Number and Email ID etc.
- d. All modes of communication to raise issue should be accepted by Bidder like: by registered email, by

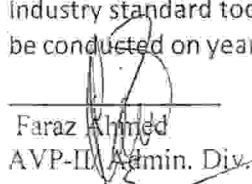
registered phone, by issue tracker system, by official letter from Bank (scanned or actual).

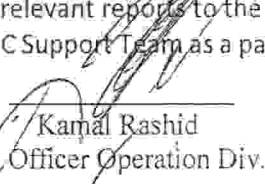
Bidder has to facilitate one:

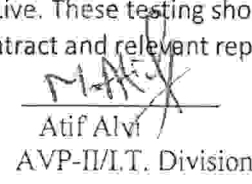
- a. Technical Engineer (with sound web application development & domain knowledge) availability for the discussion & finalization of the additional requirement/ changes in existing requirement (if any, as & when required) throughout the contract period.
- b. Single point contact person i.e. "Account Manager" who has to visit HO: Compliance Vigilance and FRM division and IT Division (regularly/ on demand) to ensure smooth functionality & various other discussion related to the solution.

As a part of the AMC support, Bidder is required to setup one Development/ Test Server at their support centre to simulate & resolve the issues reported by the Bank (with the help of the log generated by the application). Although the backup will be taken by the DC team the Bidder will also be responsible to test the backup for the restorability using test server once in every 6 months.

Bidder will be responsible to do all the required testing/ validation against the specified guidelines using industry standard tools and submit the relevant reports to the Bank before Go-Live. These testing should be conducted on yearly basis by the AMC Support Team as a part of the AMC contract and relevant report


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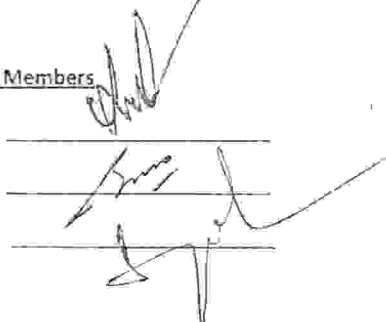

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are to be submitted to the Bank. The tests also includes load testing & performance bench marking (if required).

The successful bidder shall impart training for Bank Team.

Admin Functions Training 2 Batches of 5 each - One week duration.

Core Team Training - 2 Batches of 20 each - One week duration.

SERVICE	LEVELS	AND	PENALTIES
Service	Level	Agreements	(SLAs)

Within twenty (20) days of receipt of the Purchase Order or before submission of the bill for payment, the Selected Bidder shall sign and date the SLA designed by the Bank and return it to the Bank. The SLA will include the terms/ conditions as in RFP. The Bidder however may submit the SLA Form they like to execute. It is the prerogative of the Bank to accept the same or to modify. It is reiterated that the SLA to be entered into by the Selected Bidder shall be as approved by the Bank only.

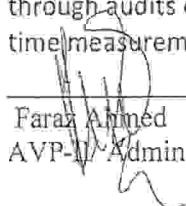
The Bidder need to execute a Service Level Agreement/Contract with the Bank covering all terms and conditions of this tender. Bidder need to strictly adhere to Service Level Agreement (SLA). Services delivered by bidder should comply with the SLA mentioned below. The Bank shall without prejudice to its other rights and remedies under and in accordance with the terms of the RFP levy liquidated damages with applicable taxes including Goods and Services Taxes from payments due to the Bidder. SLA will be reviewed on a quarterly basis. SLA violation will attract penalties.

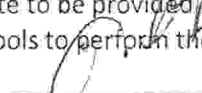
Time is the essence of the contract and the bank expects the Bidder to complete the project as per the Implementation plan specified in the RFP. If the Bidder fails

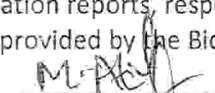
- I) to deliver any or all software; or
- II) to commence services within the time specified as per the terms of the RFP; or
- III) to perform the services and extend the support that meets the requirements as stipulated in the RFP within the time specified in the RFP; or
- IV) to maintain the uptime of the solution/component of the solution; Inability of the Bidder either to provide the requirements as per scope or to meet the timelines as specified would attract liquidated damages.

Penalties due to downtime

Availability Report on monthly basis and a review shall be conducted based on this report. A monthly report shall be provided to the Bank at the end of every month containing the summary of all incidents reported. Service Levels will include Availability measurements and Performance parameters. The Vendor shall provide and associated Bidder performance measurement for that period. Bidder shall use an appropriate tool for the purpose of such reporting. Performance measurements would be assessed through audits or reports, as appropriate to be provided by the Bidder e.g. utilization reports, response time measurements reports, etc. The tools to perform the audit will need to be provided by the Bidder.


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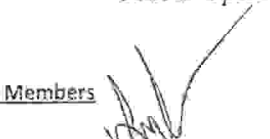
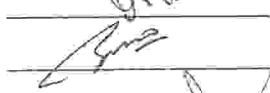
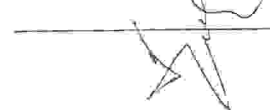

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Audits will normally be done on regular basis or as required by Company and will be performed by Bank or Bank appointed third party agencies.

LEVEL	Function / Technology
Severity 1	a. Any problem due to which real-time detection or prevention is not working or; b. Any problem due to which the components of LoS Solution are not available to the Bank's users or does not perform according to the defined performance and query processing parameters required as per the RFP or; c. Showstoppers involving major functional failure in the application. There are no usable workarounds available to troubleshoot the Problem
Severity 2	a. Any problem due to which near-real time detection or prevention is not working or; b. Any incident which is classified as "Severity 1" for which an acceptable workaround has been provided by the Bidder or; c. Users face severe functional restrictions in the application Irrespective of the cause
Severity 3	a. Any problem due to which offline detection and prevention is not working or; b. Any incident which is classified as "Severity 2" for which an acceptable workaround has been provided by the Bidder or; c. Moderate functional restrictions in the application irrespective of The cause. Has a convenient and readily available workaround.

System availability is defined as:

$\{(\text{Scheduled operation time} - \text{system downtime}) / (\text{scheduled operation time})\} * 100\%$

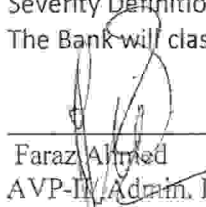
Where:

- I. "Scheduled operation time" means the scheduled operating hours of the System for the month. All planned downtime on the system would be deducted from the total operation time for the month to give the scheduled operation time.
- II. "System downtime" subject to the SLA, means accumulated time during which the system is not available to the Bank's users or customers due to in-scope system or infrastructure failure, and measured from the time Bank and/or its customers log a call with the Bidder help desk of the failure or the failure is known to the Bidder from the availability measurement tools to the time when the System is returned to proper operation.
- III. Service Levels should be complied with irrespective of the customizations that the applications would undergo during the tenure of the Contract.

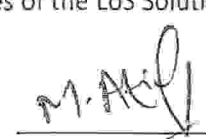
Severity Definition

Severity Definition during Live operations due to Infrastructure/ Functional issues of the LoS Solution.

The Bank will classify all errors into three categories:


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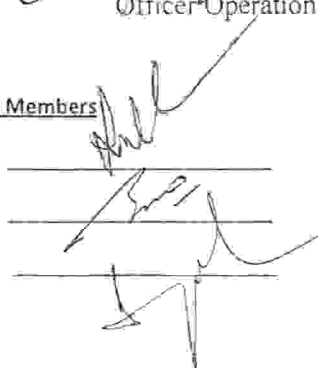

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- (I) Critical errors defined as the Errors that cause the transactional service disruption or service disruption to other connected systems due to malfunction/ service unavailability of the LoS Solution or unavailability of the expected services by LoS Solution. The Vendor undertakes and guarantees that all the Critical Errors will be resolved in the production environment within four hours of the Bank intimating the same through writing, telephone or fax.
- (II) Medium Level Errors defined as those errors that are not the Critical Errors as defined above but cause great inconvenience or operational difficulties to the Bank. The Vendor undertakes and guarantees that all the Medium Level Errors will be resolved in the production environment within two days of the Bank intimating the same through writing, telephone or fax.
- (III) Low Level Errors defined as those other errors that are not the Critical errors or the Medium Level Errors as defined above. The vendor undertakes and guarantees that all the Low Level Errors will be resolved in the production environment within five days of the Bank intimating the same through writing, telephone or fax.

Penalties for delayed delivery

The bidder should ensure that the entire hardware / software is delivered within 6 weeks from the date of purchase order.

Bank reserves the right to charge penalty for delayed deliveries with applicable taxes thereon at the rate of 0.50% of the TCO per week without prejudice to its other rights, if not delivered as per the agreed terms & conditions of delivery schedule as per Bid submitted. The penalty may be increased to 1% per week for the delay beyond 2 weeks from the stipulated delivery date. The penalty is capped at 10 % of the Total Cost of Ownership (TCO) of the Project.

In case of delay from Bank's side, the bidder should provide documentary proof for the same. Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the bidder.

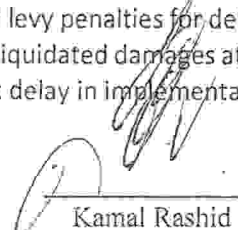
Penalties for delayed implementation of the project


The Bidder is expected to complete the responsibilities that have been assigned on time.

The bidder should ensure that the project implementation at DC / DR is completed within 5 months from the date of Purchase order / signing of contract.

As a deterrent for delay, Bank would levy penalties for delays attributable to the Bidder. Notwithstanding the Bank's right to cancel the order, liquidated damages at 0.5 % of TCO of the Project Cost with applicable taxes will be charged for every week delay in implementation subject to a maximum of 10 % of the value of the Project.


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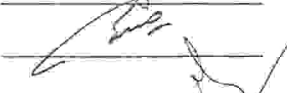
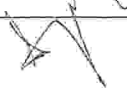

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Penalties if the hardware is not sized as per the requirement.

The bidder must also ensure that the hardware resources utilization should not exceed 70% at any point of time for five years from the date of signing of contract. In case the utilization exceeds the above level, the bidder must provide additional hardware without any additional cost to the Bank.

If the required upgrade is not carried out by the bidder bank has the right to carry out the upgrade and recover the expenditure from any of the payments due to bidder.

Project Implementation:

Deliverables	% OF PAYMENT	STAGES (On completion of the activities)
Hardware	70%	Delivery and on submission of invoice, Bidder has to mention their GSTN, HSN/SAC number in all the invoices/bills, wherever applicable. Without the same, GST will not be payable.
	30%	On successful Installation and acceptance of the Hardware
LoS Application Licenses, Database Licenses, Operating Systems and other peripheral software	70%	On delivery of licenses, this shall be only after acceptance of Hardware and on submission of proof
	30%	On successful installation and commissioning of the respective software.
No payment shall be made to the vendor until a Performance Bank Guarantee is submitted to the required value. If Performance Bank Guarantee is not submitted by the successful bidder as per PO terms, Bid Security will be invoked by giving notice to the vendor.		
Implementation Cost for respective modules	20%	On LoS Solution Sign off by the bank
	20%	Parameterization
	20%	UAT
	40%	Go live
Training	100%	Will be paid as and when each batch is trained.

Note

This is a Single Stage one envelop procedure, therefore 1st lowest bid will be evaluated first. If the 1st lowest bidder is disqualified in evaluation criteria or technical criteria, then next lowest bid will be evaluated.

Similarly if 2nd bidder is disqualified, then 3rd lowest bidder will be evaluated and so on.

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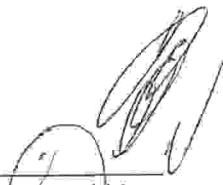
Head- Admin Div.

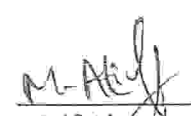
Chief Manager (IDBL)

On qualification of a bidder during this process no further evaluation will be done. Selected bidder must provide a demo/sample unit immediately (within two working days) for necessary inspection/verification of the specifications.

Delivery Time: within 8 to 10 weeks


Faraz Ahmed
AVP-IV Admin. Div.


Karim Rashid
Officer Operation Div.


Atif Ali
AVP-II/I.T. Division

Signature –Procurement Committee Members

Head- Fin Div.

Head- Admin Div.

Chief Manager (IDBL)



MINUTES OF THE OPENING OF THE TENDER (TECHNICAL / FINANCIAL PHASE)

TYPE OF PROCUREMENT ADMIN / IT / CONSULTANT / MEDIA
TENDER NAME Procurement of Loan Origination System
TYPE OF TENDER SINGLE STAGE-ONE ENVELOPE / SINGLE STAGE-TWO ENVELOPE / TWO STAGE / TWO STAGE-TWO ENVELOPE
OPENING DATE 08/10/21
OPENING TIME 11:00 hrs

ATTENDANCE (MEMBER PC)

NAME

FIRM

ATTENDANCE (REPS. OF BIDDERS)

- ① Bench Matrix (Pvt) Ltd
- ② AutoSoft Dynamics (Pvt) Ltd.

TOTAL BIDS ACCEPTED FOR EVALUATION

TOTAL BIDS REJECTED

REMARKS

SIGNATURE MEMBERS PC-ADMIN
Head - Fin Div. [Signature]
Head - Admin Div. [Signature]
Member-IGGL [Signature]
Date: [Signature]