



REQUEST FOR PROPOSAL

**FOR PROCUREMENT OF OUTBOUND CONTACT CENTRE TECHNOLOGY
STACK**

Ref: SBI/GITC/IT-Contact Centre/2021/2022/826 : 02.02.2022

***STATE BANK OF INDIA
IT CONTACT CENTRE
2ND FLOOR, KAPAS BHAWAN
SECTOR 11, CBD BELAPUR
NAVI MUMBAI, MAHARASHTRA
PIN-400614***

Schedule of Events

Sl No	Particulars	Remarks
1	Contact details of issuing department (Name, Designation, Mobile No., Email and office address for sending any kind of correspondence regarding this RFP)	<p>Name: Prakash P Designation: DGM (IT-CC) Email ID: dgmit.contactcentre@sbi.co.in Contact Number: 77100-73840</p> <p>Name: Sinha Dharmendra Designation: CM (IT-CC) Email ID: sinha.d@sbi.co.in Contact Number: 84710-89922 (e Mails should be sent to both the e Mail IDs mentioned above)</p> <p>Contact Address: IT-Contact Centre State Bank Global IT Centre 2nd Floor, Kapas Bhavan CBD Belapur, Navi Mumbai - 400614</p>
2	Bid Document Availability including changes/amendments, if any to be issued	RFP may be downloaded from Bank's website https://bank.sbi.co.in procurement news and e-Procurement agency portal https://etender.sbi/SBI/ from 02.02.2022 to 28.02.2022.
3	Last date for requesting clarification	Upto 17:00 hrs on 09.02.2022 All communications regarding points / queries requiring clarifications shall be given in writing or by e-mail.
4	Pre - bid Meeting at (venue)	From 16:00 Hrs to 18:00 Hrs on 11.02.2022 through online meeting
5	Clarifications to queries raised at pre-bid meeting will be provided by the Bank.	On 17.02.2022
6	Last date and time for Bid submission	Upto 16:00 Hrs on 28.02.2022

7	Address for submission of Bids	Online through M/s E-Procurement Technologies Limited (EPTL) https://etender.sbi/SBI
8	Date and Time of opening of Technical Bids	17:00 hrs on 28.02.2022. Authorized representatives of Bidders may be present online during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the Bidder representatives.
9	Opening of Indicative Price Bids	Indicative price bid of technically qualified bidders only will be opened on a subsequent date.
10	Reverse Auction	On a subsequent date which will be communicated to such Bidders who qualify in the Technical Bid.
11	Tender Fee	Rs. 25,000.00(Rupees Twenty Five Thousand only) Amount should be deposited in A/c No: 4897932113433 IFSC: SBIN0011343 Account Name: Subsidy Inward Remittance Branch: OAD, GITC, Belapur (Mode- NEFT only) A/C No: 37608352111 IFSC: SBIN0011343 Account Name: System Suspense Branch Parking A/C (Mode-SBI to SBI only) Branch: OAD, GITC, Belapur Tender fee will be non-refundable.

12	Earnest Money Deposit	<p>Rs. 25,00,000.00 (Rupees Twenty five lakh only) Amount should be deposited in A/c No: 37608352111 IFSC:_ SBIN0011343 Account Name: System Suspense Branch Parking A/C (For RTGS and SBI to SBI transfer only)</p> <p>OR</p> <p>A/c No: 4897932113433 IFSC: SBIN0011343 Account Name: Subsidy Inward Remittance Branch: OAD, GITC, Belapur (Mode- NEFT only)</p> <p>OR</p> <p>EMD should be in the form of a Bank Guarantee. EMD shall be valid upto 180 days from bid submission date. Bidder should deposit EMD and Tender Fee separately.</p>											
13	Bank Guarantee	Rs. 47,00,000.00 (Rupees Forty seven lakh only)	Performance Security in form of BG should be valid for 5 (five) year(s) and three months from the effective date of the Contract.										
14	Contact details of e-Procurement agency appointed for e-procurement	<p>M/s E-Procurement Technologies Limited (EPTL)</p> <table border="1" data-bbox="831 1720 1394 1980"> <thead> <tr> <th>Name</th> <th>E mail ID</th> <th>Mob. No.</th> </tr> </thead> <tbody> <tr> <td>Fahad Khan</td> <td>fahad@eptl.in</td> <td>9904406300</td> </tr> <tr> <td>Shaikh Nasuriddin</td> <td>shaikh@eptl.in</td> <td>9510812960</td> </tr> </tbody> </table> <p>etender.support@sbi.co.in</p>			Name	E mail ID	Mob. No.	Fahad Khan	fahad@eptl.in	9904406300	Shaikh Nasuriddin	shaikh@eptl.in	9510812960
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1. INVITATION TO BID:

- i. **State Bank of India** (herein after referred to as ‘**SBI/the Bank**’), having its Corporate Centre at Mumbai, various other offices (LHOs/ Head Offices /Zonal Offices/Global Link Services, Global IT Centre, foreign offices etc.) of State Bank of India, branches/other offices, Subsidiaries and Joint Ventures available at various locations and managed by the Bank (collectively referred to as **State Bank Group or ‘SBG’** hereinafter). This Request for Proposal (RFP) has been issued by **the Bank** on behalf of **SBG** for procurement of **Outbound Contact Centre Technology Stack**
- ii. In order to meet the Software Solution/ service requirements, the Bank proposes to invite online Bids from eligible Bidders as per details/scope of work mentioned in **Appendix-E** of this RFP document.
- iii. Bidder shall mean any entity (i.e. juristic person) who meets the eligibility criteria given in **Appendix-B** of this RFP and willing to provide the Software Solution/ service as required in this RFP. The interested Bidders who agree to all the terms and conditions contained in this RFP may submit their Bids with the information desired in this RFP. Consortium bidding is not permitted under this RFP.
- iv. Address for submission of online Bids, contact details including email address for sending communications are given in Schedule of Events of this RFP.
- v. The purpose of SBI behind this RFP is to seek a detailed technical and commercial proposal for procurement of the Software Solution/ service desired in this RFP. The proposed Software Solution/ service must integrate with Bank’s existing infrastructure seamlessly.
- vi. This RFP document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.
- vii. Interested Bidders are advised to go through the entire RFP before submission of online Bids to avoid any chance of elimination. The eligible Bidders desirous of taking up the project for supply of proposed Software Solution/ service for SBI are invited to submit their technical and commercial proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder will be entirely at Bank’s discretion. This RFP seeks proposal from Bidders who have the necessary experience, capability & expertise to provide SBI the proposed Software Solution/ service adhering to Bank’s requirements outlined in this RFP.

2. DISCLAIMER:

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

3. DEFINITIONS:

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

- i. **“The Bank”** ‘means the State Bank of India (including domestic branches and foreign offices), Subsidiaries and Joint Ventures, where the Bank has ownership of more than 50% of voting securities or the power to direct the management and policies of such Subsidiaries and Joint Ventures.
- ii. **“Bidder/Channel Partner”** means an eligible entity/firm submitting the Bid in response to this RFP.
- iii. **“Bid”** means the written reply or submission of response to this RFP.
- iv. **“The Contract”** means the agreement entered into between the Bank and Service Provider, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- v. **“Total Contract Price/Project Cost/TCO”** means the L1 (lowest in reverse auction) price as discovered under the reverse auction.
- vi. **“Vendor/Service Provider”** is the successful Bidder found eligible as per eligibility criteria set out in this RFP, whose technical Bid has been accepted and who has emerged as L1 (lowest in reverse auction) Bidder as per the selection criteria set out in the RFP and to whom notification of award has been given by the Bank.
- vii. **Software Solution/ Services/ System – “Software Solution” or “Services” or “System”** means all Hardware/ Software/ Operating System/ Middleware, services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include services ancillary to the development of the solution, such as installation, commissioning, integration with existing systems, Customizations, provision of technical assistance, training, certifications, auditing and other obligation of Service Provider covered under the RFP.
- viii. **Annual Maintenance Contract (AMC)** - It would be the AMC/Warranty from OEM for all the components including Hardware/ Software/ Operating System/ Middleware for entire contract period at the bidder’s own cost.

4. SCOPE OF WORK:

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

The Bank may, at its sole discretion, provide remote access to its information technology system to IT Service Provider through secured Virtual Private Network (VPN) in order to facilitate the performance of IT Services. Such remote access to the Bank's information technology system shall be subject to the following:

- i. Service Provider shall ensure that the remote access to the Bank's VPN is performed through a laptop/desktop ("Device") specially allotted for that purpose by the Service Provider and not through any other private or public Device.
- ii. Service Provider shall ensure that only its authorized employees/representatives access the Device.
- iii. Service Provider shall be required to get the Device hardened/configured as per the Bank's prevailing standards and policy.
- iv. Service Provider and/or its employee/representative shall be required to furnish an undertaking and/or information security declaration on the Bank's prescribed format before such remote access is provided by the Bank.
- v. Service Provider shall ensure that services are performed in a physically protected and secure environment which ensures confidentiality and integrity of the Bank's data and artefacts, including but not limited to information (on customer, account, transactions, users, usage, staff, etc.), architecture (information, data, network, application, security, etc.), programming codes, access configurations, parameter settings, executable files, etc., which the Bank representative may inspect. Service Provider shall facilitate and/ or handover the Device to the Bank or its authorized representative for investigation and/or forensic audit.
- vi. Service Provider shall be responsible for protecting its network and subnetworks, from which remote access to the Bank's network is performed, effectively against unauthorized access, malware, malicious code and other threats in order to ensure the Bank's information technology system is not compromised in the course of using remote access facility.

5. ELIGIBILITY AND TECHNICAL CRITERIA:

- i. Bid is open to all Bidders who meet the eligibility and technical criteria as given in **Appendix-B & Appendix-C** of this document. The Bidder has to submit the documents substantiating eligibility criteria as mentioned in this RFP document.

- (a) If any Bidder submits Bid on behalf of Principal/OEM, the same Bidder shall not submit a Bid on behalf of another Principal/OEM under the RFP. Bid submitted with option of multiple OEMs shall also be considered bid submitted on behalf of multiple OEM.
- (b) Either the Bidder on behalf of Principal/OEM or Principal/OEM itself is allowed to Bid, however both cannot Bid simultaneously.
- ii. The Bidder shall also submit **PRE-CONTRACT INTEGRITY PACT** along with technical Bid as prescribed in **Appendix-O** duly signed by the Bidder on each page and witnessed by two persons. The **Pre-Contract Integrity Pact** shall be stamped as applicable in the State where it is executed. Bid submitted without Pre-Contract Integrity Pact, as per the format provided in the RFP, shall not be considered.

6. COST OF BID DOCUMENT:

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

7. CLARIFICATION AND AMENDMENTS ON RFP/PRE-BID MEETING:

- i. Bidder requiring any clarification on RFP may notify the Bank in writing strictly as per the format given in **Appendix-M** at the address/by e-mail within the date/time mentioned in the Schedule of Events.
- ii. A pre-Bid meeting will be held in person or online on the date and time specified in the Schedule of Events which may be attended by the authorized representatives of the Bidders interested to respond to this RFP.
- iii. The queries received (without identifying source of query) and response of the Bank thereof will be posted on the Bank's website or conveyed to the Bidders.
- iv. The Bank reserves the right to amend, rescind or reissue the RFP, at any time prior to the deadline for submission of Bids. The Bank, for any reason, whether, on its own initiative or in response to a clarification requested by a prospective Bidder, may modify the RFP, by amendment which will be made available to the Bidders by way of corrigendum/addendum. The interested parties/Bidders are advised to check the Bank's website regularly till the date of submission of Bid document specified

in the Schedule of Events/email and ensure that clarifications / amendments issued by the Bank, if any, have been taken into consideration before submitting the Bid. Such amendments/clarifications, if any, issued by the Bank will be binding on the participating Bidders. Bank will not take any responsibility for any such omissions by the Bidder. The Bank, at its own discretion, may extend the deadline for submission of Bids in order to allow prospective Bidders a reasonable time to prepare the Bid, for taking the amendment into account. Nothing in this RFP or any addenda/corrigenda or clarifications issued in connection thereto is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addresses in this RFP or any addenda/corrigenda or clarifications issued in connection thereto.

- v. No request for change in commercial/legal terms and conditions, other than what has been mentioned in this RFP or any addenda/corrigenda or clarifications issued in connection thereto, will be entertained and queries in this regard, therefore will not be entertained.
- vi. Queries received after the scheduled date and time will not be responded/acted upon.

8. CONTENTS OF BID DOCUMENT:

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

9. EARNEST MONEY DEPOSIT (EMD):

- i. The Bidder shall furnish EMD for the amount and validity period mentioned in Schedule of Events of this RFP.
- ii. EMD is required to protect the Bank against the risk of Bidder's conduct.
- iii. The EMD should be directly credited to the designated account or it should be in form of Bank Guarantee (as prescribed in **Appendix-P**) issued in favour of State Bank of India by any scheduled commercial bank in India. In case, SBI is the sole banker of the Bidder, a Letter of Comfort from SBI would be acceptable.

If EMD is directly credited to designated account, proof of remittance of EMD in the designated account should be enclosed with the technical bid. However, if EMD is in form of Bank Guarantee, scanned copy of original EMD Bank Guarantee should be uploaded on portal of e-Procurement agency along with technical bid. Original EMD Bank Guarantee should be delivered through registered post/courier or given in person to the Bank at the address specified in Schedule of Event Sl. No. 1, within the bid submission date and time for the RFP.

- iv. Any Bid not accompanied by EMD for the specified amount and not submitted to the Bank as mentioned in this RFP will be rejected as non-responsive.
- v. The EMD of the unsuccessful Bidder(s) would be refunded/returned by the Bank within 2 weeks of the Bidder being notified as being unsuccessful.
- vi. The EMD of successful Bidder will be discharged upon the Bidder signing the Contract and furnishing the Bank Guarantee for the amount and validity as mentioned in this RFP, which should be strictly on the lines of format placed at **Appendix-H**.
- vii. No interest is payable on EMD.
- viii. **The EMD may be forfeited: -**
 - (a) if a Bidder withdraws his Bid during the period of Bid validity specified in this RFP; or
 - (b) if a technically qualified Bidder do not participate in the auction by not logging in, in the reverse auction tool; or

- (c) if a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract; or
 - (d) if the successful Bidder fails to accept Rate Order and/or sign the Contract with the Bank or furnish Bank Guarantee, within the specified time period in the RFP.
- ix. If EMD is forfeited for any reasons mentioned above, the concerned Bidder may be debarred from participating in the RFPs floated by the Bank/this department, in future, as per sole discretion of the Bank.

10. BID PREPARATION AND SUBMISSION:

- i. The Bid is to be submitted separately for technical and Price on portal of e-Procurement agency for **providing of Outbound Contact Centre Technology Stack** in response to the **RFP No. SBI/GITC/IT-Contact Centre/2021/2022/826 dated 02.02.2022**. Documents mentioned below are to be uploaded on portal of e-Procurement agency with digital signature of authorised signatory:
 - (a) Index of all the documents, letters, bid forms etc. submitted in response to RFP along with page numbers.
 - (b) Bid covering letter/Bid form on the lines of **Appendix-A** on Bidder's letter head.
 - (c) Proof of remittance of EMD (if directly credited in designated account) and Tender Fee as specified in this document. In case, EMD is submitted in form of BG, scanned copy of original BG should be uploaded subject to compliance of requirement mentioned in clause no 11(ii).
 - (d) Specific response with supporting documents in respect of Eligibility Criteria as mentioned in **Appendix-B** and technical eligibility criteria on the lines of **Appendix-C**.
 - (e) Bidder's details as per **Appendix-D** on Bidder's letter head.
 - (f) Audited financial statement and profit and loss account statement as mentioned in Part-II.
 - (g) A copy of board resolution along with copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the Bid document.
 - (h) If applicable, scanned copy of duly stamped and signed Pre-Contract Integrity Pact subject to compliance of requirement mentioned in clause no 11(ii).
 - (i) If applicable, copy of registration certificate issued by competent authority as mentioned in Sl No 2 of Eligibility Criteria under Appendix-B.
- ii. **Indicative Price Bid** for providing of **Outbound Contact Centre Technology Stack** in response to the **RFP No. SBI/GITC/IT-Contact Centre/2021/2022/826 dated 02.02.2022** should contain only indicative Price Bid strictly on the lines of

Appendix-F. The Indicative Price must include all the price components mentioned. Prices are to be quoted in Indian Rupees only.

iii. Bidders may please note:

- (a) The Bidder should quote for the entire package on a single responsibility basis for Services it proposes to provide.
- (b) While submitting the Technical Bid, literature on the Services should be segregated and kept together in one section.
- (c) Care should be taken that the Technical Bid shall not contain any price information. Such proposal, if received, will be rejected.
- (d) The Bid document shall be complete in accordance with various clauses of the RFP document or any addenda/corrigenda or clarifications issued in connection thereto, duly signed by the authorized representative of the Bidder. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be attached.
- (e) It is mandatory for all the Bidders to have class-III Digital Signature Certificate (DSC) (in the name of person who will sign the Bid) from any of the licensed certifying agency to participate in this RFP. DSC should be in the name of the authorized signatory. It should be in corporate capacity (that is in Bidder capacity).
- (f) Bids are liable to be rejected if only one Bid (i.e. Technical Bid or Indicative Price Bid) is received.
- (g) If deemed necessary, the Bank may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substances of the Bid already submitted or the price quoted.
- (h) The Bidder may also be asked to give presentation for the purpose of clarification of the Bid.
- (i) The Bidder must provide specific and factual replies to the points raised in the RFP.
- (j) The Bid shall be typed or written and shall be digitally signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.
- (k) All the enclosures (Bid submission) shall be serially numbered.
- (l) Bidder(s) should prepare and submit their online Bids well in advance before the prescribed date and time to avoid any delay or problem during the bid submission process. The Bank shall not be held responsible for any sort of delay or the difficulties faced by the Bidder(s) during the submission of online Bids.
- (m) Bidder(s) should ensure that the Bid documents submitted should be free from virus and if the documents could not be opened, due to virus or otherwise, during Bid opening, the Bid is liable to be rejected.
- (n) The Bank reserves the right to reject Bids not conforming to above.

11. DEADLINE FOR SUBMISSION OF BIDS:

- i. Bids must be submitted online on portal of e-Procurement agency by the date and time mentioned in the “Schedule of Events”.
- ii. Wherever applicable, the Bidder shall submit the original EMD Bank Guarantee and Pre-Contract Integrity Pact together with their respective enclosures and seal it in an envelope and mark the envelope as “Technical Bid”. The said envelope shall clearly bear the name of the project and name and address of the Bidder. In addition, the last date for bid submission should be indicated on the right and corner of the envelope. The original documents should be submitted within the bid submission date and time for the RFP at the address mentioned in Sl No 1 of Schedule of Events, failing which Bid will be treated as non-responsive.
- iii. In case the Bank extends the scheduled date of submission of Bid document, the Bids shall be submitted by the time and date rescheduled. All rights and obligations of the Bank and Bidders will remain the same.
- iv. Any Bid received after the deadline for submission of Bids prescribed, will be rejected and returned unopened to the Bidder.

12. MODIFICATION AND WITHDRAWAL OF BIDS:

- i. The Bidder may modify or withdraw its Bid after the Bid’s submission, provided modification, including substitution or withdrawal of the Bids, is received on e-procurement portal, prior to the deadline prescribed for submission of Bids.
- ii. No modification in the Bid shall be allowed, after the deadline for submission of Bids.
- iii. No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified in this RFP. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the Bidder.

13. PERIOD OF BID VALIDITY AND VALIDITY OF PRICE QUOTED IN REVERSE AUCTION (RA):

- i. Bid shall remain valid for duration of 6 calendar months from Bid submission date.

- ii. Price quoted by the Bidder in Reverse auction shall remain valid for duration of 6 calendar months from the date of conclusion of RA.
- iii. In exceptional circumstances, the Bank may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder is free to refuse the request. However, in such case, the Bank will not forfeit its EMD. However, any extension of validity of Bids or price will not entitle the Bidder to revise/modify the Bid document.
- iv. Once Rate Order or Letter of Intent is issued by the Bank, the said price will remain fixed for the entire Contract period and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

14. BID INTEGRITY:

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

15. BIDDING PROCESS/OPENING OF TECHNICAL BIDS:

- i. All the technical Bids received up to the specified time and date will be opened for initial evaluation on the time and date mentioned in the schedule of events. The technical Bids will be opened in the presence of representatives of the Bidders who choose to attend the same on portal of e-Procurement agency. However, Bids may be opened even in the absence of representatives of one or more of the Bidders.
- ii. In the first stage, only technical Bid will be opened and evaluated. Bids of such Bidders satisfying eligibility criteria and agree to comply with all the terms and conditions specified in the RFP will be evaluated for technical criteria/specifications/eligibility. Only those Bids complied with technical criteria shall become eligible for indicative price Bid opening and further RFP evaluation process.
- iii. The Bank will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, EMD and Tender Fee for the desired amount and validity period is available and the Bids are

generally in order. The Bank may, at its discretion waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation.

- iv. Prior to the detailed evaluation, the Bank will determine the responsiveness of each Bid to the RFP. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the RFP in toto, without any deviation.
- v. The Bank's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.
- vi. After opening of the technical Bids and preliminary evaluation, some or all the Bidders may be asked to make presentations on the Software Solution/service proposed to be offered by them.
- vii. If a Bid is not responsive, it will be rejected by the Bank and will not subsequently be made responsive by the Bidder by correction of the non-conformity.

16. TECHNICAL EVALUATION:

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

17. EVALUATION OF INDICATIVE PRICE BIDS AND FINALIZATION:

- i. The indicative price Bid(s) of only those Bidders, who are short-listed after technical evaluation, would be opened.
- ii. All the Bidders who qualify in the evaluation process shall have to participate in the online reverse auction to be conducted by Bank's authorized service provider on behalf of the Bank.

- iii. Shortlisted Bidders shall be willing to participate in the reverse auction process and must have a valid digital signature certificate. Such Bidders will be trained by Bank's authorized e-Procurement agency for this purpose. Bidders shall also be willing to abide by the e-business rules for reverse auction framed by the Bank / Authorised e-Procurement agency. The details of e-business rules, processes and procedures will be provided to the short-listed Bidders.
- iv. The Bidder will be selected as L1 on the basis of net total of the price evaluation as quoted in the Reverse Auction.
- v. The successful Bidder is required to provide price confirmation and price breakup strictly on the lines of **Appendix-F** within 48 hours of conclusion of the Reverse Auction, failing which Bank may take appropriate action.
- vi. Errors, if any, in the price breakup format will be rectified as under:
 - (a) If there is a discrepancy between the unit price and total price which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the Bidder does not accept the correction of errors, the Bid will be rejected.
 - (b) If there is a discrepancy in the unit price quoted in figures and words, the unit price in figures or in words, as the case may be, which corresponds to the total Bid price for the Bid shall be taken as correct.
 - (c) If the Bidder has not worked out the total Bid price or the total Bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.
 - (d) The Bidder should quote for all the items/services desired in this RFP. In case, prices are not quoted by any Bidder for any specific product and / or service, for the purpose of evaluation, the highest of the prices quoted by other Bidders participating in the bidding process will be reckoned as the notional price for that service, for that Bidder. However, if selected, at the time of award of Contract, the lowest of the price(s) quoted by other Bidders (whose Price Bids are also opened) for that service will be reckoned. This shall be binding on all the Bidders. However, the Bank reserves the right to reject all such incomplete Bids.

18. CONTACTING THE BANK:

- i. No Bidder shall contact the Bank on any matter relating to its Bid, from the time of opening of indicative price Bid to the time, the Contract is awarded.
- ii. Any effort by a Bidder to influence the Bank in its decisions on Bid evaluation, Bid comparison or contract award may result in the rejection of the Bid.

19. AWARD CRITERIA AND AWARD OF CONTRACT:

i. Applicability of Preference to Make in India, Order 2017 (PPP-MII Order)

Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPP-MII Order) and any revision thereto will be applicable for this RFP and allotment will be done in terms of said Order as under:

(a) Among all qualified bids, the lowest bid (as quoted in reverse auction) will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1.

(b) If L1 is not from a 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.

(c) In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, then the contract will be awarded to the L1 bidder.

For the purpose of Preference to Make in India, Order 2017 (PPP-MII Order) and revision thereto:

“Local content” means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.

“**Class-I local supplier**” means a supplier or service provider whose product or service offered for procurement meets the minimum local content as prescribed for ‘Class-I local supplier’ hereunder.

“**Class-II local supplier**” means a supplier or service provider whose product or service offered for procurement meets the minimum local content as prescribed for ‘Class-II local supplier’ hereunder. Class-II local supplier shall not get any purchase preference under this RFP.

“**Non-local supplier**” means a supplier or service provider whose product or service offered for procurement has ‘local content’ less than that prescribed for ‘Class-II local supplier’ under this RFP.

“**Minimum Local content**” for the purpose of this RFP, the ‘local content’ requirement to categorize a supplier as ‘Class-I local supplier’ is minimum 50%. For ‘Class-II local supplier’, the ‘local content’ requirement is minimum 20%. If Nodal Ministry/Department has prescribed different percentage of minimum ‘local content’ requirement to categorize a supplier as ‘Class-I local supplier’/ ‘Class-II local supplier’, same shall be applicable.

“**Margin of purchase preference**” means the maximum extent to which the price quoted by a ‘Class-I local supplier’ may be above the L1 for the purpose of purchase preference. The margin of purchase preference shall be 20%.

ii. **Verification of local content**

The ‘Class-I local supplier’/ ‘Class-II local supplier’ at the time of submission of bid shall be required to provide a certificate as per **Appendix-G** from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content requirement for ‘Class-I local supplier’/ ‘Class-II local supplier’ as the case may be.

iii. Total cost of Software Solution along with cost of all items specified in **Appendix-F** would be the Total Cost of Ownership (TCO)/Total Project Cost and should be quoted by the Bidder(s) in indicative price bid and reverse auction.

iv. Bank will notify successful Bidder in writing by way of issuance of rate order through letter or fax/email that its Bid has been accepted. The selected Bidder has to

return the duplicate copy of the same to the Bank within **7 working days**, duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance.

- v. The successful Bidder will have to submit Non-disclosure Agreement, Bank Guarantee for the amount and validity as desired in this RFP and strictly on the lines of format given in Appendix of this RFP together with acceptance of all terms and conditions of RFP.
- vi. Copy of board resolution and power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted.
- vii. The successful Bidder shall be required to enter into a Contract with the Bank and submit the Bank Guarantee, within 30 days from issuance of Rate Order or within such extended period as may be decided by the Bank.
- viii. Till execution of a formal contract, the RFP, along with the Bank's notification of award by way of issuance of rate order and Service Provider's acceptance thereof, would be binding contractual obligation between the Bank and the successful Bidder.
- ix. The Bank reserves the right to stipulate, at the time of finalization of the Contract, any other document(s) to be enclosed as a part of the final Contract.
- x. Failure of the successful Bidder to comply with the requirements/terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD and/or BG.
- xi. Upon notification of award to the successful Bidder, the Bank will promptly notify the award of contract to the successful Bidder on the Bank's website. The EMD of each unsuccessful Bidder will be discharged and returned.

20. POWERS TO VARY OR OMIT WORK:

- i. No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful Bidder except as directed in writing by Bank. The Bank shall have full powers, subject to the provision herein after contained, from time to time during the execution of the contract, by notice in writing to instruct the successful Bidder to make any variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as

applicable as though the said variations occurred in the contract documents. If any, suggested variations would, in the opinion of the finally selected Bidder, if carried out, prevent him from fulfilling any of his obligations under the contract, he shall notify Bank thereof in writing with reasons for holding such opinion and Bank shall instruct the successful Bidder to make such other modified variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If the Bank confirms its instructions, the successful Bidder's obligations shall be modified to such an extent as may be mutually agreed, if such variation involves extra cost. Any agreed difference in cost occasioned by such variation shall be added to or deducted from the contract price as the case may be.

- ii. In any case in which the successful Bidder has received instructions from the Bank as to the requirements for carrying out the altered or additional substituted work which either then or later on, will in the opinion of the finally selected Bidders, involve a claim for additional payments, such additional payments shall be mutually agreed in line with the terms and conditions of the order.
- iii. If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in contract price, before the finally selected Bidder(s) proceeds with the change.

21. WAIVER OF RIGHTS:

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

22. CONTRACT AMENDMENT:

No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by the parties.

23. BANK'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:

The Bank reserves the right to accept or reject any Bid in part or in full or to cancel the bidding process and reject all Bids at any time prior to contract award as specified in Award Criteria and Award of Contract, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's action.

24. BANK GUARANTEE:

- i. Performance security in form of Bank Guarantee [BG] for the amount with validity period as specified in this RFP strictly on the format at Appendix-H is to be submitted by the finally selected Bidder (s). The BG has to be issued by a Scheduled Commercial Bank other than SBI and needs to be submitted within the specified time of receipt of formal communication from the Bank about their Bid finally selected. In case, SBI is the sole Banker for the Bidder, a Letter of Comfort from SBI may be accepted.
- ii. The Bank Guarantee is required to protect the interest of the Bank against delay in supply/installation and/or the risk of non-performance of the successful Bidder in respect successful implementation of the project, or performance of the material or services sold, or breach of any terms and conditions of the Agreement, which may warrant invoking of Bank Guarantee.

25. SYSTEM INTEGRATION TESTING & USER ACCEPTANCE TESTING:

Service Provider should integrate the software with the existing systems as per requirement of the Bank and carry out thorough system integration testing.

System integration testing will be followed by user acceptance testing, plan for which has to be submitted by Service Provider to the Bank. The UAT includes functional tests, resilience tests, benchmark comparisons, operational tests, load tests etc. SBI staff / third Party vendor designated by the Bank will carry out the functional testing. This staff / third party vendor will need necessary on-site training for the purpose and should be provided by Service Provider. Service Provider should carry out other testing like resiliency/benchmarking/load etc. Service Provider should submit result log for all testing to the Bank.

On satisfactory completion of the aforementioned tests, the User Acceptance Test (UAT) letter will be issued to Service Provider by the competent authority on the line of **Appendix-I**.

26. SERVICES:

- i. All professional services necessary to successfully implement the proposed Software Solution will be part of the RFP/Contract.
- ii. The Bidder should also submit as part of technical Bid an overview of Project Management approach of the proposed product.
- iii. Bidder should ensure that key personnel with relevant skill-sets are available to the Bank in a timely manner as required for the project.
- iv. Bidder should ensure that the quality of methodologies for delivering the services, adhere to quality standards/timelines stipulated therefor.
- v. Bidder shall be willing to transfer skills to relevant personnel from the Bank, by means of training and documentation.
- vi. Bidder shall provide and implement patches/ upgrades/ updates for hardware/ software/ Operating System / Middleware etc as and when released by Service Provider/ OEM or as per requirements of the Bank. Bidder should bring to notice of the Bank all releases/ version changes.
- vii. Bidder shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates. Bidder has to support older versions of the hardware/ software/ Operating System /Middleware etc in case the Bank chooses not to upgrade to latest version.
- viii. Bidder shall provide Warranty / AMC for all the components including Hardware/ Software/ Operating System/ Middleware over the entire period of contract from OEM at the bidder's own cost.
- ix. All product updates, upgrades & patches shall be provided by the Bidder/ Service Provider free of cost during warranty and AMC/ ATS/ S&S period.

- x. Bidder shall provide legally valid Software Solution. The detailed information on license count and type of license shall also be provided to the Bank.
- xi. The Bidder shall keep the Bank explicitly informed the end of support dates on related products/hardware/firmware and should ensure support during warranty and AMC/ATS/S&S from OEM at the bidder's own cost.

27. WARRANTY AND ANNUAL MAINTENANCE CONTRACT:

- i. The selected Bidder shall provide Warranty / AMC for all the components including Hardware/Software/ Operating System/ Middleware for the entire period of contract from OEM at the bidder's own cost.
- ii. During the warranty and AMC period (if desired), the Bidder will have to undertake comprehensive support of the Software Solution supplied by the Bidder and all new versions, releases, and updates for all standard software to be supplied to the Bank at no additional cost . During the support period, the Bidder shall maintain the Software Solution to comply with parameters defined for acceptance criteria and the Bidder shall be responsible for all costs relating to labour, spares, maintenance (preventive and corrective), compliance of security requirements and transport charges from and to the Site (s) in connection with the repair/ replacement of the Software Solution, which, under normal and proper use and maintenance thereof, proves defective in design, material or workmanship or fails to conform to the specifications, as specified.
- iii. During the support period (warranty and AMC), Service Provider shall ensure that services of professionally qualified personnel are available for providing comprehensive on-site maintenance of the Software Solution and its components as per the Bank's requirements. Comprehensive maintenance shall include, among other things, day to day maintenance of the Software Solution as per the Bank's policy, reloading of firmware/software, compliance to security and regulatory requirements, etc. when required or in the event of system crash/malfunctioning, arranging and configuring facility as per the requirements of the Bank, fine tuning, system monitoring, log maintenance, etc. The Bidder shall provide services of an expert engineer at SBI GITC, Belapur or at any other location wherever required, whenever it is essential. In case of failure of Software Solution, the Bidder shall ensure that Software Solution is made operational to the full satisfaction of the Bank within the given timelines.
- iv. Warranty/ AMC for the system software/ off-the shelf software will be provided to the Bank as per the general conditions of sale of such software.

- v. Support (Warranty/ AMC) would be on-site and comprehensive in nature and must have back to back support from the OEM/Service Provider. Service Provider will warrant products against defects arising out of faulty design etc. during the specified support period.
- vi. In the event of system break down or failures at any stage, protection available, which would include the following, shall be specified.
 - (a) Diagnostics for identification of systems failures
 - (b) Protection of data/ Configuration
 - (c) Recovery/ restart facility
 - (d) Backup of system software/ Configuration
- vii. Prompt support shall be made available as desired in this RFP during the support period at the locations as and when required by the Bank.
- viii. The Bidder shall be agreeable for on-call/on-site support during peak weeks (last and first week of each month) and at the time of switching over from PR to DR and vice-versa. No extra charge shall be paid by the Bank for such needs, if any, during the support period.
- ix. Bidder support staff should be well trained to effectively handle queries raised by the customers/employees of the Bank.
- x. Updated escalation matrix shall be made available to the Bank once in each quarter and each time the matrix gets changed.

28. PENALTIES:

As mentioned in **Appendix-J** of this RFP.

29. RIGHT TO VERIFICATION:

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

30. INSPECTION AND TESTING:

- i. The Bank reserves the right to carry out pre-shipment inspection or demand a demonstration of the product on a representative model at Service Provider's location.
- ii. The inspection and test prior to dispatch of the product/at the time of final acceptance would be as follows:
 - (a) Service Provider shall intimate the Bank before dispatching products for conducting inspection and testing.
 - (b) The inspection and acceptance test may also be conducted at the point of delivery and / or at the products' final destination. Reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors, at no charge to the Bank. In case of failure by Service Provider to provide necessary facility / equipment at its premises, all the cost of such inspection like travel, boarding, lodging & other incidental expenses of the Bank's representatives to be borne by Service Provider.
- iii. The Bank's right to inspect, test the product/ solution after delivery of the same to the Bank and where necessary reject the products/solution which does not meet the specification provided by the Bank. This shall in no way be limited or waived by reason of the products/ solution having previously being inspected, tested and passed by the Bank or its representative prior to the products/ solution shipment from the place of origin by the Bank or its representative prior to the installation and commissioning.
- iv. Nothing stated hereinabove shall in any way release Service Provider from any warranty or other obligations under this contract.
- v. System integration testing and User Acceptance testing will be carried out as per requirement of the Bank.

31. RIGHT TO AUDIT:

- i. The Selected Bidder (Service Provider) shall be subject to annual audit by internal/ external Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ Software) and services etc. provided to the Bank and Service Provider is required to submit such certification by such Auditors to the Bank. Service Provider and or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the

same The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank. Except for the audit done by Reserve Bank of India or any statutory/regulatory authority, the Bank shall provide reasonable notice not less than 7 (seven) days to Service Provider before such audit and same shall be conducted during normal business hours.

- ii. Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.
- iii. Service Provider further agrees that whenever required by the Bank, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and/or any regulatory authority(ies). The Bank reserves the right to call for and/or retain any relevant information /audit reports on financial and security review with their findings undertaken by the Service Provider. However, Service Provider shall not be obligated to provide records/data not related to Services under the Agreement (e.g. internal cost breakup etc.).

32. SUBCONTRACTING:

As per scope of this RFP, sub-contracting is not permitted.

33. VALIDITY OF AGREEMENT:

The Agreement/ SLA will be valid for the period of 5(five)year(s). The Bank reserves the right to terminate the Agreement as per the terms of RFP/ Agreement.

34. LIMITATION OF LIABILITY:

- i. The maximum aggregate liability of Service Provider, subject to clause 34 (iii), in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the total Project Cost.

- ii. Under no circumstances shall either Party be liable for any indirect, consequential or incidental losses, damages or claims including loss of profit, loss of business or revenue.
- iii. The limitations set forth herein shall not apply with respect to:
 - a) claims that are the subject of indemnification pursuant to infringement of third party Intellectual Property Right;
 - b) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider,
 - c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,
 - d) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.

For the purpose of clause 34(iii)(b) “**Gross Negligence**” means any act or failure to act by a party which was in reckless disregard of or gross indifference to the obligation of the party under this Agreement and which causes injury, damage to life, personal safety, real property, harmful consequences to the other party, which such party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act for which such Party is legally liable. Notwithstanding the forgoing, Gross Negligence shall not include any action taken in good faith.

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

35. CONFIDENTIALITY:

Confidentiality obligation shall be as per Non-disclosure agreement and clause 15 of Service Level Agreement placed as Appendix to this RFP.

36. DELAY IN SERVICE PROVIDER’S PERFORMANCE:

- i. Delivery, installation, commissioning of the Software Solution and performance of Services shall be made by Service Provider within the timelines prescribed in Part II of this RFP.

- ii. If at any time during performance of the Contract, Service Provider should encounter conditions impeding timely delivery of the Software Solution and performance of Services, Service Provider shall promptly notify the Bank in writing of the fact of the delay, its likely duration and cause(s). As soon as practicable after receipt of Service Provider's notice, the Bank shall evaluate the situation and may, at its discretion, extend Service Providers' time for performance, in which case, the extension shall be ratified by the parties by amendment of the Contract.
- iii. Any delay in performing the obligation/ defect in performance by Service Provider may result in imposition of penalty, liquidated damages, invocation of Bank Guarantee and/or termination of Contract (as laid down elsewhere in this RFP document).

37. SERVICE PROVIDER'S OBLIGATIONS:

- i. Service Provider is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.
- ii. Service Provider is obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank from time to time and complete implementation activities.
- iii. Service Provider will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is Service Provider's negligence. Service Provider will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.
- iv. Service Provider is responsible for activities of its personnel or sub-contracted personnel (where permitted) and will hold itself responsible for any misdemeanors.
- v. Service Provider shall treat as confidential all data and information about the Bank, obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of the Bank as explained under 'Non-Disclosure Agreement' in **Appendix-L** of this RFP.

38. TECHNICAL DOCUMENTATION:

- i. Service Provider shall deliver the following documents to the Bank for every software including third party software before software/ service become operational, which includes, user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, on-line tutorials/ CBTs, system configuration documents, system/database administrative documents, debugging/diagnostics documents, test procedures etc.
- ii. Service Provider shall also provide documents related to Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of the Software Solution as and when applicable.
- iii. Service Provider shall also provide the MIS reports, data flow documents, data register and data dictionary as per requirements of the Bank. Any level/ version changes and/or clarification or corrections or modifications in the above-mentioned documentation should be supplied by Service Provider to the Bank, free of cost in timely manner.

39. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP:

- i. For any technology / Software / solution developed/used/supplied by Service Provider for performing Services or licensing and implementing Software and solution for the Bank as part of this RFP, Service Provider shall have right to use as well right to license for the outsourced services or third party product. The Bank shall not be liable for any license or IPR violation on the part of Service provider.
- ii. Without the Bank's prior written approval, Service provider will not, in performing the Services, use or incorporate, link to or call or depend in any way upon, any software or other intellectual property that is subject to an Open Source or Copy-left license or any other agreement that may give rise to any third-party claims or to limit the Bank's rights under this RFP.
- iii. Subject to clause 39 (iv) and 39 (v) of this RFP, Service Provider shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all cost, claims, damages, demands, expenses and liabilities whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Right, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from use of the

technology / Software / products or any part thereof in India or abroad, for Software licensed/developed as part of this engagement. In case of violation/ infringement of patent/ trademark/ copyright/ trade secret or industrial design or any other Intellectual Property Right of third party, Service Provider shall, after due inspection and testing, without any additional cost (a) procure for the Bank the right to continue to using the Software supplied; or (b) replace or modify the Software to make it non-infringing so long as the replacement to or modification of Software provide substantially equivalent functional, performance and operational features as the infringing Software which is being replaced or modified; or (c) to the extent that the activities under clauses (a) and (b) above are not commercially reasonable, refund to the Bank all amounts paid by the Bank to Service Provider under this RFP/Agreement.

- iv. The Bank will give (a) notice to Service provider of any such claim without delay/provide reasonable assistance to Service provider in disposing of the claim; (b) sole authority to defend and settle such claim and; (c) will at no time admit to any liability for or express any intent to settle the claim provided that (i) Service Provider shall not partially settle any such claim without the written consent of the Bank, unless such settlement releases the Bank fully from such claim, (ii) Service Provider shall promptly provide the Bank with copies of all pleadings or similar documents relating to any such claim, (iii) Service Provider shall consult with the Bank with respect to the defense and settlement of any such claim, and (iv) in any litigation to which the Bank is also a party, the Bank shall be entitled to be separately represented at its own expenses by counsel of its own selection.
- v. Service Provider shall have no obligations with respect to any infringement claims to the extent that the infringement claim arises or results from: (i) Service Provider's compliance with the Bank's specific technical designs or instructions (except where Service Provider knew or should have known that such compliance was likely to result in an infringement claim and Service Provider did not inform the Bank of the same); (ii) any unauthorized modification or alteration of the Software by the Bank or its employee; (iii) failure to implement an update to the licensed software that would have avoided the infringement, provided Service Provider has notified the Bank in writing that use of the update would have avoided the claim.
- vi. Service Provider shall grant the Bank a fully paid-up, non-exclusive, subscription license throughout the territory of India or abroad to access, and use software provided by Service Provider, including all inventions, designs and marks embodied therein for entire term of contract.

40. LIQUIDATED DAMAGES:

If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum of Rs. 5,00,000.00 (Rupees Five lakh) for delay of each week or part thereof maximum up to Rs. 2,00,00,000.00 (Rupees Two Crore). Once the maximum deduction is reached, the Bank may consider termination of the Agreement.

41. CONFLICT OF INTEREST:

- i. Bidder shall not have a conflict of interest (the “Conflict of Interest”) that affects the bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Bank shall be entitled to forfeit and appropriate the Bid Security and/or Performance Security (Bank Guarantee), as the case may be, as mutually agreed upon genuine estimated loss and damage likely to be suffered and incurred by the Bank and not by way of penalty for, inter alia, the time, cost and effort of the Bank, including consideration of such Bidder’s proposal (the “Damages”), without prejudice to any other right or remedy that may be available to the Bank under the bidding Documents and/ or the Agreement or otherwise.
- ii. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the bidding Process, if:
 - (a) the Bidder, its Member or Associate (or any constituent thereof) and any other Bidder, its Member or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Bidder, its Member or an Associate thereof (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its Member or Associate, has less than 5% (five per cent) of the subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a bank, insurance company, pension fund or a public financial institution referred to in section 2(72) of the Companies Act, 2013. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows: (aa) where any intermediary is controlled by a person through management control or otherwise,

the entire shareholding held by such controlled intermediary in any other person (the “Subject Person”) shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and (bb) subject always to sub-clause (aa) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause (bb) if the shareholding of such person in the intermediary is less than 26% of the subscribed and paid up equity shareholding of such intermediary; or

- (b) a constituent of such Bidder is also a constituent of another Bidder; or
 - (c) such Bidder, its Member or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder, its Member or Associate, or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder, its Member or any Associate thereof; or
 - (d) such Bidder has the same legal representative for purposes of this Bid as any other Bidder; or
 - (e) such Bidder, or any Associate thereof, has a relationship with another Bidder, or any Associate thereof, directly or through common third party/ parties, that puts either or both of them in a position to have access to each other’s information about, or to influence the Bid of either or each other; or
 - (f) such Bidder or any of its affiliates thereof has participated as a consultant to the Bank in the preparation of any documents, design or technical specifications of the RFP.
- iii. For the purposes of this RFP, Associate means, in relation to the Bidder, a person who controls, is controlled by, or is under the common control with such Bidder (the “Associate”). As used in this definition, the expression “control” means, with respect to a person which is a company or corporation, the ownership, directly or indirectly, of more than 50% (fifty per cent) of the voting shares of such person, and with respect to a person which is not a company or corporation, the power to direct the management and policies of such person by operation of law or by contract.

42. CODE OF INTEGRITY AND DEBARMENT/BANNING:

- i. The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding Process. Notwithstanding anything to the contrary contained herein, the Bank shall reject Bid without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has,

directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding Process.

- ii. Bidders are obliged under code of integrity to Suo-moto proactively declare any conflicts of interest (pre-existing or as and as soon as these arise at any stage) in RFP process or execution of contract. Failure to do so would amount to violation of this code of integrity.
- iii. Any Bidder needs to declare any previous transgressions of such a code of integrity with any entity in any country during the last three years or of being debarred by any other procuring entity. Failure to do so would amount to violation of this code of integrity.
- iv. For the purposes of this clause, the following terms shall have the meaning hereinafter, respectively assigned to them:
 - (a) **“corrupt practice”** means making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution;
 - (b) **“Fraudulent practice”** means any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declaration or providing false information for participation in a RFP process or to secure a contract or in execution of the contract;
 - (c) **“Coercive practice”** means harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a contract;
 - (d) **“Anti-competitive practice”** means any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more bidders, with or without the knowledge of the Bank, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels;
 - (e) **“Obstructive practice”** means materially impede the Bank’s or Government agencies investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any

party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding the Bank's rights of audit or access to information;

v. Debarment/Banning

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

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

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

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

(b) Debarment from participation including removal from empanelled list

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

- Without prejudice to the rights of the Bank under Clause 42(i) hereinabove, if a Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding Process, such Bidder shall not be eligible to

participate in any EOI/RFP issued by the Bank during a period of 2 (two) years from the date of debarment.

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

(c) Banning from Ministry/Country-wide procurements

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

43. TERMINATION FOR DEFAULT:

- i. The Bank may, without prejudice to any other remedy for breach of Agreement, written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part:
 - (a) If the Service Provider fails to deliver any or all the obligations within the time period specified in the RFP/Agreement, or any extension thereof granted by the Bank;
 - (b) If the Service Provider fails to perform any other obligation(s) under the RFP/Agreement;
 - (c) Violations of any terms and conditions stipulated in the RFP;
 - (d) On happening of any termination event mentioned in the RFP/Agreement.

Prior to providing a written notice of termination to Service Provider under clause 43 (i) (a) to 43 (i) (c), the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, the Bank shall have right to initiate action in accordance with above clause.

- ii. In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, software and Services similar to those undelivered, and subject to limitation of liability clause of this RFP Service Provider shall be liable to the Bank for any increase in cost for such similar Software Solution and/or Services. However, Service Provider shall continue performance of the Contract to the extent not terminated.
- iii. If the Contract is terminated under any termination clause, Service Provider shall handover all documents/ executable/ Bank's data or any other relevant information to the Bank in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another vendor or to the Bank.
- iv. During the transition, Service Provider shall also support the Bank on technical queries/support on process implementation or in case of software provision for future upgrades.
- v. The Bank's right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as specified in this RFP.
- vi. In the event of failure of the Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any

other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of Rs. 8,00,00,000.00 (Rupees Eight Crore) on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.

44. FORCE MAJEURE:

- i. Notwithstanding the provisions of terms and conditions contained in this RFP, neither party shall be liable for any delay in performing its obligations herein and to the extent that such delay is the result of an event of Force Majeure.
- ii. For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major, acts of Government in their sovereign capacity, impeding reasonable performance of Service Provider and / or Sub-Contractor but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.
- iii. If a Force Majeure situation arises, Service Provider shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- iv. If the Force Majeure situation continues beyond 30 (thirty) days, either party shall have the right to terminate the Agreement by giving a notice to the other party. Neither party shall have any penal liability to the other in respect of the termination of the Agreement as a result of an event of Force Majeure. However, Service

Provider shall be entitled to receive payments for all services actually rendered up to the date of the termination of the Agreement.

45. TERMINATION FOR INSOLVENCY:

The Bank may, at any time, terminate the Contract by giving written notice to Service Provider, if Service Provider becomes Bankrupt or insolvent or any application for bankruptcy, insolvency or winding up has been filed against it by any person. In this event, termination will be without compensation to Service Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

46. TERMINATION FOR CONVENIENCE:

- i. The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period).
- ii. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.

47. DISPUTES / ARBITRATION (APPLICABLE IN CASE OF SUCCESSFUL BIDDER ONLY):

- i. All disputes or differences whatsoever arising between the parties out of or in connection with the Contract (including dispute concerning interpretation) or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of the Contract, abandonment or breach of the Contract), shall be settled amicably. If however, the parties are not able to solve them amicably within 30 (thirty) days after dispute occurs as evidenced through the first written communication from any Party notifying the other regarding the disputes, either party (SBI or Service Provider), give written notice to other party clearly setting out there in specific dispute(s) and/or difference(s) and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to an arbitration panel; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration

proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws and arbitration proceeding shall be conducted in accordance with Arbitration and Conciliation Act 1996 and any amendment thereto. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

- ii. Service Provider shall continue work under the Contract during the arbitration proceedings unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.
- iii. Arbitration proceeding shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

48. GOVERNING LANGUAGE:

The governing language shall be English.

49. APPLICABLE LAW:

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

50. TAXES AND DUTIES:

- i. Service Provider shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by Service Provider shall include all such taxes in the quoted price.
- ii. Prices quoted should be exclusive of all Central / State Government taxes/duties and levies but inclusive of all corporate taxes and Custom duty as also cost of incidental services such as transportation, road permits, insurance etc. The quoted prices and taxes/duties and statutory levies such as GST etc. should be specified in the separate sheet (**Appendix-F**).
- iii. Custom duty as also cost of incidental services such as transportation, road permits, insurance etc. in connection with delivery of products at site including any incidental services and commissioning, if any, which may be levied, shall be borne by Service Provider and the Bank shall not be liable for the same. Only specified taxes/ levies and duties in the **Appendix-F** will be payable by the Bank on actuals upon production of original receipt wherever required. If any specified taxes/ levies and duties in **Appendix-F** are replaced by the new legislation of Government, same shall be borne by the Bank. The Bank shall not be liable for payment of those Central /

State Government taxes, levies, duties or any tax/ duties imposed by local bodies/ authorities, which are not specified by the Bidder in **Appendix-F**

- iv. Prices payable to Service Provider as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, any upward revision in Custom duty.
- v. Income / Corporate Taxes in India: The Bidder shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by the Bidder shall include all such taxes in the contract price.
- vi. All expenses, stamp duty and other charges/ expenses in connection with the execution of the Agreement as a result of this RFP process shall be borne by Service Provider. The Agreement/ Contract would be stamped as per Maharashtra Stamp Act, 1958 and any amendment thereto.

51. TAX DEDUCTION AT SOURCE:

- i. Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall effect such deductions from the payment due to Service Provider. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Bank as per the laws and regulations for the time being in force. Nothing in the Contract shall relieve Service Provider from his responsibility to pay any tax that may be levied in India on income and profits made by Service Provider in respect of this Contract.
- ii. Service Provider's staff, personnel and labour will be liable to pay personal income taxes in India in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and Service Provider shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulations.

52. TENDER FEE:

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

53. EXEMPTION OF EMD AND TENDER FEE:

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

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

Bidders may please note:

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

54. NOTICES:

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

Part-II

BID FORM (TECHNICAL BID)

[On Company's letter head]

(To be included in Technical Bid)

Date: _____

To:

The Deputy General Manager
State Bank of India IT Contact Centre,
2nd floor, Kapas Bhawan
Sector 11, CBD Belapur,
Navi Mumbai
Maharashtra-400614

Dear Sir,

Ref: RFP No. SBI/GITC/IT-Contact Centre/2021/2022/826 Dated 02.02.2022

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We have examined the above RFP, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/ modifications / revisions, if any, furnished by the Bank and we offer to supply, Install, Customize, test, commission and support the desired Software Solution detailed in this RFP. We shall abide by the terms and conditions spelt out in the RFP. We shall participate and submit the commercial Bid through online auction to be conducted by the Bank's authorized service provider, on the date advised to us.

i. While submitting this Bid, we certify that:

- The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is enclosed to this letter.
- We declare that we are not in contravention of conflict of interest obligation mentioned in this RFP.
- Indicative prices submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
- The indicative prices submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.
- We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.
- We have quoted for all the products/services mentioned in this RFP in our indicative price Bid.

- The rate quoted in the indicative price Bids are as per the RFP and subsequent pre-Bid clarifications/ modifications/ revisions furnished by the Bank, without any exception.
- ii. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.
- iii. We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Bank, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- iv. We undertake that we will not resort to canvassing with any official of the Bank, connected directly or indirectly with the bidding process to derive any undue advantage. We also understand that any violation in this regard, will result in disqualification of bidder from further bidding process.
- v. It is further certified that the contents of our Bid are factually correct. We have not sought any deviation to the terms and conditions of the RFP. We also accept that in the event of any information / data / particulars proving to be incorrect, the Bank will have right to disqualify us from the RFP without prejudice to any other rights available to the Bank.
- vi. We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by the Bank.
- vii. We agree to abide by all the RFP terms and conditions, contents of Service Level Agreement as per template available at **Appendix-K** of this RFP and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the RFP, which shall remain binding upon us.
- viii. On acceptance of our technical bid, we undertake to participate in Reverse auction by way of login in Reverse auction tool. In case of declaration as successful Vendor on completion of Reverse auction process, we undertake to complete the formalities as specified in this RFP.
- ix. The commercial bidding process will be through the reverse auction process to be conducted by the Bank or a company authorized by the Bank. We understand that our authorized representative who would participate in the reverse auction process would be possessing a valid digital certificate for the purpose.



- x. Till execution of a formal contract, the RFP, along with the Bank's notification of award by way of issuance of rate order and our acceptance thereof, would be binding contractual obligation on the Bank and us.
- xi. We understand that you are not bound to accept the lowest or any Bid you may receive and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.
- xii. We hereby certify that our name does not appear in any "Caution" list of RBI / IBA or any other regulatory body for outsourcing activity.
- xiii. We hereby certify that on the date of submission of Bid for this RFP, we do not have any past/ present litigation which adversely affect our participation in this RFP or we are not under any debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/departments.
- xiv. We hereby certify that we (participating in RFP as OEM)/ our OEM have a support center and level 3 escalation located in India.
- xv. We hereby certify that on the date of submission of Bid, we do not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order.
- xvi. We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from a country, has been registered with competent authority. We certify that we and our OEM fulfil all the requirements in this regard and are eligible to participate in this RFP.
- xvii. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form and we shall be solely responsible for the due performance of the contract.
- xviii. We, further, hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP document.

Dated this ..... day of ..... 20..

(Signature)

(Name)

(In the capacity of)

Duly authorised to sign Bid for and on behalf of

\_\_\_\_\_ Seal of the company.

**Appendix-B**

**Bidder's Eligibility Criteria**

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected.

| S. No. | Eligibility Criteria                                                                                                                                                                                                                                                     | Compliance (Yes/No) | Documents to be submitted                                                                                                                                                  |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.     | The Bidder must be an Indian Company/ LLP /Partnership firm registered under applicable Act in India.                                                                                                                                                                    |                     | Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along with Memorandum & Articles of Association/ Partnership Deed. |
| 2.     | The Bidder (including its OEM, if any) must comply with the requirements contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 |                     | Bidder should specifically certify in <b>Appendix-A</b> in this regard and provide copy of registration certificate issued by competent authority wherever applicable.     |
| 3.     | The Bidder must have an average turnover of minimum Rs. 80 crore (Rupees Eighty crore) during last 03 (three) financial year(s) i.e. FY 2020-21, FY 2019-20 and FY 2018-19.                                                                                              |                     | Copy of the audited financial statement for required financial years.                                                                                                      |
| 4.     | The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years mentioned in para 2 above.                                                                                             |                     | Copy of the audited financial statement along with profit and loss statement for corresponding years and / or Certificate of the statutory auditor.                        |
| 5      | Bidder should have experience of providing and implementing at least 5 (Five) projects/solution of Contact Centre etc., 3 (Three) with same OEM, 3 (Three) out of 5 (Five) should be in BFSI and at least 1 (One) should be in Banking sector.                           |                     | Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.                                                   |

|     |                                                                                                                                                                                                                                                                                                                                                               |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6.  | The Bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined under this RFP.                                                                                                                                                                                                                                         |  | Certificate of local content to be submitted as per <b>Appendix-G</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 7.  | Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India. (Start and End Date of the Project to be mentioned) in the past (At least 5 (five) client references are required) out of which at least 3 (Three) should be in BFSI Sector and 1 (One) should be in Banking Sector. |  | Bidder should specifically confirm on their letter head in this regard as per <b>Appendix-N</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8.  | Certification Requirements The vendor should be ISO:27001:2013 certified                                                                                                                                                                                                                                                                                      |  | Copy of the Valid Certificate(s) to be provided                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 9.  | Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Bank)                                                                                                                                                                                                                         |  | Brief details of litigations, disputes related to product/services being procured under this RFP or infringement of any third party Intellectual Property Rights by prospective Bidder/ OEM or disputes among Bidder's board of directors, liquidation, bankruptcy, insolvency cases or cases for debarment/blacklisting for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments or any such similar cases, if any are to be given on Company's letter head. |
| 10. | Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ any regulatory body etc., IBA, RBI, TRAI, DOT, or regulator of any other country/ State or Central Government                                                                              |  | Bidder should specifically certify in <b>Appendix-A</b> in this regard.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

|     |                                                                                                                                                                                                                                                   |  |                                                                                                                        |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------------------------------------------------------------------|
|     | or their agencies/ departments on the date of submission of bid for this RFP.                                                                                                                                                                     |  |                                                                                                                        |
| 11. | The bidder, if participating as Channel Partner of any OEM, then OEM should have a support center and level 3 escalation located in India. For OEMs, directly participating, the conditions mentioned above for support center remain applicable. |  | Bidder should specifically certify in <b>Appendix-A</b> in this regard.                                                |
| 12  | The Bidder should not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order.                                                                                        |  | Bidder should specifically certify in <b>Appendix-A</b> in this regard.                                                |
| 13  | The bidder should have at least 1500 (One thousand five hundred) current Number of seats (active licences) supported through technology solutions for Contact Center Processes overall in India.                                                  |  | Certificate from the referenced client on the Client's letterhead certifying the fulfillment of the criteria.          |
| 14  | Bidder to be certified channel partner of the OEM. For OEMs, directly participating, the condition is not applicable.                                                                                                                             |  | Bidder should specifically certify in <b>Appendix-A</b> in this regard. Confirmation from the OEM also to be provided. |

Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

**Eligibility criteria mentioned at Sl No 3 to 5 and 7 in table above are relaxed for Startups subject to their meeting of quality and technical specifications. Bidder to note the followings:**

- i. Start-up" company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India with the technical bid.
- ii. Bidder who solely on its own, fulfils each eligibility criteria condition as per the RFP terms and conditions and who are having Start-up company status, can claim exemption

for eligibility criteria mentioned at SI No 3 to 5 and 7 in table above.

- iii. If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then all those Bids will be summarily rejected, and no queries will be entertained.

**POC CRITERIA:**

The Bank reserves the right to carry out POC, the cost of which would be borne by the bidder. The details of POC would be shared with bidders who have qualified in the technical evaluation. Only such bidders who are successful in POC will be eligible for further consideration, if POC is desired by the Bank.

**Name & Signature of authorised signatory**

**Seal of Company**

Appendix-CTechnical & Functional SpecificationsTechnical Specifications

This section details the various technical requirements that are to be present in the solution devised and brought out in the solution document.

The same shall be used in technical evaluation as outlined in Section of Technical Evaluation

The requirements are classified as below:

1. P – Mandatory
2. X – Good to have
3. F – Futuristic

For any component marked F, the vendor is required to bring in the component when requested or integrate with component decided by bank

Index

| Sr. No. | Vendor Component                   | Component Type |
|---------|------------------------------------|----------------|
| 1       | Mandatory                          | P              |
| 2       | Auto Dialer                        | P              |
| 3       | Voice and Screen Logger            | P              |
| 4       | CTI                                | P              |
| 5       | Other Integrations                 | P              |
| 6       | Automated Outbound IVR             | P              |
| 7       | CHAT, IM and DIGITAL               | F              |
| 8       | E Mail                             | P              |
| 9       | SMS                                | P              |
| 10      | Quality Monitoring and Management  | P              |
| 11      | Reporting and Monitoring           | P              |
| 12      | APPLICATIONS (RTSA)                | F              |
| 13      | OFFLINE SPEECH AND INTERACTION     | F              |
| 14      | OUTBOUND INTERACTIVE VIRTUAL AGENT | F              |
| 15      | CAMPAIGN AND LIST MANAGEMENT       | P              |
| 16      | Click to Call                      | P              |
| 17      | CHAT BOT                           | F              |
| 18      | CO-BROWSING                        | P              |
| 19      | VIDEO CALLING                      | P              |
| 20      | BRANCH CALLING                     | F              |
| 21      | Desktop Application – Agent        | P              |
| 22      | Desktop Application –Supervisor    | P              |
| 23      | MIS – Historical Reporting         | P              |

|    |                           |   |
|----|---------------------------|---|
| 24 | MIS – Real Time Reporting | P |
| 25 | MIS – Billing             | P |
| 26 | Knowledge Management      | P |
| 27 | Application Development   | P |
| 28 | Architecture              | P |
| 29 | Voice Quality & Security  | P |
| 30 | Technology Version        | P |
| 31 | Tenanting                 | P |
| 32 | Redundancy and Failover   | P |
| 33 | Fault Tolerance           | P |

**Mandatory Technical Specifications**

| Sr. No. | Requirement Description                                                                                                                                                                                                                                                                                                                                                                                                              | Compliance<br>(Choose Yes or No<br>from<br>the List) |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| MAND 01 | The Dialer system should be an enterprise IP telephony call-processing solution that is scalable, distributable, and highly available. It should be capable of deployment in all types of environments like On- Premise, Private Cloud and Hosted (Public Cloud). The solution should seamlessly integrate with 3rd party applications and business tools to fetch data and insights for CC agents to deliver efficient performance. |                                                      |
| MAND 02 | All URL links used within the Dialer and in interfacing or integrating to back end systems should be secured and encrypted in the Dialer System and all in all other applications.                                                                                                                                                                                                                                                   |                                                      |
| MAND 03 | The proposed CTI System used within/or as an Adjunct to the Dialer should be fully redundant. The backup CTI System should be able to take full load and switch over should be seamless without manual interventions.                                                                                                                                                                                                                |                                                      |
| MAND 04 | Any/All e-mail subsystems integrated with the Dialer platform should support and use only secured ports for communication between Dialer Platform Providers, SBI Partner BPO's and SBI data centre.                                                                                                                                                                                                                                  |                                                      |
| MAND 05 | Every aspect of each customer interaction must be logged and time stamped in IST for each event/activity from Dial Out to completion. e.g. Right from the time the call is dialed on the SIP/PRI to Agent Campaign and to agents, to disposition/wrap-up etc. should be available. Provide a sample of this report in a separate annexure. All CDRs should be within India at all times.                                             |                                                      |



|         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| MAND 06 | <p>Voice logger system recording methods should support the following (but not limited to)</p> <ul style="list-style-type: none"> <li>- Station side</li> <li>- Trunk side</li> <li>- VoIP</li> <li>- Selective</li> <li>- Agent Initiated</li> <li>- SIP Trunk based (SIP forking and/or Logical Extension Conferencing)</li> <li>- Stereo Based recording where the Agent and Customer are recorded on separate channels</li> <li>- Recordings at Source should be encrypted as the Voice Logger OEM standards.</li> <li>- The Recorded calls should be available in formats like .wav/.mp3 etc. for Bulk Exports through API/other methodologies</li> <li>- Sampling rate of recordings at source should be a minimum of 16k</li> <li>- Call Logger should support PII Masking and/or Redaction capabilities</li> <li>- Call Logger should support Compliance Recording</li> <li>- Call Logger should support off hours remote storage replication support</li> <li>- The Recording Platform should support 100% Screen Recording</li> </ul> |  |
| MAND 07 | <p>The voice/screen logging system should be able to record all interactions by customer, even if the call is transferred to other agents. The voice logging system should be able to tag a unique call id through which all voice recording for the same call can be tracked.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| MAND 08 | <p>The proposed architecture should be compliant to all statutory laws of the geography it is operating in and operating for, including all necessary licenses to operate Dialer Platform Services for SBI both domestic and international outbound process.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
| MAND 09 | <p>The system should be able to integrate and connect to different technology &amp; tools within the Contact Centre and with SBI, SBI Manpower Partners, Subsidiaries / JVs</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
| MAND 10 | <p>The following key parameters should be made available accurately and should be traceable:</p> <ol style="list-style-type: none"> <li>a) Connect minutes of those in outbound agent process including agent talk time, and wrap up time and hold time for each call.</li> <li>b) Connect minutes of those calls in outbound IVR and that are completed in outbound IVR.</li> <li>c) All other connect minutes not included in the points, will be reported separately with segment wise information. ( e.g. Connect minutes due to short calls in Dialer, Connect minutes due to wait time in Dialer etc)</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                          |  |

|         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| MAND 11 | The Dialer Platform will have to provide a web based portal for providing real-time and historical reports that can be accessed by SBI. These reports should be optimized for and available on all platform formats like PC/Mac/Tablets/Mobile Devices etc. Dashboards providing real-time quality analytic insights regarding Agent's performance and metrics for Supervisor's to take informed decisions on resource allocation and to improve performance. To be provided in line with all MISes required in MIS section. Additional MIS requirements also to be in line with proposed. |  |
| MAND 12 | Dialer should be able to access(if/as required) information via XML, SOAP, ISO 8583protocols, HTTPS, Web-services, terminal emulation methods.                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
| MAND 13 | All components proposed in the solution should be tenanted for each of SBI Partners/Vendor, SBI's entities (SBI Subsidiaries, Affiliates/ JVs) who may use the services.                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
| MAND 14 | Proposed solution and its components should comply with PCI-DSS standard certification.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
| MAND 15 | Three instances required - Primary, Backup, and scaled-down Dev instance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
| MAND 16 | Bandwidth and all Network requirements as per Technology Provider/SI proposed solution including LAN/WAN and any other Network components required, which are to be provided by the Bank, should be estimated, calculated and provided in the design document (with calculations and assumptions ) by the Technology Partner/SI.                                                                                                                                                                                                                                                           |  |
| MAND 17 | List of all components being proposed in the Solution and their Maximum capacity/limits should be provided in the RFP Response. eg. For Dialer Core Platform : Maximum Number of Agents, Maximum Calls Per Second, BHCC Capacity, Maximum Number of Campaigns etc.                                                                                                                                                                                                                                                                                                                         |  |

## Auto Dialer

| Sr. No.     | Requirement Description                                                                                                                                                                                                                                                                                                                           | Sub-Category | Feature Type |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS AD BS 01 | Dialer System and its entities like Voice Gateways should support SIP / VoIP/TDM/GSM/PRI, Hybrid based Telephony, Dialling and PSTN interface technologies for communication. Please provide a list of all protocols supported in a separate annexure.                                                                                            | Telephony    | P            |
| TS AD BS 02 | System should support encrypted web based application for the administrator to configure and manage the Dialer.                                                                                                                                                                                                                                   | Security     | P            |
| TS AD BS 03 | The Dialer system and Sub Systems should have multi-level tenanting and administration which permits granting only the required privileges for a selected group of users and limits the configuration functions that users in a particular user group can perform. Provide details of how this is achieved in your system as a separate annexure. | Security     | P            |
| TS AD BS 04 | Dialer System should provide Call Detail Record which can be accessed through industry standard protocols, i.e. FTP, SFTP and SOAP AXL, XML etc.                                                                                                                                                                                                  | Application  | P            |
| TS AD BS 05 | The Dialer system should support for standard CTI / API, such as TAPI and JTAPI, to interface with external applications.                                                                                                                                                                                                                         | Integration  | P            |
| TS AD BS 06 | The Dialer system should support codecs like G.711, G.722. Specify any additional codec's supported.                                                                                                                                                                                                                                              | Telephony    | P            |
| TS AD BS 07 | The Dialer solution and Sub Systems should be fully redundant and support automatic self-recovery.                                                                                                                                                                                                                                                | Platform     | P            |
| TS AD BS 08 | Dialer should support business rules and parameters provided by third party/Bank application.                                                                                                                                                                                                                                                     | Application  | P            |
| TS AD BS 09 | The Dialer should be able to select target campaign agent for call routing based on the following:<br>- Select agent who has been available for longest time.                                                                                                                                                                                     | Application  | P            |
| TS AD BS 10 | - As far as possible, select same agent who serviced this same customer.                                                                                                                                                                                                                                                                          | Application  | X            |
| TS AD BS 11 | - Select agent with the shortest expected delay.                                                                                                                                                                                                                                                                                                  | Application  | P            |
| TS AD BS 12 | - As far as possible, select agent with shortest average hold times                                                                                                                                                                                                                                                                               | Application  | X            |
| TS AD BS 13 | - Assign specific agents to specific campaigns/customers                                                                                                                                                                                                                                                                                          | Application  | P            |
| TS AD BS 14 | The Dialer System should support IP / SIP phones, hard phones and analog handsets, Soft phones capable of connecting Monaural or Binaural Noise Cancelling Headsets for Agents and Supervisors. IP Phones should support Power over Ethernet (PoE) for India                                                                                      | Telephony    | P            |
| TS AD BS 15 | All IP phones should be equipped with an integrated switch port to allow sharing of single LAN port with PC/Notebook                                                                                                                                                                                                                              | Telephony    | P            |

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |             |   |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---|
| TS AD BS 16 | All Dialer and Phone systems should have backup power to cater for power failure.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Platform    | P |
| TS AD BS 17 | The system should have lightning arrestor for all solutions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Platform    | P |
| TS AD BS 18 | The proposed communications solution should be IPV6 ready.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Platform    | P |
| TS AD BS 19 | The proposed Dialer system must be equipped with built-in firewall capability.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Security    | P |
| TS AD BS 20 | Dialer System should support virtual call centre environment. Describe how this is supported in a separate annexure along with main RFP document. The Dialer system should support a virtually partitioned call centre configuration that can manage multiple call centres for Dialer call distribution, Dialer Operations, Trunk Allocations, Load Levelling, Supervisory and Reporting functions, telephony features, and any additional call centre applications such as call/screen recording, multi-channel interaction and CTI. All these partitioned setups should also have capability to be administered/monitored/reported and managed centrally by a super admin. | Platform    | P |
| TS AD BS 21 | System should support distributed site - based agents , remote agents, Work From Home Agents with all features and functionalities at all times.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Platform    | P |
| TS AD BS 22 | Supervisors and call centre managers at the main location should be able to monitor the performance of remote sites / W F H / agents. Describe how this is supported in a separate annexure along with main RFP document.                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Application | P |
| TS AD BS 23 | Each remote site shall have its own Voice Gateway and local PSTN trunks such that outgoing and any incoming calls (for Outbound Teams) can utilize the local trunks instead of utilizing resources at the main location. (If required)                                                                                                                                                                                                                                                                                                                                                                                                                                       | Telephony   | P |
| TS ADOB 01  | System should be able to suppress or block “do not contact” telephone numbers. The system should be able to allow the telephone numbers to be updated / removed / modified at any time during the campaign in bulk upload or one by one.                                                                                                                                                                                                                                                                                                                                                                                                                                     | Application | P |
| TS ADOB 02  | System should be able to maintain and concurrently call from multiple lists. System should be able to run multiple campaigns in different modes simultaneously.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Application | P |
| TS ADOB 03  | System should be able to “Turn off” records from a particular queue (time zone, geographic region, area code, and NXX), so that they won’t be called again.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Application | P |
| TS ADOB 04  | System should be able to allow modifications in campaign parameters, if required during an ongoing active campaign.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Application | P |
| TS ADOB 05  | The system should be able to detect Network Messages, Call Progression Tones, Busy Tones, SIT Tones, Answering machines, modem and other tones and save results to reporting system or perform specified actions as defined in the Campaign. Dialer and Voice Gateway should have an integrated Call Progress Analysis and it should be available to Dialer Operators/Supervisors in their Management Console both for real time and historical Call Progress Analysis.                                                                                                                                                                                                      | Application | P |

|            |                                                                                                                                                                                                                                                                                                             |             |   |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---|
| TS ADOB 06 | Personal Call back:<br>On request agents should be able to select personal Call back request for customers such that Dialer system will call back the customer at a scheduled specified time/day/date.                                                                                                      | Application | P |
| TS ADOB 07 | System should be able to run agent-less outbound campaigns like<br>- Salary credit,<br>- Loan payment reminder,<br>- Loan payment acknowledgement                                                                                                                                                           | Application | P |
| TS ADOB 08 | Vendor supervisor or administrator should be able to create multiple campaigns, upload data, execute campaign and generate reports without any change in the source code. The system should have appropriate web-based GUI to perform these activities.                                                     | Application | P |
| TS ADOB 09 | System should allow agents to be assigned to different outbound campaigns using different dialling techniques (preview, predictive, progressive, manual etc.) at the same time. The system should mandatorily have all dialling modes like predictive, progressive, timed preview and manual dialling mode. | Application | P |
| TS ADOB 10 | The minimum time required to re-assign an agent from one active campaign to another campaign by supervisor should be less than 1 min.                                                                                                                                                                       | Application | P |
| TS ADOB 11 | System should be able to set the maximum number of attempts to reach a contact in each campaign created. Dialer Operators/ Supervisors should be able to change the maximum number of attempts during an ongoing campaign without required to start / stop the campaign.                                    | Application | P |
| TS ADOB 12 | System should be able to add new customers in bulk upload or one by one to the call list of an ongoing campaign. System should be able to remove customers in bulk upload or one by one from the call list of an ongoing campaign.                                                                          | Application | P |
| TS ADOB 13 | Dialer Operators/Supervisors should be able to perform real time monitoring and adjustments for outbound campaigns such as controlling the pacing of the call as “User Specified” or “System Specified”.                                                                                                    | Application | P |
| TS ADOB 14 | Standard reports should include reports on campaign performance analysis                                                                                                                                                                                                                                    | Reports     | P |
| TS ADOB 15 | Dialer Operators/Supervisors should be able to view the number of uncalled / pending contact numbers in each active campaigns.                                                                                                                                                                              | Reports     | P |
| TS ADOB 16 | Dialer Operators/Supervisors should be able to access all reports from remote within the LAN/WAN network.                                                                                                                                                                                                   | Platform    | P |
| TS ADOB 17 | Dialer Operators/Supervisor should be able to send a private IM or email message to a “logged-in” agent                                                                                                                                                                                                     | Platform    | P |
| TS ADOB 18 | System should be able to measure actual talk time (excluding preview, hold and wrap-up time)                                                                                                                                                                                                                | Reports     | P |
| TS ADOB 19 | System should provide agent productive reports including fields such as :<br>-Total and average Preview time                                                                                                                                                                                                | Reports     | P |
| TS ADOB 20 | -Total and average Talk time                                                                                                                                                                                                                                                                                | Reports     | P |
| TS ADOB 21 | -Total and average Wrap/ACW time                                                                                                                                                                                                                                                                            | Reports     | P |

|            |                                                                                                                                                                                                                                                               |             |   |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---|
| TS ADOB 22 | -Total and average Hold time                                                                                                                                                                                                                                  | Reports     | P |
| TS ADOB 23 | -Total and average Login time                                                                                                                                                                                                                                 | Reports     | P |
| TS ADOB 24 | -Total and average Break time (Tea + Lunch + Bio + Training + Feedback)                                                                                                                                                                                       | Reports     | P |
| TS ADOB 25 | Verify that all list processing occurs with validating the Time Zone (IST – time zone), removing duplicate numbers, removing bad numbers, DNC list check and indexing the calling list based on PHONE field.                                                  | Application | P |
| TS ADOB 26 | The system should have web based remote monitoring tools. These should be using secure HTTPS connections.                                                                                                                                                     | Security    | P |
| TS ADOB 27 | The system should have voice and the data synchronization when the screen pop happens for all outbound calls to agents                                                                                                                                        | Application | P |
| TS ADOB 28 | The system should have hot redundancy and should be tested for failover and load scenarios.                                                                                                                                                                   | Platform    | P |
| TS ADOB 29 | The system should be able to update the DNC database from the standard published lists of such customers.                                                                                                                                                     | Application | P |
| TS ADOB 30 | The system should be able to comply with the various international time zones.                                                                                                                                                                                | Platform    | P |
| TS ADOB 31 | The system shall provide user access administration                                                                                                                                                                                                           | Platform    | P |
| TS ADOB 32 | The system shall provide the facility for enabling/disabling the application as per the requirement                                                                                                                                                           | Platform    | P |
| TS ADOB 33 | The system shall have a centralized operation and management interface which is available over a LAN/WAN in a secure manner. Unified manageability, Administration and Real Time Monitoring should be web based and through a Secure access for remote access | Security    | P |
| TS ADOB 34 | The system shall generate the logs for all the activities of the users logging into the system and their corresponding activities                                                                                                                             | Security    | P |
| TS ADOB 35 | The system shall be able to log each event and alarm                                                                                                                                                                                                          | Security    | P |
| TS ADOB 36 | The system and its various components shall be robust and designed for resistance to failures                                                                                                                                                                 | Platform    | P |
| TS ADOB 37 | The system should detect SIT tones and dispose separately.                                                                                                                                                                                                    | Telephony   | P |
| TS ADOB 38 | The system should detect ring no answer condition and dispose separately.                                                                                                                                                                                     | Telephony   | P |
| TS ADOB 39 | The system should detect no voice detect and dispose separately.                                                                                                                                                                                              | Telephony   | P |
| TS ADOB 40 | The system should detect no ring back and dispose separately                                                                                                                                                                                                  | Telephony   | P |
| TS ADOB 41 | The system should detect no answer accurately in case of all kinds of hello or my tunes.                                                                                                                                                                      | Telephony   | P |
| TS ADOB 42 | The system should detect network busy and dispose separately.                                                                                                                                                                                                 | Telephony   | P |
| TS ADOB 43 | The system should detect network announcements and dispose separately.                                                                                                                                                                                        | Telephony   | P |
| TS ADOB 44 | The system should detect answering machines properly and dispose separately.                                                                                                                                                                                  | Telephony   | P |
| TS ADOB 45 | The system should configure number of rings to wait before declaring the call as ‘no answer’.                                                                                                                                                                 | Application | P |
| TS ADOB 46 | The system should be integrated with standard applications, CRMs or in-house applications or other host based systems.                                                                                                                                        | Integration | P |
| TS ADOB 47 | The monitoring software should be able to transfer bulk agents between campaigns.                                                                                                                                                                             | Application | P |

|            |                                                                                                                                                                                                                                |             |   |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---|
| TS ADOB 48 | The monitoring software should be able to give records in the call table, records selected, records dialed , records left and recalls left along with the summarized total for each column.                                    | Application | P |
| TS ADOB 49 | The agent should set call-back and call-back time/date. In the call-back window, the time should appear in drop down from where the agent should select. Specify the time gap with which the drop down displays the time/date. | Application | P |
| TS ADOB 50 | The administrator shall be able to check the status of all Dialer elements.                                                                                                                                                    | Platform    | P |
| TS ADOB 51 | The administrator shall be able to backup, restore and software updating on the system.                                                                                                                                        | Platform    | P |
| TS ADOB 52 | Starting the campaign and stopping should be automatic, scheduled and manual.                                                                                                                                                  | Application | P |
| TS ADOB 53 | Real time monitoring should be secure web based.                                                                                                                                                                               | Security    | P |
| TS ADOB 54 | Historical reporting and raw data extraction should be done through web based tools (secure).                                                                                                                                  | Platform    | P |
| TS ADOB 55 | Should support Scheduling of the daily extract from the system for both Download and Upload processing.                                                                                                                        | Platform    | P |
| TS ADOB 56 | Should support Restricting the Dialer not to call non reachable customer after the specified total attempts as per the business process.                                                                                       | Application | P |
| TS ADOB 57 | Should support Restricting the agent recalls after the specified total attempts as per the business process.                                                                                                                   | Application | P |
| TS ADOB 58 | Redundancy of the database/application server including fully automated switchover without any manual intervention                                                                                                             | Platform    | P |
| TS ADOB 59 | Should support Purging selective records from the calling list or call table.                                                                                                                                                  | Application | P |
| TS ADOB 60 | Should support Purging data from calling list or call table.                                                                                                                                                                   | Application | P |
| TS ADOB 61 | Pending agent recalls should be scrubbed.                                                                                                                                                                                      | Application | X |
| TS ADOB 62 | Should support Option of end to end reporting on SIP, VoIP, TDM/PRI, GSM based channels                                                                                                                                        | Reports     | P |
| TS ADOB 63 | Should support Not Ready state of an agent (AUX) with multiple activity codes.                                                                                                                                                 | Application | P |
| TS ADOB 64 | Multiple phone numbers per record/lead/account should be supported/configurable in a campaign for Dial Out usage (like Mobile Number, Home Number etc.)                                                                        | Application | P |
| TS ADOB 65 | Barge In/Monitoring of the outbound channels should be possible.                                                                                                                                                               | Platform    | P |
| TS ADOB 66 | Monitor jobs running, outbound channels being used by each campaign, agent on the job with their current status, no of agents logged in each skill (language wise) both at central and individual partition level.             | Platform    | P |
| TS ADOB 67 | Login as outbound with basic soft phone features like ready for next call, hang-up, and submission of completion codes, release line and logout.                                                                               | Application | P |
| TS ADOB 68 | Create, change, generate standard reports.                                                                                                                                                                                     | Reports     | P |
| TS ADOB 69 | Best Time to Call should be supported at both Account/Record and Campaign Level.                                                                                                                                               | Application | X |

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| TS ADOB 70 | The Platform should support querying, retrieval, playing of recorded calls by Supervisors. Coaching functionality should also be available.                                                                                                                                                                              | Application | P |
| TS ADOB 71 | Agents should login to multiple campaigns/ skills concurrently and receive calls as per the priority set to the respective skills.                                                                                                                                                                                       | Application | P |
| TS ADOB 72 | Agent should be able to dispose a call by specifying one or multiple(more than 1) disposition/completion codes as per the interaction of the call.                                                                                                                                                                       | Application | P |
| TS ADOB 73 | Agent should be able to conference a live customers with supervisors or any escalation hierarchy.                                                                                                                                                                                                                        | Telephony   | P |
| TS ADOB 74 | Should have the ability to upload the calling text file from the local workstation into the Dialer, secure web based approach would be desirable.                                                                                                                                                                        | Application | P |
| TS ADOB 75 | Should have the ability to upload the data into a single campaign with multiple languages or services.                                                                                                                                                                                                                   | Application | P |
| TS ADOB 76 | Should have the ability to take backup (calling list, configuration and complete systems) and Restore of backups                                                                                                                                                                                                         | Platform    | P |
| TS ADOB 77 | Should have the ability to create/change/delete general security plans, job security plans with the rights and privileges as per the role based hierarchical definition of users like ops managers and supervisors, Dialer operators, quality personnel, client service, agents, technology users and Others as desired. | Security    | P |
| TS ADOB 78 | Should have the ability to create/change/delete calling list, completion codes.                                                                                                                                                                                                                                          | Application | P |
| TS ADOB 79 | Should have the ability to create/change/delete calling list or jobs in real time during the shift hours of the operations.                                                                                                                                                                                              | Application | P |
| TS ADOB 80 | Should have the ability to create strategies, selection and filters and jobs or services for campaigns                                                                                                                                                                                                                   | Application | P |
| TS ADOB 81 | Should have the ability to create Dialer Agent GUI and screen popup from both the user defined and system defined fields. Ability to Customize and Specify the user/system fields, which should be use in the agent screen popup.                                                                                        | Application | P |
| TS ADOB 82 | The Dialer Agent GUI should be compatible to run via Remote Desktop Technologies while maintaining Agent Screen Pop Up synchronization. Dialer GUI should be able to connect to BackEnd Hosts/Other CRM's over APIs and other integration methodologies.                                                                 | Integration | P |
| TS ADOB 83 | Should have the ability to change job settings like changing campaign pace, hit rate, time zone, outbound channel groups on the fly                                                                                                                                                                                      | Application | P |
| TS ADOB 84 | Should have the ability to create multiple disposition codes based on Campaign Types/Product Types etc. These dispositions should then be visible and selectable to the defined Campaign/Product Agents while calling.                                                                                                   | Application | P |
| TS ADOB 85 | Should have the ability of the system to directly upload data into the calling list or call table from any ODBC compliant host database.                                                                                                                                                                                 | Integration | P |



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| TS ADOB 86  | System should support load balancing across multiple sites of the same Partner to increase campaign and agent productivity.                                                                                                                                                                                                                        | Platform    | P |
| TS ADOB 87  | System should support announcements(static and dynamic) on the Dialer. Provide the maximum announcements supported in the system.                                                                                                                                                                                                                  | Telephony   | P |
| TS ADOB 88  | System should be able to upload the hold music as WAV files, into the Dialer.                                                                                                                                                                                                                                                                      | Telephony   | P |
| TS ADOB 89  | For calls that are queued in the outbound call centre campaign agent queue or Incoming Call backs, the Dialer system should support multiple prompting, collecting and routing, dynamic and static announcements and music on hold to be played at the Contact Centre location/to the Customer                                                     | Telephony   | P |
| TS ADOB 90  | System should support measurement of remote/WFH agents, service observed, recorded the same as local agents.                                                                                                                                                                                                                                       | Platform    | P |
| TS ADOB 91  | Partner Supervisors and SBI Teams should be able to monitor and observe agents by agent ID. They should be able to monitor, listen and talk on an agent - Customer conversation. They should be able to remotely barge in during the call. They should be able to monitor the entire customer experience including hold announcements, music, etc. | Telephony   | P |
| TS ADOB 92  | Dialer System should be capable of overflowing campaign calls to alternate destinations to meet campaign service level objectives.                                                                                                                                                                                                                 | Application | P |
| TS ADOB 93  | Dialer System should be capable of playing multiple dynamic announcements, prompts and music treatment while in campaign agent queue                                                                                                                                                                                                               | Telephony   | P |
| TS ADOB 94  | System should be able to play different announcements, music treatment for each campaign agent queue or Incoming Call Back Number                                                                                                                                                                                                                  | Telephony   | P |
| TS ADOB 95  | Dialer System should be able to queue multiple channels to outbound call centre agents. This includes voice calls, email, SMS                                                                                                                                                                                                                      | Platform    | P |
| TS ADOB 96  | Dialer System should be able to queue multiple channels to outbound call centre agents. This includes chat, Social Media                                                                                                                                                                                                                           | Platform    | F |
| TS ADOB 97  | Dialer System should be able to route calls across multi channels to the best agent in the campaign available across the multiple networked Contact Centre                                                                                                                                                                                         | Application | P |
| TS ADOB 98  | Explain how the Dialer system would route phone calls, emails, and web sessions with their workflow mechanisms with an Appropriate Diagram and sufficient detailed writeup                                                                                                                                                                         | Platform    | P |
| TS ADOB 99  | Dialer System should be able to redirect unanswered calls. E.g. Agent left the seat without logout/Aux/Unavailable Mode Setting.                                                                                                                                                                                                                   | Application | P |
| TS ADOB 100 | The proposed Dialer system should have the feature to identify the call disconnect (within vendor's environment), source of the call. E.g. Agent disconnected, Customer disconnected, etc. This should clearly indicate where the disconnect happened                                                                                              | Telephony   | P |
| TS ADOB 101 | Dialer System should be able to re-routing web chat/collaboration, or email request, if the Agent does not answer it. System should be able to do this dynamically                                                                                                                                                                                 | Application | F |

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| TS ADOB 102 | Dialer System should be able to provide complete CDR for all calls and multi channels like email, etc. Provide the details that will be provided as part of standard CDR by the system in a separate annexure.                                                                                                                                                                                                     | Platform    | P |
| TS ADOB 103 | Dialer System should be able to provide complete CDR for all calls and multi channels like social media, chat, etc. Provide the details that will be provided as part of standard CDR by the system in a separate annexure.                                                                                                                                                                                        | Platform    | F |
| TS ADOB 104 | Dialer System should support exporting of CDR data in multiple file formats which includes MS Word, MS Excel and Text format                                                                                                                                                                                                                                                                                       | Application | P |
| TS ADOB 105 | Dialer System should support transfer of CDR automatically to any provided location using Secure FTP                                                                                                                                                                                                                                                                                                               | Security    | P |
| TS ADOB 106 | Dialer System should have the option to automatically make the outbound agents available immediately after each call                                                                                                                                                                                                                                                                                               | Application | P |
| TS ADOB 107 | Solution should support Dialer/Campaign and Other data provision to display information (supervisor dashboard) on the wall board and LCD TV/Video Wall/Command Centre. The fields that will be displayed should be eg. : Campaign name, # agents logged-in, #of agents Ready, SLA%, Calls in queue, , calls offered, calls answered, calls abandoned, Average talk time, Average hold time, Average wrap- up time. | Platform    | P |
| TS ADOB 108 | The Dialer system should be able to restrict calling privileges of all Contact Centre Personnel by group/campaign/user, called number. International Dialling and Other restricted/premium numbers dialling should be restricted on the Outbound Trunks. Call and other system Privilege for agents, supervisors, managers should be based only on their roles, and process                                        | Security    | P |
| TS ADOB 109 | Dialer system should be able to offer skill-based call allocation for both Outbound and Incoming Calls                                                                                                                                                                                                                                                                                                             | Application | P |
| TS ADOB 110 | Dialer system should support standard databases like Oracle, MS SQL, Informix, DB2, Sybase integration. List all the database supported in the system in a separate annexure.                                                                                                                                                                                                                                      | Platform    | P |
| TS ADOB 111 | Number of simultaneous active database connections should not limit Dialer performance.                                                                                                                                                                                                                                                                                                                            | Platform    | P |
| TS ADOB 112 | Dialer system should support standard SQL language commands such as Query, Select, Insert, Update, Delete, etc.                                                                                                                                                                                                                                                                                                    | Platform    | P |
| TS ADOB 113 | Dialer system should support multiple active database connections with multiple databases during a single call.                                                                                                                                                                                                                                                                                                    | Platform    | P |
| TS ADOB 114 | All Dialer database queries should be accessed via TCP/IP sessions.                                                                                                                                                                                                                                                                                                                                                | Platform    | P |
| TS ADOB 115 | Dialer should integrate with Vendor's / Bank's CRM & ERP applications like, Oracle, Salesforce, Siebel, etc. Provide the list of standard connectors and integrations supported from the Dialer platform.                                                                                                                                                                                                          | Integration | P |
| TS ADOB 116 | Unique Call ID – A unique call ID has to be available for each call, Multiple agent interactions for the interactions should have the same UCID logged.                                                                                                                                                                                                                                                            | Platform    | P |

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| TS ADOB 117 | - All the logs of Dialer application should be encrypted.                                                                                                                                                                           | Security    | P |
| TS ADOB 118 | - Integration of Dialer application with multiple backend systems of the Bank through web services has to be logged                                                                                                                 | Security    | P |
| TS ADOB 119 | System should support 100% redundancy in active-passive mode                                                                                                                                                                        | Platform    | P |
| TS ADOB 120 | System should provide automatic system recovery and backup tools on the Dialer platform                                                                                                                                             | Platform    | P |
| TS ADOB 121 | System should support all Indian Languages                                                                                                                                                                                          | Platform    | X |
| TS ADOB 122 | Dialer subsystem should support Tone Masking e.g.. Key tones generated by customers while entering PII Data should be masked in a way that the agents cannot hear the DTMF tones.                                                   | Telephony   | P |
| TS ADOB 123 | The Dialer Platform and applications should be PCI- DSS compliant and certified                                                                                                                                                     | Security    | P |
| TS ADOB 124 | The Dialer should have the capability to modify Outgoing CLI dynamically through the Dialer Operator.                                                                                                                               | Application | P |
| TS ADOB 125 | The Dialer should support Call Blending between:<br>-Out bound and Inbound Agents<br>- Between Voice, Chat, Email Multi Skill Agents                                                                                                | Application | P |
| TS ADOB 126 | The Dialer should seamlessly integrate with the Voice and Screen Logger such that Compliance Recording is possible and all relevant call meta data/business data can be sent to the Voice and Screen Logger                         | Integration | P |
| TS ADOB 127 | The Dialer should have the capability to accept and route Incoming calls to Agents (Incoming/Blend groups) based on Incoming call distribution industry logics.                                                                     | Telephony   | P |
| TS ADOB 128 | The Dialer System should support Account to Agent mapping for performing functions like RM Calling (where one Relationship Manager is responsible for their set of mapped accounts)                                                 | Application | P |
| TS ADOB 129 | The Dialer and related entities should have Comprehensive and User Friendly user interfaces for Agents, Supervisors, Dialer Operators and System Administrators for continuous access of the system to perform their relevant tasks | Application | P |

**Voice and Screen Logger**

| Sr. No.   | Requirement Description                                                                                                                                                                                                                                                                                                                                                                                                                              | Sub-Category | Feature Type |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS LOG 01 | Voice logger system should support the following audio compressions - G.711, G.723, G.729, GSM and other currently available industry formats                                                                                                                                                                                                                                                                                                        | Platform     | P            |
| TS LOG 02 | The format of the recorded voice file at source should have OEM Encryption however the Audio Files should be exportable individually or in Bulk into formats like .WAV and / or .MP3 etc through API/other methodologies                                                                                                                                                                                                                             | Platform     | P            |
| TS LOG 03 | Voice logger system should support 100% screen capture along with 100% voice recording.                                                                                                                                                                                                                                                                                                                                                              | Platform     | P            |
| TS LOG 04 | Voice logger system should support multiple CTI platform                                                                                                                                                                                                                                                                                                                                                                                             | Integration  | P            |
| TS LOG 05 | Voice logger system should support Hybrid Environment – SIP, VoIP TDM/PRI, GSM etc.                                                                                                                                                                                                                                                                                                                                                                  | Platform     | P            |
| TS LOG 06 | Voice logger system should be capable of supporting remote configuration, status and replay via an industry standard LAN running TCP/IP using a pure and secured web browser access.                                                                                                                                                                                                                                                                 | Platform     | P            |
| TS LOG 07 | The web browser interface should use https transport over a TCP/IP network.                                                                                                                                                                                                                                                                                                                                                                          | Security     | P            |
| TS LOG 08 | Voice logger system should support web browser interface and should be able to access from multimedia PCs in the network without any special software install on the playback PC. This should be supported on Windows 2000 / XP / 2003, Vista and Windows 7, Windows 10, Windows 11, Android and IOS Devices. The same should also be accessible from Mobile Devices like Tablets/iPads etc and the Call Audio/Screen Recording streamed seamlessly. | Application  | P            |

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| TS LOG 09 | Voice logger system should have storing capacity of voice recording and screen recording based on the agent size for a period of 90 days for live access by SBI, and then purged/Archived, as agreed with the Bank. These recordings will have to be sent to SBI Servers in an Offline Transfer to be done at a period / frequency as defined by the Bank. | Storage/Retrieval/Archiving/<br>Restoration | P |
| TS LOG 10 | Voice logger system should be able to archive 90 days' voice recording and screen capture data in a suitable media like Tape/DAT/HDD/SSD/File Storage, Cloud Based Storage, NAS or SAN etc.                                                                                                                                                                | Storage/Retrieval/Archiving/<br>Restoration | P |
| TS LOG 11 | Voice logger system should be able to restore archived voice and screen recording from the Storage/Archived device                                                                                                                                                                                                                                         | Storage/Retrieval/Archiving/<br>Restoration | P |
| TS LOG 12 | SBI should be provided (if required) with the necessary hardware, software and a user interface to view, search and listen to the archived voice and screen recordings from the Storage/Archived device.                                                                                                                                                   | Application                                 | P |
| TS LOG 13 | The proposed screen and voice recording solution should provide interface for SBI to listen and view the screens for each calls/interactions that are recorded without any synchronization issues.                                                                                                                                                         | Application                                 | P |
| TS LOG 14 | Proposed solution should support 100% voice & screen recording/Compliance Recording as per RBI regulations and the bidder should get a guarantee for the same from the technology vendor.                                                                                                                                                                  | Platform                                    | P |
| TS LOG 15 | Voice and Screen Recorder should be able to provide standard industry reports through a secure mechanism to analyse details for activities like eg. Number of calls recorded by gent / group / campaign /time period etc.                                                                                                                                  | Reporting                                   | P |

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| TS LOG 16 | Voice and screen recording solution should provide a feature to convert the recorded files into simple standard based format that can be listened on a multimedia PC without any proprietary tool. Both Single File and Bulk File conversions should be supported | Storage/Retrieval/Archiving/<br>Restoration | P |
| TS LOG 17 | Voice and Screen logger system should support the following recording methodologies (but not limited to) :<br>- Station side<br>- Trunk side<br>- VoIP<br>- Selective<br>- Agent Initiated<br>- SIP Trunk based (SIP forking and/logical Station Conferencing)    | Platform                                    | P |
| TS LOG 18 | Voice and Screen logger system should support the following recording types:<br>1. Stereo Based recording where the Agent and Customer are recorded on separate channels<br>2. Mono Recording where Agent and Customer are recorded on the same channel           | Platform                                    | P |
| TS LOG 19 | - Sampling rate of recordings at source should be a minimum of 16k or higher.                                                                                                                                                                                     | Platform                                    | P |
| TS LOG 20 | - Call and Screen Logger should support PII Masking and/or Redaction capabilities. These should be Agent Initiated or Post Facto masking/redaction methodologies.                                                                                                 | Application                                 | P |
| TS LOG 21 | Call Logger should support 100% Compliance Recording. Tools for Reconciliation of Call Recordings with Actual calls should be available for Compliance check.                                                                                                     | Application                                 | P |
| TS LOG 22 | Call Logger should support off hours remote storage replication in a site-wise manner                                                                                                                                                                             | Storage/Retrieval/Archiving/<br>Restoration | P |
| TS LOG 23 | Call and Screen logging system should be able to integrate with specific and or industry available Speech Recording Platforms to provide Audio Files for Speech Analytics from those platforms                                                                    | Platform                                    | P |

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| TS LOG 24 | Call and Screen logging system should be able to create Unique Call ID for each recording.                                                                                                                                                                            | Platform    | P |
| TS LOG 25 | Call and Screen logging system should be able to create its own Meta Data as per each recording and also import other relevant meta data/Business data as provided for that call recording by other integrated systems like the Dialer, CRM, Other Hosts systems etc. | Application | P |
| TS LOG 26 | The Voice and Screen Logger should seamlessly integrate with the Dialer such that Compliance Recording is possible and all relevant call meta data/business data can be received from the Dialer over CTI.                                                            | Integration | P |

| <b>CTI</b>     |                                                                                                                                                                                                                                                      |                     |                     |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------|
| <b>Sr. No.</b> | <b>Requirement Description</b>                                                                                                                                                                                                                       | <b>Sub-Category</b> | <b>Feature Type</b> |
| TS CTI 01      | Dialer CTI System should support third-party call control by using object- oriented and event driven application programming interface (API).                                                                                                        | Integration         | P                   |
| TS CTI 02      | Dialer CTI should integrate with Bank's CRM. What are the methods of integration supported by your CTI System. Bidder's Dialer telephony needs to expose APIs for integration to Bank's CRM. This should be explained in solution document Annexure. | Integration         | P                   |
| TS CTI 03      | Dialer CTI System should allow agents to request supervisor assistance during active call                                                                                                                                                            | Agent - Application | P                   |
| TS CTI 04      | The platform should support omni-channel Screen POP integrated with Bank CRM across Voice, Email, Chat, and SMS requests.                                                                                                                            | Agent - Application | P                   |
| TS CTI 05      | The platform should support omni-channel Screen POP integrated with Bank CRM across Web, Social Media                                                                                                                                                | Agent - Application | F                   |
| TS CTI 06      | Dialer CTI should be able to use information from Dialer and send as CTI data to Agent Desktop, such as presenting current Campaign Status/Other relevant information to Agent Desktop.                                                              | Agent - Application | P                   |
| TS CTI 07      | When an agent transfers a call to another agent, both voice and associated CTI data/screen should also be transferred with the call.                                                                                                                 | Agent - Application | P                   |
| TS CTI 08      | When an agent requests a conference call with other agents, supervisors or expert group, both voice and associated CTI data should also be delivered to all party in the conference.                                                                 | Agent - Application | X                   |
| TS CTI 09      | Each agent group or team can use different Agent GUI and have different popup CTI data.                                                                                                                                                              | Agent - Application | P                   |
| TS CTI 10      | Agent should be able to save CTI data or input more information to each call data for later tracking and follow up.                                                                                                                                  | Agent - Application | P                   |
| TS CTI 11      | Agent should be able to see present status of supervisor / expert group                                                                                                                                                                              | Agent - Application | P                   |
| TS CTI 12      | System should support screen pop in synchronization with the call arriving on the agent's phone.                                                                                                                                                     | Agent - Application | P                   |
| TS CTI 13      | Screen POP will happen as soon as the call is picked up by the agent                                                                                                                                                                                 | Agent - Application | P                   |
| TS CTI 14      | Screen POP will be associated with customer information and the contact type (call, email,etc.)                                                                                                                                                      | Agent - Application | P                   |
| TS CTI 15      | Screen POP will be associated with customer information and the contact type (web chat, social media etc.)                                                                                                                                           | Agent - Application | F                   |



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| TS CTI 16 | Screen pop details will be retrieved from SBI back end systems and other channels using Web services ESB, JBI, SOA etc. environment. Refer to agent interface section under scope of work.                                                                                                                                           | Integration         | P |
| TS CTI 17 | The screen pop will have customer's contact history (across multiple media: voice, email) as well as the context of this interaction.                                                                                                                                                                                                | Agent - Application | P |
| TS CTI 18 | The screen pop will have customer's contact history (across multiple media: social media and web) as well as the context of this interaction.                                                                                                                                                                                        | Agent - Application | F |
| TS CTI 19 | Screen POP will be displayed in Bank's CRM and the interaction/call history of the customer calling along with interaction notes wherever applicable.                                                                                                                                                                                | Agent - Application | P |
| TS CTI 20 | Screen POP will have Dialer call attempts and other contact history available to the agent                                                                                                                                                                                                                                           | Agent - Application | P |
| TS CTI 21 | Dialer CTI system will provide end to end tracking of the interactions right from the time when the call is Dialed from the Dialer till the time the call is disconnected                                                                                                                                                            | Reporting           | P |
| TS CTI 22 | CTI should be able to provide soft phone controls to be embedded on the agent's desk top application. CTI is the core component of the Contact Centre. Bank will prefer a Browser based CTI without the need to install .dll on the agent desktop. Authentication of Agents should be able to login by SSO to reduce the complexity. | Integration         | P |
| TS CTI 23 | CTI solution should provide the agents with the details of the relevant last interactions or transaction that the customer had with SBI across all channels including but not limited to Internet banking, mobile banking, ATM's, Voice call, email, chat, SMS etc.in the desktop application.                                       | Integration         | X |
| TS CTI 24 | Agents should not be provided with shortcuts for easy access by using any function keys like F1, F2 etc. on their keyboard.                                                                                                                                                                                                          | Security            | P |

**Other Integrations**

| Sr. No.    | Requirement Description                                                                                                                                                                                                                                                                                                                                                   | Sub-Category | Feature Type |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS INTG 01 | The system should be able to integrate and connect to different technology & tools within the Contact Centre and with the bank                                                                                                                                                                                                                                            | Base         | P            |
| TS INTG 02 | The system should be capable of simultaneously integrating to multiple CTI sources for control of recording and indexing of calls.                                                                                                                                                                                                                                        | Recording    | P            |
| TS INTG 03 | The system should build a database of call index/call information derived from real time and post event CTI interfaces. All such data and other Dialer Data shall be held within a call database on a central server. This Server should be able to integrate with Bank Data warehouse/Data Lake/Bank Reporting Engines/Other Backend Systems for Data Analytics purposes | Base         | P            |
| TS INTG 04 | Advance Customer Experience Tagging should be supported to capture – total hold times per call, total hold duration per call, total transfer per call, and total same customer call over the last defined period, PTP's, Call Attempts, Product Promotions given etc.                                                                                                     | Advanced     | X            |
| TS INTG 05 | The system should have Integration to MS Active Directory (AD) and other SSO Systems                                                                                                                                                                                                                                                                                      | Base         | P            |
| TS INTG 06 | The proposed Dialer, voice and screen recording and agent quality evaluation solution should be able to integrate to a Workforce Management solution and any Organizational Hierarchy Systems if provided by the Bank/Other entities This is for the automation of User Creations/Deletions/Changes and Team Groups/Hierarchy.                                            | Advanced     | P            |
| TS INTG 07 | Ability to integrate with Email Servers, Web Servers, Chat Platforms and SMS gateway to send/receive requests and notifications to Contact Centre Agents and Integrate with the overall Contact Centre Applications.                                                                                                                                                      | Base         | P            |

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| TS INTG 08 | Ability to integrate with 3rd party components specifically banking hosts, databases and CRM as specified in the RFP.                                                                                      | Base     | P |
| TS INTG 09 | Ability to integrate with External/3rd Party Speech Servers for both Real Time Speech Applications and Offline Speech Applications.                                                                        | Advanced | P |
| TS INTG 10 | Ability to integrate with Bank Backend Systems for Download/ Upload/List Management related activities on an automated method.                                                                             | Base     | P |
| TS INTG 11 | Ability to integrate with Bank Backend Systems for List Management / Updation related activities (in real time) using API /other methods (eg. For making instant call backs to Digital Drop off Customers) | Base     | P |

**Automated Outbound IVR**

| Sr. No.      | Requirement Description                                                                                                                                                                                                              | Sub-Category | Feature Type |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS OB IVR 01 | Ability to Create Campaigns for Automated Outbound IVR Calling basis Customer Segmentation based on Product, Campaign, Priority. Capability to :<br>– Execute different types of Outbound IVR scripts basis the above                | Application  | P            |
| TS OB IVR 02 | - Business hours check on each day of the week for Automated Outbound IVR Calling on the above campaigns                                                                                                                             | Application  | P            |
| TS OB IVR 03 | - Define non-working times on each day of the week for Automated Outbound IVR Calling on the above campaigns                                                                                                                         | Application  | P            |
| TS OB IVR 04 | - Holiday Calendar Management for Automated Outbound IVR Calling on the above campaigns                                                                                                                                              | Application  | P            |
| TS OB IVR 05 | - Time Zone Management for Automated Outbound IVR Calling on the above campaigns                                                                                                                                                     | Application  | P            |
| TS OB IVR 06 | Administration module for different Out Call options to different segments of customers                                                                                                                                              | Application  | P            |
| TS OB IVR 07 | - Register Outbound IVR Call for a later Time if call rejected by Customer                                                                                                                                                           | Application  | P            |
| TS OB IVR 08 | - Register Outbound IVR Call for a later Date & Time if call rejected by Customer                                                                                                                                                    | Application  | P            |
| TS OB IVR 09 | - Record Customer Name on Outbound IVR Call                                                                                                                                                                                          | Advanced     | X            |
| TS OB IVR 10 | - Record Customer Message on Outbound IVR Call                                                                                                                                                                                       | Advanced     | X            |
| TS OB IVR 11 | On Customer acceptance detection<br>– Play greeting with Customer name<br>– Play Custom Message                                                                                                                                      | Advanced     | X            |
| TS OB IVR 12 | Integrated Call Progress Analysis between Outbound IVR and Voice Gateway should be available to Detect outcomes like Busy, Network Messages , S I T T o n e s , answering machine etc. both for Call Handling and Reporting purposes | Telephony    | P            |
| TS OB IVR 13 | On successful Customer Voice detection patch customer and play defined recorded Outbound Message                                                                                                                                     | Telephony    | P            |
| TS OB IVR 14 | Should provide the following Reports:<br>Real time Console is to be available to view status of the number of Outbound IVR Calls.                                                                                                    | Reports      | P            |
| TS OB IVR 15 | - Pending                                                                                                                                                                                                                            | Reports      | P            |
| TS OB IVR 16 | - Failed                                                                                                                                                                                                                             | Reports      | P            |
| TS OB IVR 17 | - Closed for every 30 minute interval for the day                                                                                                                                                                                    | Reports      | P            |
| TS OB IVR 18 | - Ability to export reports to excel, pdf, etc                                                                                                                                                                                       | Reports      | P            |
| TS OB IVR 19 | Historical Reports to be available in both tabular and graphical format<br>– Outbound IVR Call back Success/Failure Report                                                                                                           | Reports      | P            |
| TS OB IVR 20 | - Turn Around Time Report                                                                                                                                                                                                            | Reports      | P            |
| TS OB IVR 21 | - Outbound IVR Call Detail Report                                                                                                                                                                                                    | Reports      | P            |

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| TS OB IVR 22 | Tone masking or any other alternate tone playing should be available when the caller is entering any PII Data using DTMF tones while on the Outbound IVR. Please provide in annexure how this shall be achieved in the proposed solution | Telephony   | P |
| TS OB IVR 23 | Ability to Integrate with Voice Logger and record Outbound IVR calls with associated meta/business data                                                                                                                                  | Integration | P |
| TS OB IVR 24 | Ability to Transfer call to Live Agent on Dialer if option is given to Customer as part of Outbound Message and Customer selects the Option                                                                                              | Telephony   | P |

**CHAT, INSTANT MESSAGING AND DIGITAL**

| Sr. No.   | Requirement Description                                                                                                                                           | Sub-Category | Feature Type |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS CHA 01 | Dialer System should enable customers to interact with an agent online via text messaging/IM/Digital Channels like Whatsapp/Others, apart from traditional voice. | Platform     | F            |
| TS CHA 02 | All incoming chat/IM requests should be automatically queued, prioritized and routed to outbound agents within the Contact Centre.                                | Application  | F            |
| TS CHA 03 | The system should deliver the appropriate contacts to the agents across all skills (outbound, email, video) for optimization of agent's time.                     | Application  | F            |
| TS CHA 04 | Customers should be able to automatically get placed in the chat hold queue until an outbound agent is available to handle the interaction.                       | Application  | F            |
| TS CHA 05 | Chat requests should be queued sequentially within a chat service and should be handled in FIFO or any other configurable options.                                | Application  | F            |
| TS CHA 06 | The system should be able to intimate the customers how long he/she will be asked to wait before an agent is available.                                           | Application  | F            |
| TS CHA 07 | The system should be able to route a chat request based on the web page where the customer clicked to chat.                                                       | Integration  | F            |
| TS CHA 08 | The system should be able to prioritize the chats in a dynamic or static method.                                                                                  | Application  | F            |
| TS CHA 09 | The Dialer system should be able to do skill-based chat routing/allocation.                                                                                       | Application  | F            |
| TS CHA 10 | The Dialer system should be able to do chat rerouting based on overall multi channel queue length.                                                                | Application  | F            |
| TS CHA 11 | The system should be able to do chat rerouting based on wait time.                                                                                                | Application  | F            |
| TS CHA 12 | The system should have sequence of automated text message that can be presented to the customer chat session online while on hold.                                | Application  | F            |
| TS CHA 13 | The system should have sequence of web pages or banners that can be presented to the customer chat session online on hold.                                        | Application  | F            |
| TS CHA 14 | The system should have sequence of text or URL message that can be presented to the customer chat session online while waiting for agent.                         | Application  | F            |
| TS CHA 15 | The system should have sequence of text or URL message that can be presented to the customer when they initiate chat request on holidays.                         | Application  | F            |
| TS CHA 16 | The system should have sequence of text or URL message that can be presented to the customer when they are rerouted due to too many chat requests in queue.       | Application  | F            |

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| TS CHA 17 | The system should have sequence of text or URL message that can be presented to the customer when they initiate chat request for a service, which is inactive.         | Application | F |
| TS CHA 18 | The system should support multiple chat services and agents working in multiple services concurrently.                                                                 | Integration | F |
| TS CHA 19 | The agents should be able to dispose the chat as per the outcome of the request in Bank's CRM.                                                                         | Integration | F |
| TS CHA 20 | The agents should be able to submit multiple dispositions as per the outcome of the request.                                                                           | Application | F |
| TS CHA 21 | The system should be able to deliver predefined greetings to online visitors.                                                                                          | Application | F |
| TS CHA 22 | The system should have chat salutation.                                                                                                                                | Application | F |
| TS CHA 23 | The system should have chat transcripts stored in back end (in a secure manner) along with chat screen recordings.                                                     | Security    | F |
| TS CHA 24 | The system should have agent-initiated chat transcripts stored in backend (in a secure manner) along with chat screen recordings.                                      | Security    | F |
| TS CHA 25 | The system should have supervisor-initiated recordings for chat sessions                                                                                               | Platform    | F |
| TS CHA 26 | The system should have automatic recordings of all chat sessions.                                                                                                      | Platform    | F |
| TS CHA 27 | The system should have automatic recordings of configurable number of chat sessions (if all chats are not to be recorded by Bank).                                     | Platform    | F |
| TS CHA 28 | The system should have automatic recordings of configurable % of chat sessions.                                                                                        | Platform    | F |
| TS CHA 29 | The system should be able to select and play the chat screen recordings along with chat transcript.                                                                    | Platform    | F |
| TS CHA 30 | The customer should be able to initiate the chat request through Bank websites, mobile applications and popular social media/Instant Messaging and communication sites | Integration | F |
| TS CHA 31 | Both the agent and customers can chat and co-browse online.                                                                                                            | Integration | F |
| TS CHA 32 | The system should be able to record the sequence of pages navigated during the chat sessions.                                                                          | Platform    | F |
| TS CHA 33 | The customer should be able to specify a number where they can be called during the chat session.                                                                      | Application | F |
| TS CHA 34 | The agent should be able to transfer the chat session to another agent.                                                                                                | Application | F |
| TS CHA 35 | The chat service can be dynamically scheduled.                                                                                                                         | Application | F |
| TS CHA 36 | Web collaboration should be browser independent.                                                                                                                       | Platform    | F |
| TS CHA 37 | The system should not require additional client software installation.                                                                                                 | Platform    | F |
| TS CHA 38 | Not Ready state of an agent (AUX) with multiple activity codes should be available for chat agents                                                                     | Application | F |
| TS CHA 39 | Create, change, and generate standard reports should be available for Chat Interactions.                                                                               | Reporting   | F |

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| TS CHA 40 | All status of agents (idle, chat, wrap, not ready/not available, hold) are captured and displayed in the standard reports.                                   | Reporting   | F |
| TS CHA 41 | Ability to change Chat Service settings online.                                                                                                              | Application | F |
| TS CHA 42 | Ability to check the status of the running chat services and other details interval of 30 minutes.                                                           | Reporting   | F |
| TS CHA 43 | The system architecture shall be modular and failure of any one module shall not bring down the service.                                                     | Platform    | F |
| TS CHA 44 | The system shall be able to log each event and alarm.                                                                                                        | Security    | F |
| TS CHA 45 | The system shall have a centralized operation and management interface.                                                                                      | Platform    | F |
| TS CHA 46 | The administrator shall be able to check the status of all elements.                                                                                         | Platform    | F |
| TS CHA 47 | The system should have effective anti-virus detecting capabilities and should scan all the data from the various interfaces.                                 | Security    | F |
| TS CHA 48 | The system shall generate the logs for all the activities of the users logging into the system and their corresponding activities.                           | Security    | F |
| TS CHA 49 | The administrator shall be able to backup, restore on the system.                                                                                            | Platform    | F |
| TS CHA 50 | The system shall generate appropriate alarms and reports of failure of any network element or interface.                                                     | Platform    | F |
| TS CHA 51 | Chat system should be able to provide customers a request for call back when the voice agents are free.                                                      | Application | F |
| TS CHA 52 | Chat system should be able to provide customers to specify date and time for call centre agents to call back.                                                | Application | F |
| TS CHA 53 | Chat system should provide all call back requests to Dialer call back manager application automatically.                                                     | Application | F |
| TS CHA 54 | System should provide comprehensive reporting capability on Chat usage.                                                                                      | Reporting   | F |
| TS CHA 55 | The chat system should be able to integrate with the Bank's chat- bots and AI/ML engine.                                                                     | Integration | F |
| TS CHA 56 | It should support the Robotic Process Automation through APIs.                                                                                               | Platform    | F |
| TS CHA 57 | The chat system should have capability to populate standard forms, self-help tools (e.g. EMI calculator) and capture business leads.                         | Application | F |
| TS CHA 58 | The System should be able to Integrate with Real Time Analytics tools for Text Analysis.                                                                     | Integration | F |
| TS CHA 59 | The System should be able to integrate with Offline Analytics tools for Text Analysis. Bulk Text Chat transcript uploads to such systems should be supported | Integration | F |



**EMAIL**

| Sr. No.   | Requirement Description                                                                                                                                                                                                                                                                                                        | Sub-Category | Feature Type |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS EMF 01 | Email should be supported by the Dialer Platform as a channel/medium of communication. Email for Outbound process specific ID's should be allocated to Outbound Agents.                                                                                                                                                        | Platform     | P            |
| TS EMF 02 | Ability to Integrate with Bank Email Gateway to Automate/Send/Receive/Route Emails for specified email addresses                                                                                                                                                                                                               | Platform     | P            |
| TS EMF 03 | Entire email history and other interaction history should be available to agents for the specific customer.                                                                                                                                                                                                                    | Application  | P            |
| TS EMF 04 | System should support tracking of emails                                                                                                                                                                                                                                                                                       | Application  | P            |
| TS EMF 05 | System should support auto responses and auto acknowledgement for all emails.                                                                                                                                                                                                                                                  | Application  | P            |
| TS EMF 06 | System should be capable to send an intelligent acknowledgment based upon the result of content analysis, key word search or other identifying information like sender, recipient, subject or customer type to customers                                                                                                       | Application  | P            |
| TS EMF 07 | System should provide suggested responses to the agents based on information gathered by content analysis, key word search or other identifying information                                                                                                                                                                    | Application  | P            |
| TS EMF 08 | System should support Content Analysis and/or keyword search to analyze response text written by agents, for example, to check for topics or words that should not be used in outgoing e-mails to customers                                                                                                                    | Application  | P            |
| TS EMF 09 | System should assign different e-mail addresses to different e-mail campaigns and the routing should occur according to the defined rules.                                                                                                                                                                                     | Application  | P            |
| TS EMF 10 | System should support multi-skill agents receiving different media (e.g. voice, e-mail, chat) concurrently                                                                                                                                                                                                                     | Application  | P            |
| TS EMF 11 | The proposed system should have mechanism of scanning on e- mail subject and/or body to identify matches with Contact Centre information repository and respond automatically on routine inquiries (Frequently Asked Questions) to reduce the load on the agents so that the agents can provide faster responses to customers. | Application  | X            |
| TS EMF 12 | The system should be equipped with intelligent routing functions to achieve skill based routing depending on the message subject and/or the body.                                                                                                                                                                              | Application  | P            |
| TS EMF 13 | Suggested answers/ Templates – The proposed intelligent e-mail processing engine should provide suggested answers and templates where agent will be able to modify and use for fast responses.                                                                                                                                 | Application  | P            |

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| TS EMF 14 | The proposed e-mail system should be equipped with a broadcasting tool and it should be powerful enough to broadcast at least 5,000 messages (e-mail) within an hour. There should be a tool to monitor the performance related information such as number/percentage broadcast, balance number/percentage of messages to be broadcast etc. | Application | X |
| TS EMF 15 | The e-mail management module proposed should be equipped with a comprehensive reporting module which could be a part of the common reporting system within the proposed system.                                                                                                                                                             | Reports     | P |
| TS EMF 16 | The e-mail agents should be able to retrieve information from various sources such as the information repository (Knowledge Base), Billing/Sales/faults databases, back end systems, company intranet, external web sites etc and compose e-mail easily.                                                                                    | Integration | X |
| TS EMF 17 | The proposed module should have the capability to handle outbound contacts and the agents desktop should be designed accordingly.                                                                                                                                                                                                           | Application | P |
| TS EMF 18 | The e-mails sent to the customers should be kept in a secure store for future reference and an appropriate search mechanism should be provided to locate the e-mails whenever necessary.                                                                                                                                                    | Security    | P |
| TS EMF 19 | The secure storage for the above should essentially contain the agent identification, time stamp, message header, body, cc, bcc and any other relevant customizable data fields.                                                                                                                                                            | Security    | P |
| TS EMF 20 | The last agent search functionality for e-mail need to be similar to that of voice calls and whenever possible the e-mails need to be Forwarded/routed to the last agent who handled the Customer Interaction.                                                                                                                              | Application | X |
| TS EMF 21 | Every e-mail transaction need to be logged and a reference number(unique) needs to be provided to the customer along with the agent identification                                                                                                                                                                                          | Application | P |
| TS EMF 22 | The login/logout times of e-mail agents along with other agent related information need to be logged and agents desktop should show real-time status of e-mail queue(s) and interactions handled.                                                                                                                                           | Reports     | P |
| TS EMF 23 | The reporting module should support different grouping within e-mail module such as collections, sales etc.                                                                                                                                                                                                                                 | Reports     | P |
| TS EMF 24 | The e-mail management module should support e-mail alerts where the call centre administrator can set a time-based interval to alert the agent if the requested information (from a respondent) is not received within the specified time interval.                                                                                         | Application | P |

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| TS EMF 25 | The e-mail management module should support a Quality Assurance process whereby e-mails can be forwarded to a QA approver for review and approval before responding to the customer. The mechanism to trigger sending an e-mail to an approver could be, per agent quota or keyword matching. | Application | P |
| TS EMF 26 | The e-mail Management module should be able to analyze and screen the e-mail response text written by agents to check for topics that should not be included in outgoing e-mails to customers.                                                                                                | Application | X |
| TS EMF 27 | It should be possible to identify VIP/Loyal/High revenue customers (similar to voice channel) and offer priority treatment.                                                                                                                                                                   | Application | P |
| TS EMF 28 | The proposed e-mail module should allow information requested by callers to be mailed to them within a Dialer System application. Typical application of this module will be :                                                                                                                | Application | P |
| TS EMF 29 | - Transmit a stored file/graphic to caller                                                                                                                                                                                                                                                    | Application | P |
| TS EMF 30 | - Transmit dynamically created text / graphic information to caller.                                                                                                                                                                                                                          | Application | P |
| TS EMF 31 | - Attach a customized cover page.                                                                                                                                                                                                                                                             | Application | P |
| TS EMF 32 | Requested samples of email be sent to SBI for auditing & checking                                                                                                                                                                                                                             | Application | X |

| <b>SMS</b>     |                                                                                          |                     |                     |
|----------------|------------------------------------------------------------------------------------------|---------------------|---------------------|
| <b>Sr. No.</b> | <b>Requirement Description</b>                                                           | <b>Sub-Category</b> | <b>Feature Type</b> |
| TS SMS 01      | System should be able to receive and send SMS, through Bank's gateway i.e. Http or SMPP. | Platform            | P                   |
| TS SMS 02      | Incoming SMS should be delivered to agents as part of the desk top application.          | Integration         | P                   |
| TS SMS 03      | SMS reply by agents should happen from the desktop application.                          | Application         | P                   |
| TS SMS 04      | SMS system should be able to integrate directly with the service provider.               | Integration         | P                   |
| TS SMS 05      | SMS campaign creation feature should be supported.                                       | Application         | P                   |
| TS SMS 06      | SMS campaigns for select set of Customers should be sent.                                | Application         | P                   |
| TS SMS 07      | Comprehensive reporting should be available for all SMS based campaigns.                 | Reports             | P                   |

**Quality Monitoring and Management System**

| Sr. No.   | Requirement Description                                                                                                                                                                                                                            | Sub-Category | Feature Type |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS QMS 01 | The Quality Management System should be integrated with the Dialer, Omnichannel Setup like Call/Screen Loggers, Chat, Email, Web Session Manager etc.                                                                                              | Integration  | P            |
| TS QMS 02 | QMS should have the capability to import Interaction and associated Business fields meta data from integrated source systems like the Dialer, Chat, Email, Web Session Server, CRM/GUI etc. for each interaction.                                  | Platform     | P            |
| TS QMS 03 | QMS should have the capability to View, Search, Retrieve, Playback/View, Evaluate and generate Scores for the Omnichannel Interactions like Calls, Chats, Emails, Web Sessions etc.                                                                | Application  | P            |
| TS QMS 04 | QMS should have the capability to create User defined Rules to Search for Interactions basis the Interaction and associated Business Data. These rules should be capable to be run in both automatic and manual/user defined schedules.            | Application  | P            |
| TS QMS 05 | QMS should have the capability to create multiple Scoring Sheets with object features like Scoring Lists, Weighted Combinations, Qualifier/Disqualifier, Conditional Questions and Sections, Follow-up Prompters etc.                              | Application  | P            |
| TS QMS 06 | QMS should have the capability to create Scoring Sheet Duplicator with ability to create existing Scoring Sheet Copies and modify for specific Campaign/Product requirements.                                                                      | Application  | P            |
| TS QMS 07 | QMS should have the capability to Link Evaluations to the Interaction.                                                                                                                                                                             | Application  | P            |
| TS QMS 08 | QMS should have the Ability to Append Interaction Meta Data specified by the Quality Analyst to the Scoring Form.                                                                                                                                  | Integration  | P            |
| TS QMS 09 | QMS should have the Capability to Import/Export Existing Scoring Sheets from/to MS Excel/XML.                                                                                                                                                      | Application  | P            |
| TS QMS 10 | QMS should have the Capability for the Quality Analyst to Use Multiple Scoring Forms on One Interaction to generate varied Dimension Scores like Campaign based, Agent Skill Based, CX Based etc.                                                  | Application  | X            |
| TS QMS 11 | QMS should have the Capability to generate Summarized and Detailed Reports of Agent wise/Teamwise evaluation scores.                                                                                                                               | Reports      | P            |
| TS QMS 12 | QMS should have the Capability to generate Summarized view of Agent wise/Teamwise number of Evaluation completed to provide view of coverage as per requirements. Also highlight Agents with less than specified Evaluations or Scores thresholds. | Reports      | P            |

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| TS QMS 13 | QMS should have the Flexibility for QAs to search for Interactions based on Section/Question Scores. Additionally the ability to Map Section to Skills (Like Opening, Negotiation Skills, Conflict handling etc.) and doing search across Scoring Forms for comparative results across Agent and Teams. | Application | X |
| TS QMS 14 | Ability for Agents/Users to login and view their scores. Also Self Score their Interaction and compare score with QA Score for the same Interaction.                                                                                                                                                    | Application | P |
| TS QMS 15 | QMS should have the capability to create Coaching Packages for Training from Evaluations (including Interaction Media, Evaluation, Coach Annotations, Other Training Links etc.)                                                                                                                        | Application | P |
| TS QMS 16 | QMS should have the Ability to clip Interaction Media (specific section) to create and Training and Coaching Clip (including Coach Annotation) like example for : Good Sales Call Opening, Great Conflict resolution skills, Effective Collections Negotiation Skills etc.                              | Application | P |
| TS QMS 17 | QMS should have the Ability to send Coaching Packages to users with capability to track user actions on the Coaching Package like Pending, Read, Accepted etc.                                                                                                                                          | Application | P |
| TS QMS 18 | QMS should have the Ability to generate reports for Coaching Packages and Tracking, e.g. Most Accessed Packages, Agent Pending Packages, Agent Overdue Packages etc.                                                                                                                                    | Application | P |
| TS QMS 19 | QMS should have the Ability to create Work Bench with randomized Interactions for QA/QM work allocation.                                                                                                                                                                                                | Application | X |
| TS QMS 20 | QMS should have the Ability to Define No. of Agents to be Evaluated by QA, Define Target Minimum Calls Evaluation/QA.                                                                                                                                                                                   | Application | X |
| TS QMS 21 | QMS should have the Ability to depict reports various chart types graphically.                                                                                                                                                                                                                          | Reports     | P |
| TS QMS 22 | QMS should have the Ability to report and do comparative analysis between Agents/QA's/QM's/Teams                                                                                                                                                                                                        | Reports     | X |
| TS QMS 23 | QMS should have the Ability to Define Triggers for Quality Management Deviations/Targets not met by Agents/QA's.                                                                                                                                                                                        | Application | X |
| TS QMS 24 | QMS should have the ability to Integrate with Organizational HR Systems for Auto updates of Agents/Teams modifications.                                                                                                                                                                                 | Integration | X |
| TS QMS 25 | QMS should have the ability to integrate with Partner/Bank Reporting Systems like MIS Platforms/Data Warehouse/Other Reporting platforms.                                                                                                                                                               | Integration | X |

**Reporting And Monitoring**

| Sr. No.   | Requirement Description                                                                                                                                                                                                                                                                                              | Sub-Category | Feature Type |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS RMO 01 | System should have consolidated reports to show all activities performed by an outbound agent including Contact Centre productivity on phone, email, and web etc.                                                                                                                                                    | Reports      | P            |
| TS RMO 02 | The reports should match total calls reported with the sum of total reported from each media type.                                                                                                                                                                                                                   | Reports      | P            |
| TS RMO 03 | Reporting system should be able to archive user defined reports. The system should also be able to restore archived data through user defined reports.                                                                                                                                                               | Application  | P            |
| TS RMO 04 | Reporting system should allow users to create ad hoc reports by SBI                                                                                                                                                                                                                                                  | Application  | X            |
| TS RMO 05 | Reporting system should support Bar, Line, Three-Dimensional and color graphics reports for screen(Large and Small Screen like PC/Tablet/Mobile) and paper print viewing                                                                                                                                             | Reports      | P            |
| TS RMO 06 | Reporting system should support graphical business reporting and OLAP analysis. Integration with Industry grade reporting/presentation tools should be possible                                                                                                                                                      | Integration  | P            |
| TS RMO 07 | The report data should be exported in popular file formats such as .txt, .excel, .csv or made available in a separate reporting database to be synced with Bank Datawarehouse/Other Reporting/Analytics Systems                                                                                                      | Platform     | P            |
| TS RMO 08 | System should provide threshold settings for real-time monitoring & reporting for each group/campaign or relevant Dialer components e.g. 30 minutes or 15 minutes etc..                                                                                                                                              | Reports      | P            |
| TS RMO 09 | Users should be able to customize standard reports, if required                                                                                                                                                                                                                                                      | Application  | X            |
| TS RMO 10 | The system should provide necessary information to supervisors to effectively monitor and manage agents as well as customer calls on a real-time and historical basis. This will enable supervisors to manage KPI's such as Connect Rates, PTP's, Conversion rates etc. as well as staffing levels more effectively. | Application  | P            |
| TS RMO 11 | This should include all kind of reports for all entities, for example Dialer, Outbound Campaigns, Outbound Agent, Call Lists/Download Performance CTI etc.                                                                                                                                                           | Reports      | P            |
| TS RMO 12 | - Agent Performance                                                                                                                                                                                                                                                                                                  | Reports      | P            |
| TS RMO 13 | - Campaign wise statistics                                                                                                                                                                                                                                                                                           | Reports      | P            |
| TS RMO 14 | - Language wise statistics                                                                                                                                                                                                                                                                                           | Reports      | P            |
| TS RMO 15 | - Dialer utilization                                                                                                                                                                                                                                                                                                 | Reports      | P            |
| TS RMO 16 | - Outbound IVR performance (Answered, Abandoned, Customer disconnected etc)                                                                                                                                                                                                                                          | Reports      | P            |
| TS RMO 17 | - Any customizable report on Dialer                                                                                                                                                                                                                                                                                  | Reports      | P            |

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| TS RMO 18 | The system should have consolidated reports to show all activities performed by Dialer, OVR, and Outbound Agent including Contact Centre productivity on all channels such as phone, email, and web. (Provide examples and screen shots of these reports.) | Reports     | P |
| TS RMO 19 | The System should have the way to display alarm information to agents and supervisor regarding outbound agent, campaign, staffing and other Dialer parameters related information.                                                                         | Application | P |
| TS RMO 20 | System should provide date and time stamp for each event in IST.                                                                                                                                                                                           | Platform    | P |
| TS RMO 21 | System should include Dialer activity report                                                                                                                                                                                                               | Reports     | P |
| TS RMO 22 | System should archive historical reports.                                                                                                                                                                                                                  | Platform    | P |
| TS RMO 23 | SBI should be provided with a secure portal access to monitor real time and historical reports. The report should contain the following features                                                                                                           | Security    | P |
| TS RMO 24 | - Dialer Calls being dialed on PRI/SIP/Trunks                                                                                                                                                                                                              | Reports     | P |
| TS RMO 25 | -Current Calls in Dialer                                                                                                                                                                                                                                   | Reports     | P |
| TS RMO 26 | - Current Inbound Calls in Queue (Blend)                                                                                                                                                                                                                   | Reports     | P |
| TS RMO 27 | - Calls being handled by outbound agents                                                                                                                                                                                                                   | Reports     | P |
| TS RMO 28 | - Calls that are under wrap-up                                                                                                                                                                                                                             | Reports     | P |
| TS RMO 29 | - Logged in outbound agents, Blended/Inbound Agents                                                                                                                                                                                                        | Reports     | P |
| TS RMO 30 | - Status of all logged in Outbound, Blended/Inbound agents (available, aux etc..)                                                                                                                                                                          | Reports     | P |
| TS RMO 31 | - Number of calls/interactions handled by campaigns                                                                                                                                                                                                        | Reports     | P |
| TS RMO 32 | - Number of calls/interactions handled by each agent                                                                                                                                                                                                       | Reports     | P |
| TS RMO 33 | - Number of interactions waiting in queue (voice, email, chat etc..)                                                                                                                                                                                       | Reports     | P |
| TS RMO 34 | - Defined Dialer metrics Vs goals for each campaign/interactions                                                                                                                                                                                           | Reports     | P |
| TS RMO 35 | - Detailed abandoned report – Real time and historical                                                                                                                                                                                                     | Reports     | P |
| TS RMO 36 | - Abandoned report at campaign level                                                                                                                                                                                                                       | Reports     | P |
| TS RMO 37 | - Short calls (Calls disconnected in less than 10 seconds) at Dialer Queue and Agent level.                                                                                                                                                                | Reports     | P |
| TS RMO 38 | Total productive connect minutes for Outbound agents                                                                                                                                                                                                       | Reports     | P |
| TS RMO 39 | - Total productive connect minutes on Outbound IVR                                                                                                                                                                                                         | Reports     | P |
| TS RMO 40 | - Total interactions on email                                                                                                                                                                                                                              | Reports     | P |
| TS RMO 41 | Productivity reports that has to be provided on the portal for SBI access:<br>- Utilization of Outbound PRI/SIP/GSM etc. lines in hourly intervals.                                                                                                        | Reports     | P |
| TS RMO 42 | - Utilization of Dialer in hourly intervals                                                                                                                                                                                                                | Reports     | P |
| TS RMO 43 | - Utilization of Outbound/Blended/Inbound agents in hourly intervals                                                                                                                                                                                       | Reports     | P |
| TS RMO 44 | - Utilization of outbound IVR in hourly intervals                                                                                                                                                                                                          | Reports     | P |
| TS RMO 45 | - Utilization of email agents in hourly intervals                                                                                                                                                                                                          | Reports     | P |



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| TS RMO 46 | Component productivity report that has to be provided on the portal for SBI access:<br>- Overall capacity utilization of all subsystems in the proposed solution | Reports | P |
| TS RMO 47 | - Capacity report of all Media Gateways, Gateways                                                                                                                | Reports | P |
| TS RMO 48 | - Capacity report of Dialer sub systems                                                                                                                          | Reports | P |
| TS RMO 49 | - Capacity report of Dialer subsystem concurrent agent based                                                                                                     | Reports | P |
| TS RMO 50 | - Capacity report of Outbound IVR subsystem                                                                                                                      | Reports | P |
| TS RMO 51 | - % of calls and screens recorded in the recording subsystem for all mandatory calls that have to be recorded vs total calls made by Dialer                      | Reports | P |
| TS RMO 52 | - Capacity report of the recording sub system                                                                                                                    | Reports | P |
| TS RMO 53 | - Storage capacity utilization report of the recording sub system                                                                                                | Reports | P |
| TS RMO 54 | Portal should have the capability to give summary and the ability to drill down functionality from summary to detailed report.                                   | Reports | P |
| TS RMO 55 | Reporting system should provide date time stamp for each event / activity tracked for a given call in IST Time zone.                                             | Reports | P |
| TS RMO 56 | All formats of reports will have to be approved by SBI                                                                                                           | Reports | P |

**APPLICATIONS (RTSA)**

| Sr. No.      | Requirement Description                                                                                                                                                                                                                                                                                                                         | Sub-Category | Feature Type |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS AARTSA 01 | The platform and solution should have the capability to perform Real Time Speech Analytics on the Outbound Customer-Agent Interactions being made from the Dialer                                                                                                                                                                               | Platform     | F            |
| TS AARTSA 02 | Based on the RTSA being done on the Customer-Agent Interactions, the solution should be able to provide Agents (in Real Time) with Assistance with recommendations /next steps/SOP's etc. on their Desktop Applications using on Rule Based/Machine Learning/AI based algorithms for specific Business/ Call Types from Knowledge repositories. | Application  | F            |
| TS AARTSA 03 | Based on the RTSA being done on the Customer-Agent Interactions, the solution should be able to show(in Real Time) on the Agent Desktop Application parameters like Overall Call Sentiment, Call Transcription , Parameters being adhered /not adhered by the Agent as per the desired call flow.                                               | Application  | F            |
| TS AARTSA 04 | Based on the RTSA being done on the Customer-Agent Interactions and provided Business criteria or AI/ML based learning, the solution should be able to push relevant/ specific triggers (in Real Time) to Supervisors / Managers for their Intervention on those specific Interactions                                                          | Application  | F            |
| TS AARTSA 05 | The Platform and System should be able to do RTSA on Indian Languages, Primarily Hindi/Hinglish, Indian English and other majorly spoken Indian languages which shall be defined by the Bank                                                                                                                                                    | Platform     | F            |
| TS AARTSA 06 | On Deployment the Platform and System should be able to maintain High Accuracy Levels for RTSA based output features mentioned above for the above-mentioned Indian Languages                                                                                                                                                                   | Accuracy     | F            |
| TS AARTSA 07 | Post 3 months of Deployment the Platform and System should be able to self-learn and further improve accuracy levels for RTSA based output features for the above-mentioned Indian Languages based on its AI/ML capabilities.                                                                                                                   | Accuracy     | F            |

|              |                                                                                                                                                                                                                                                               |             |   |
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| TS AARTSA 08 | The Platform and System should be using an Architecture where-in if desired by the Bank, it should be able to Integrate with external Speech Servers for RTSA capabilities using industry standard communication protocols like MRCP, MRCP V2, Open MRCP etc. | Integration | F |
| TS AARTSA 09 | The Platform and System should be able to Integrate with and push speaker segregated transcription, call sentiment, agent call script adherence and other such data to Offline Speech/Quality Monitoring and other related systems.                           | Integration | F |
| TS AARTSA 10 | The Platform and System should be able to provide relevant reports for the usage by Call, Agent, Team and other such Contact Centre Parameters.                                                                                                               | Reports     | F |
| TS AARTSA 11 | The Platform and System should be able to provide relevant reports for the accuracy/confidence level of the RTSA based outputs being performed by the platform                                                                                                | Reports     | F |
| TS AARTSA 12 | The Platform and System should also be able to provide relevant reports for the occupancy level and system capacity parameters                                                                                                                                | Reports     | F |
| TS AARTSA 13 | The Platform and System should be able to adopt new use cases, as desired by Business from time to time, in a fast and efficient manner on the existing platform.                                                                                             | Application | F |
| TS AARTSA 14 | The Platform and System should be able to meet the load /progressive call volume requirements for the Call Traffic that shall be provided by the Bank.                                                                                                        | Platform    | F |
| TS AARTSA 15 | The Platform and System should be designed for a High Availability Setup with required redundancies of its components / subcomponents.                                                                                                                        | Platform    | F |
| TS AARTSA 16 | The platform and System should be able to provide/integrate with other RTSA capabilities like Interactive Virtual Agents for Outbound calling.                                                                                                                | Integration | F |
| TS AARTSA 17 | The platform and System should be able to provide/integrate with other RTSA capabilities like Voice Biometrics (Customer or Agent) for Outbound calling.                                                                                                      | Integration | F |

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| TS AARTSA 18 | The platform should be able to integrate with other RTSA dependent/triggered applications in future as desired by the Bank processes | Integration | F |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------|-------------|---|

**OFFLINE SPEECH AND INTERACTION ANALYTICS**

| Sr. No.    | Requirement Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Sub-Category           | Feature Type |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------|
| TS OSIA 01 | The platform and solution should have the capability to integrate with Call/Interaction Logging platforms and perform Offline Speech/Interaction Analytics on the Outbound Customer-Agent Interactions. Voice Interactions shall need to be recorded at source as Stereo (Channel Separated Audio) and other parameters as specified in the Call Logger Section above and Analyzed by the Offline Speech Analytics Server accordingly. Chat/IM/Email and Other Interaction shall be in Text Format for Analysis | Platform               | F            |
| TS OSIA 02 | The platform and solution should have the capability to import relevant Interaction and Other Business Meta Data associated with the above-mentioned Interactions to be used for Analysis.                                                                                                                                                                                                                                                                                                                      | Integration            | F            |
| TS OSIA 03 | The Platform and System should be able to do ASR on Indian Languages, Primarily Hindi, Hinglish, Indian English and other majorly spoken Indian languages which shall be defined by the Bank. Post ASR, for all spoken languages, the transcription should be in English SMS text characters for Analysis and Presentation purposes.                                                                                                                                                                            | Platform               | F            |
| TS OSIA 04 | On Deployment the Platform and System should be able to maintain High Accuracy Levels for ASR and overall Analytics being performed as per Business use cases for the above-mentioned Indian Languages.                                                                                                                                                                                                                                                                                                         | Accuracy               | F            |
| TS OSIA 05 | Post 3 months of Deployment the Platform and System should be able to self-learn and further improve accuracy levels for ASR and Offline Interaction Analysis based output features for the above-mentioned Indian Languages based on its AI/ML capabilities.                                                                                                                                                                                                                                                   | Accuracy               | F            |
| TS OSIA 06 | TAT for Offline Analysis Outputs for Business Usage shall be within 24hrs of the Interaction Time                                                                                                                                                                                                                                                                                                                                                                                                               | Application            | F            |
| TS OSIA 07 | Interaction Analytics capability should provide Business with Analysis and Reports on dimensions like listed below and any other areas as provided by the Industry Grade Platform being provided by the Partner.                                                                                                                                                                                                                                                                                                | Analysis/AI/ML/Reports | F            |
| TS OSIA 08 | Interaction Data and Content Based Parameters like:<br>1. Interaction Meta Data based Analysis<br>2. Words/Phrases Spoken /Not spoken based Analysis<br>3. Word/Phrase Proximity Searches based Analysis<br>4. If/Then Search based Analysis<br>5. Customer/Agent based Words/Phrases Spoken based Analysis                                                                                                                                                                                                     | Analysis/AI/ML/Reports | F            |

|            |                                                                                                                                                                                                                                                                 |                            |   |
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| TS OSIA 09 | Interaction Speech Signal Based Parameters like:<br>1. Tonality based Analysis<br>2. Sentiment/Emotion Detection based Analysis<br>3. Silence/Interjection Detection based Analysis                                                                             | Analysis/AI/<br>ML/Reports | F |
| TS OSIA 10 | Advanced Interaction Analysis Parameters like:<br>1. Overall Call Outcome CSAT/DSAT based Analysis<br>2. System Predicted Disposition vs Agent Disposition based Analysis<br>3. Interaction Auto Scoring<br>4. Predicted Agent Improvement Areas based Analysis | Analysis/AI/<br>ML/Reports | F |
| TS OSIA 11 | The Platform and System should be able to provide relevant reports for the usage by Call, Agent, Team and other such Contact Centre Parameters                                                                                                                  | Analysis/AI/<br>ML/Reports | F |
| TS OSIA 12 | The Platform and System should be able to provide relevant reports for the accuracy/confidence level of the Offline Speech/Interaction Analysis based outputs being performed by the platform                                                                   | Accuracy                   | F |
| TS OSIA 13 | The Platform and System should also be able to provide relevant reports for the occupancy level and system capacity parameters                                                                                                                                  | Reports                    | F |
| TS OSIA 14 | The Platform and System should be able to adopt new use cases, as desired by Business from time to time, in a fast and efficient manner on the existing platform                                                                                                | Application                | F |
| TS OSIA 15 | The Platform and System should be able to meet the load /progressive call volume requirements for the Call Traffic that shall be provided by the Bank .                                                                                                         | Platform                   | F |

**OUTBOUND INTERACTIVE VIRTUAL AGENT**

| Sr. No.     | Requirement Description                                                                                                                                                                                                                                                            | Sub-Category | Feature Type |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS OBIVA 01 | The platform and solution should have the capability to provide Interactive Virtual Agent for Outbound calling. This should be integrated with the Dialer Platform to make Automated Outbound calls as per Campaign/Product/Business requirements.                                 | Platform     | F            |
| TS OBIVA 02 | The platform and solution should have all the necessary components required for the Interactive Virtual Agent functionality like ASR/TTS/ NLP/NLU/Rule Engines/Dialogue Manager etc.                                                                                               | Platform     | F            |
| TS OBIVA 03 | The Platform and System should be able to provide Interactive Virtual Agent for Indian Languages, Primarily Hindi, Hinglish, Indian English and other majorly spoken Indian languages which shall be defined by the Bank.                                                          | Platform     | F            |
| TS OBIVA 04 | On Deployment the Platform and System should be able to maintain High Accuracy Levels for the Business use cases/Journeys being performed by the Interactive Virtual Agent for the above-mentioned Indian languages.                                                               | Accuracy     | F            |
| TS OBIVA 05 | Post 3 months of Deployment the Platform and System should be able to self-learn and further improve accuracy levels for the Business use cases/Journeys being performed by the Interactive Virtual Agent for the above-mentioned Indian Languages based on its AI/ML capabilities | Accuracy     | F            |
| TS OBIVA 06 | Interactive Virtual Agent application developed should support directed dialog based application and natural language                                                                                                                                                              | Application  | F            |
| TS OBIVA 07 | Interactive Virtual Agent application developed should follow industry standard practice.                                                                                                                                                                                          | Application  | F            |
| TS OBIVA 08 | Interactive Virtual Agent Application Conversational Dictionaries should be provided by the Partner. Bank would need to approve the Voice being used for the Interactive Virtual Agent purposes.                                                                                   | Application  | F            |
| TS OBIVA 09 | Interactive Virtual Agent Application should have near real time responses to the Customer questions and maintain the overall sanity of the conversation                                                                                                                           | Application  | F            |
| TS OBIVA 10 | Interactive Virtual Agent Application should provide fall back to DTMF application or Live Agent Transfer if speech recognition is not successful after 2 attempts or if desired by the Customer.                                                                                  | Application  | F            |

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| TS OBIVA 11 | The Platform and System should be able to provide relevant reports for the usage of the Interactive Virtual Agent like Successful Call Completions, AHT, Call Failures, Menu Levels from where Customer was transferred to DTMF Option or Live Agents and other such Contact Centre Parameters related reports. | Reports     | F |
| TS OBIVA 12 | Tone masking or any other alternate tone playing should be available when the caller is entering any PII Data using DTMF tones. Please provide in annexure how this shall be achieved in the proposed solution.                                                                                                 | Security    | F |
| TS OBIVA 13 | The Platform and System should be able to provide relevant reports for the accuracy/confidence level of the Interactive Virtual Agent based Journeys and Outputs being performed by the platform.                                                                                                               | Reports     | F |
| TS OBIVA 14 | The Platform and System should also be able to provide relevant reports for the occupancy level and system capacity parameters.                                                                                                                                                                                 | Reports     | F |
| TS OBIVA 15 | The Platform and System should be able to adopt new use cases, as desired by Business from time to time, in a fast and efficient manner on the existing platform.                                                                                                                                               | Application | F |
| TS OBIVA 16 | The Platform and System should be able to meet the load /progressive call volume requirements for the Interactive Virtual Agent Call Traffic that shall be provided by the Bank.                                                                                                                                | Platform    | F |
| TS OBIVA 17 | The Platform and System should be designed for a High Availability Setup with required redundancies of its components/subcomponents.                                                                                                                                                                            | Platform    | F |
| TS OBIVA 18 | Outbound Interactive Virtual Agent Application should follow industry standard practice for tuning process of the speech application.                                                                                                                                                                           | Platform    | F |
| TS OBIVA 19 | Outbound Interactive Virtual Agent Application speech platform should provide re-usable modules like date, name, address etc..                                                                                                                                                                                  | Application | F |
| TS OBIVA 20 | Simple and complex grammar development flexibility should be provided for the speech recognition application.                                                                                                                                                                                                   | Application | F |
| TS OBIVA 21 | Dialer Telephony platform must support Voice XML 2.0 and above.                                                                                                                                                                                                                                                 | Application | F |
| TS OBIVA 22 | The Proposed solution should support open and upcoming standards: W3C Voice Extensible Mark-up Language (VXML), W3C Natural Language Semantics Mark-up Language (NLSML), W3C Speech Synthesis Mark-up Language (SSML), W3C Speech Recognition Grammar Specification (SRGS).                                     | Platform    | F |
| TS OBIVA 23 | Proposed solution should support multiple concurrent applications for the Outbound Interactive Virtual Agent.                                                                                                                                                                                                   | Platform    | F |



|             |                                                                                                                                                                                                   |             |   |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---|
| TS OBIVA 24 | Proposed Outbound Interactive Virtual Agent solution should be performance tested and proven for Bank load conditions.                                                                            | Platform    | F |
| TS OBIVA 25 | Outbound Interactive Virtual Agent TTS Entity should provide clear, intelligible and natural sounding speech output. TTS support should not be limited by the number of vocabulary and text size. | Application | F |
| TS OBIVA 26 | TTS should support Hindi, Hinglish, Indian English and other Indian languages that shall be specified by the Bank.                                                                                | Platform    | F |
| TS OBIVA 27 | Outbound Interactive Virtual Agent TTS Entity should provide dynamic change of volume and speech rate.                                                                                            | Application | F |
| TS OBIVA 28 | Outbound Interactive Virtual Agent Proposed solution should support multiple dictionaries.                                                                                                        | Application | F |
| TS OBIVA 29 | Outbound Interactive Virtual Agent Proposed solution should support noise cancellation and should work accurately in noisy conditions.                                                            | Application | F |
| TS OBIVA 30 | Outbound Interactive Virtual Agent Proposed solution should be intelligent to understand speech utterances preceded or followed by normal human speech inputs like pauses, bad throat etc.        | Application | F |
| TS OBIVA 31 | Outbound Interactive Virtual Agent Proposed solution should be able to record audio utterances.                                                                                                   | Platform    | F |
| TS OBIVA 32 | Outbound Interactive Virtual Agent ASR Entity should ability to recognize mixed-lingual/multi-lingual speech inputs without impacting the system performance                                      | Platform    | F |
| TS OBIVA 33 | Outbound Interactive Virtual Agent Proposed TTS should support playback of Indian proper names and addresses                                                                                      | Platform    | F |
| TS OBIVA 34 | The Outbound Interactive Virtual Agent proposed applications should be tuned on a regular basis by collecting the utterances from the production systems regularly.                               | Accuracy    | F |

**CAMPAIGN AND LIST MANAGEMENT FOR INCREASED EFFECTIVENESS AND  
DIALER OPERATIONS ENHANCEMENT**

| Sr. No.     | Requirement Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Sub-Category | Feature Type |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS ADVLM 01 | The platform and system should have an Advance Dialer Campaign and Lists Management Application to cater for a tenanted multi partner, multi list/campaign, real time high volume Omni Channel Outbound Contact Centre supporting Interactions channels like Call / Email / Chat / IM / Web session and SMS etc.                                                                                                                                                                                                                                                                                  | Platform     | P            |
| TS ADVLM 02 | The Advance Dialer Campaign and Lists Management Application should have an ability to create and manage calling lists from input data files which are received from the Bank systems. These files should be accepted through Automated, Manual (through console) or API based methodologies.                                                                                                                                                                                                                                                                                                     | Application  | P            |
| TS ADVLM 03 | The Advance Dialer Campaign and Lists Management Application should be able to create multiple Campaigns from lists and check and validate those against DNC and various other Barring lists created by the Business or as per Compliance requirements.                                                                                                                                                                                                                                                                                                                                           | Integration  | P            |
| TS ADVLM 04 | The Advance Dialer Campaign and Lists Management Application should have a Rules/ Strategy Builder Module. The same should provide flexibility for Dialer/Operations Managers to dynamically create/modify/administer Rules/ Strategies to meet the calling objectives of the Business.                                                                                                                                                                                                                                                                                                           | Application  | P            |
| TS ADVLM 05 | The Advance Dialer Campaign and Lists Management Application should have a Robust Campaign Management Console to perform activities like :<br>A. Viewing Real Time Campaign/Lists performance and other dashboards to manage/control Operations<br>B. Manage Pacing Ratios, Dialing mode preferences for Campaigns etc.<br>C. Perform Real Time Actions such as Start/Stop/Pause/Resume/Suspend/Change Priority etc. on Campaigns and Lists.<br>D. Activate/Deactivate Rules and Filters for Records/Lists/Campaigns in Run time.<br>E. Capability to modify list records data fields in Run Time | Application  | P            |

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |             |   |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---|
|             | Perform and manage advanced treatments based on Business requirements on Lists and Campaigns                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |             |   |
| TS ADVLM 06 | <p>The Advanced Dialer Campaign and List Management Application should have a Scheduling and Auto Management Module that enables functionalities like :</p> <ol style="list-style-type: none"> <li>1. Scheduling Jobs for Calling/DNC/Barring Lists creation based on predefined formats/rules.</li> <li>2. Scheduling jobs for List Scrubbing as per compliance requirements</li> <li>3. Scheduling jobs for Auto creation of Campaigns from Pre-Defined and Scrubbed lists.</li> <li>4. Scheduling jobs for Call Table Clean Up activities in order to ensure optimized performance of application</li> <li>5. Start/Stop/Suspend a list automatically based on defined events or specific date/timed-based events</li> <li>6. List script/rules automation based on operands like Minimum, Maximum, Count etc., of the defined list parameter values</li> </ol> | Application | P |
| TS ADVLM 07 | <p>The Advance Dialer Campaign and Lists Management Application should have a rigorous and effective Compliance Manager that helps perform activities like :</p> <ol style="list-style-type: none"> <li>1. Creation and Management of Compliance Rules as per Regulatory and Business requirements.</li> <li>2. Building/Updation and Management of DNC/Barring and other lists through Manual/Automated processes from Bank/External Data Sources..</li> <li>3. Checking and Scrubbing Dialing Lists/ records before start of calling against DNC/Other Barring Lists.</li> <li>4. Perform checks in lists on Rules based on previous account/number contact history or other business defined conditions for</li> </ol>                                                                                                                                          | Application | P |

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|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---|
|             | Compliance etc. to ensure overall list and campaign compliance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |             |   |
| TS ADVLM 08 | The Advance Dialer Campaign and Lists Management Application should have the capability to integrate through API to consume real time flags from external data sources for list and Campaign updation and processing. Eg. for Real Time Call backs through Active Campaigns to Hot Leads coming from other channels like websites etc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Integration | X |
| TS ADVLM 09 | The Advance Dialer Campaign and Lists Management Application should have the ability to define different redial logic for various number types based on disposition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Application | X |
| TS ADVLM 10 | <p>The Advance Dialer Campaign and Lists Management Application should have Additional Features for enhancing Campaign Effectiveness with features like :</p> <p>1. Advanced Restriction:</p> <p>A. Phone Number Level/Other Fields related calling restriction and not only account level restriction.</p> <p>B. Restrictions for a specific account/customer applied to multiple lists</p> <p>C. Ability to track and restrict numbers when an assigned threshold is attained.</p> <p>D. Disposition or Time period based restriction on Account/ Number.</p> <p>2. Advanced Treatments:</p> <p>A. List based, disposition count related Business treatment/actions .</p> <p>B. Alternate number dialling for accounts with multiple numbers for increasing calling effectiveness.</p> <p>C. Ability to accept inputs/flags from AI/ML based systems to update lists/campaigns for segmented/targeted treatments.</p> <p>D. Ability to perform actions/functionalities like Best Time To Call based on Analytics capabilities in the Advance Dialler Campaign and Lists Management Application.</p> <p>E. Ability to mark list records during campaign run time, basis specific parameters attained, in</p> | Application | X |

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|             | <p>order to move them to a Sub-List for a differentiated treatment</p> <p>F. Capability to use multiple lists for calling simultaneously with varied list usage combination parameters</p>                                                               |             |   |
| TS ADVLM 11 | <p>The Advance Dialer Campaign and Lists Management Application should have a User Friendly and intuitive Visual and Graphical UI for the Dialer Operators to perform various Campaign Management and Reporting tasks in Realtime and Offline modes.</p> | Application | X |
| TS ADVLM 12 | <p>The Advance Dialer Campaign and Lists Management Application should be able to provide relevant reports for the functionalities being performed.</p>                                                                                                  | Reports     | X |
| TS ADVLM 13 | <p>The Advance Dialer Campaign and Lists Management Application should also be able to provide relevant reports for the occupancy level and system capacity parameters.</p>                                                                              | Reports     | X |
| TS ADVLM 14 | <p>The Advance Dialer Campaign and Lists Management Application should be able to meet the load /progressive call volume that shall be provided by the Bank as per the RFP.</p>                                                                          | Application | X |

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| TS ADVLM 15 | Capability to share a single large list across multiple systems/tenant partitions with the ability to define priority to records to be worked irrespective of the occupancy/availability of agents on any one system/tenant partition.                                                                                                                                 | Application | X |
| TS ADVLM 16 | Capability to modify list records data fields within the day without taking the list offline from agents.                                                                                                                                                                                                                                                              | Application | X |
| TS ADVLM 17 | User Friendly and intuitive Visual and Graphical UI for the Dialer Operators to perform various Campaign Management and Reporting tasks in Realtime and Offline modes.                                                                                                                                                                                                 | Application | P |
| TS ADVLM 18 | The Advance Dialer Calling Lists Management Application should be able to provide relevant reports for the functionalities being performed.                                                                                                                                                                                                                            | Reports     | P |
| TS ADVLM 19 | The Advance Dialer Calling Lists Management Application should also be able to provide relevant reports for the occupancy level and system capacity parameters.                                                                                                                                                                                                        | Reports     | P |
| TS ADVLM 20 | The Advance Dialer Calling Lists Management Application should be able to meet the load /progressive call volume that shall be provided by the Bank as per the RFP.                                                                                                                                                                                                    | Platform    | P |
| TS ADVLM 21 | The Platform and System should be designed for a High Availability Setup with required redundancies of its components/subcomponents.                                                                                                                                                                                                                                   | Platform    | P |
| TS ADVLM 22 | List of all Features and Capabilities for Campaign and List Management to be provided as part of the response. The list should clearly specify in a tabular format :<br>- The Feature Name<br>- The definition /explanation of the Feature<br>- Example of usage of the feature for the Dialer Operators/Outbound Business Users in Sales/Collections/Others processes | Application | P |

**Click to Call**

| Sr. No.   | Requirement Description                                                                                                                                                                                                                        | Sub-Category | Feature Type |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS CTC 01 | The Platform and Solution should be able to Integrate with SBI Website and System in order to get requests for Click to Call initiated by Customers on the website and then initiate an Agent Based Outbound call to those specific Customers. | Integration  | P            |
| TS CTC 02 | Should allow customers to request for call back using SBI website.                                                                                                                                                                             | Integration  | P            |
| TS CTC 03 | Should allow customers the option to schedule a call across channels like Voice, Chat/IM etc.                                                                                                                                                  | Application  | P            |
| TS CTC 04 | System should provide tracking on the usage of click to call feature.                                                                                                                                                                          | Reports      | P            |
| TS CTC 05 | System should provide details entered in the click to call feature to agents when they are calling back.                                                                                                                                       | Application  | P            |
| TS CTC 06 | Should be able to reach the Outbound Call Centre using the click to call functionality from SBI website.                                                                                                                                       | Application  | P            |
| TS CTC 07 | The interaction should be routed to respective Outbound skills in the call centre based on the origin option of click to call initiation.                                                                                                      | Application  | P            |
| TS CTC 08 | Should provide an option to reserve an agent before calling the customer.                                                                                                                                                                      | Platform     | P            |
| TS CTC 09 | Should provide the agent to log the call disposition.                                                                                                                                                                                          | Application  | P            |
| TS CTC 10 | Agent should be able to configure the next steps and workflow based on call disposition code.                                                                                                                                                  | Application  | X            |
| TS CTC 11 | Should be able to provide reports on the number of click to call requested, successful attempts, duration of each call etc..                                                                                                                   | Reports      | P            |
| TS CTC 12 | The Platform and System should be designed for a High Availability Setup with required redundancies of its components/subcomponents.                                                                                                           | Platform     | P            |

**CHAT BOT**

| Sr. No.   | Requirement Description                                                                                                                                                                                                                                 | Sub-Category   | Feature Type |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--------------|
| TS CBT 01 | The Platform and Solution should be able to Integrate with SBI Website and deploy an automated chat bot software for chat services with the customer.                                                                                                   | Integration    | F            |
| TS CBT 02 | On Deployment the chat bot deployed should have a natural language processing capability in English and Hindi/Hinglish with High Accuracy. The interaction has to be in a conversational style rather than pre-coded for specific answers and questions | Platform       | F            |
| TS CBT 03 | Post 3 months of Deployment the Platform and System should be able to self-learn and further improve accuracy levels for ChatBot and based output features for the above-mentioned Indian Languages based on its AI/ML capabilities                     | Accuracy       | F            |
| TS CBT 04 | The chat bot deployed should be able understand the navigation context of the user and pose him related question when he proceeds to virtual agent chat from a specific web page                                                                        | Accuracy/AI/ML | F            |
| TS CBT 05 | The chat bot should be able to answer most of the first level product enquiries from the customer and provide back relevant information and web links                                                                                                   | Accuracy/AI/ML | F            |
| TS CBT 06 | The chat bot should have an intelligence within a session to contextually link the current conversations with preceding conversations.                                                                                                                  | Accuracy/AI/ML | F            |
| TS CBT 07 | The chat bot should have compatibility to integrate with the Bank's AI engine and other chat-bots set-up by the Bank, if required.                                                                                                                      | Integration    | F            |
| TS CBT 08 | The Platform and System should be able to provide relevant reports for the usage by Chat, Agent, Team and other such Contact Centre Parameters                                                                                                          | Reports        | F            |
| TS CBT 09 | The Platform and System should be able to provide relevant reports for the accuracy /confidence level of the Chat Bot based outputs being performed by the platform                                                                                     | Reports        | F            |
| TS CBT 10 | The Platform and System should also be able to provide relevant reports for the occupancy level and system capacity parameters                                                                                                                          | Reports        | F            |
| TS CBT 11 | The Platform and System should be able to adopt new use cases, as desired by Business from time to time, in a fast and efficient manner on the existing platform                                                                                        | Application    | F            |



|           |                                                                                                                                                        |          |   |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---|
| TS CBT 12 | The Platform and System should be able to meet the load /progressive call volume requirements for the Chat Traffic that shall be provided by the Bank. | Platform | F |
| TS CBT 13 | The Platform and System should be designed for a High Availability Setup with required redundancies of its components/subcomponents                    | Platform | F |

**CO-BROWSING**

| Sr. No.    | Requirement Description                                                                                                                                                                                                                  | Sub-Category | Feature Type |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS COBR 01 | Capability to integrate with existing Bank Website/App/Other Customer facing platforms for Customer Initiated Web/App Session Setup for collaboration with Agent.                                                                        | Integration  | P            |
| TS COBR 02 | Ability to route Co Browsing Session requests to specific skilled agent basis the Customer Initiated Session Screen, eg. Customer Initiates on Home Loan Screen/Session, that Session request should be routed to Home Loan Skill Agent. | Platform     | P            |
| TS COBR 03 | Session Initiation, Connection and Data/Voice exchange on active session should be using secure HTTPS/Other Similar Industry Secure standards.                                                                                           | Security     | P            |
| TS COBR 04 | Ability to Mask fields/data entered by Customer in specific Session Screen fields should be maintained as per the Bank Website/App while on a Co Browsed Session with the Agent.                                                         | Security     | P            |
| TS COBR 05 | Ability to Record both Co Browsing Session Screen and Customer Agent Conversation completely for 100% Co Browse Sessions.                                                                                                                | Platform     | P            |
| TS COBR 06 | Ability to transfer Session Control from Customer to Agent post explicit approval by Customer.                                                                                                                                           | Application  | P            |
| TS COBR 07 | Ability for Customer or Agent to annotate on Co Browsed session in order to show/mark specific screen areas for discussion etc.                                                                                                          | Application  | P            |
| TS COBR 08 | Ability to Pause/Resume Co Browsing Screen Session by Customer                                                                                                                                                                           | Application  | P            |
| TS COBR 09 | Ability to generate reports for all Co-Browsing Session Interactions :                                                                                                                                                                   | Reports      | P            |
| TS COBR 10 | Real Time Reports showing Sessions in Progress/Waiting to be connected to Agents                                                                                                                                                         | Reports      | P            |
| TS COBR 11 | Historical Reports showing Agent and Group wise statistics for co-browsing sessions with details like Session Connect Time, Total Session Time, Session Screens navigated etc.                                                           | Reports      | P            |

**VIDEO CALLING**

| Sr. No.  | Requirement Description                                                                                                                                                                                                       | Sub-Category | Feature Type |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS VC 01 | Capability to integrate with existing Bank Website/App/Other Customer facing platforms for Customer Initiated Video Call with Agent.                                                                                          | Integration  | P            |
| TS VC 02 | Capability to use Industry Standard and Bandwidth optimized real time Video Codec(s) in order to deliver optimum real time Video and Audio performance for Customer and Agent. Video Resolution to at least be 720p or 1080p. | Platform     | P            |
| TS VC 03 | Capability for Customer to initiate Video Call from Desktop/Phone/Tablet or similar mobile communication devices.                                                                                                             | Platform     | P            |
| TS VC 04 | Ability to route Video Call requests to specific skilled agents                                                                                                                                                               | Platform     | P            |
| TS VC 05 | Capability for Agents to login and accept Video Calls from Desktop/Phone/Tablet or similar mobile communication devices.                                                                                                      | Platform     | P            |
| TS VC 06 | Capability for Agents to transfer Video Calls to other Agent/Supervisor.                                                                                                                                                      | Application  | P            |
| TS VC 07 | Capability for Agents to conference Video Calls with Supervisor.                                                                                                                                                              | Application  | P            |
| TS VC 08 | Video and Voice communication on active Video Call should be using secure HTTPS/Other Similar Industry Secure standards.                                                                                                      | Security     | P            |
| TS VC 09 | Ability to Enable/Disable Camera and Mic in the Video Call Session should be available both for Customer and Agent.                                                                                                           | Application  | P            |
| TS VC 10 | Ability to put Custom Background on Video should be available to both Customer and Agent.                                                                                                                                     | Application  | X            |
| TS VC 11 | Ability to Record both Video Session and Customer Agent Conversation completely for 100% Video Calls.                                                                                                                         | Platform     | P            |
| TS VC 12 | Ability to see near end Video as Picture in Picture(with size adjustment as per industry standards) should be available to both parties.                                                                                      | Application  | X            |
| TS VC 13 | Ability to drag and reposition Near End Video Picture Frame should be available for both the parties.                                                                                                                         | Application  | X            |
| TS VC 14 | Ability to Pause/Resume Video Option for both the parties.                                                                                                                                                                    | Application  | X            |
| TS VC 15 | Ability to generate reports for all Video Call Interactions :                                                                                                                                                                 | Reports      | P            |
| TS VC 16 | Real Time Reports showing Video Call Sessions in Progress/Waiting to be connected to Agents.                                                                                                                                  | Reports      | P            |
| TS VC 17 | Historical Reports showing Agent and Group wise statistics for Video Call sessions with details like Video Call Connect Time, Video Call Total Time, Total Time in Call when Video was ON/OFF etc.                            | Reports      | P            |

**BRANCH OFFICE CALLING**

| Sr. No.    | Requirement Description                                                                                                                                                                                           | Sub-Category | Feature Type |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS BRCL 01 | Capability for Remotely located Branch Office users of Bank to Login to Dialer and make Outbound calls                                                                                                            | Platform     | F            |
| TS BRCL 02 | Ability for Branch Office users to login to Dialer Application using VPN over Internet /MPLS /Leased Line or direct WAN connections in a Secure manner                                                            | Platform     | F            |
| TS BRCL 03 | Ability for Branch Office users to use all modes of Dialer Dialling as desired by the Bank                                                                                                                        | Application  | F            |
| TS BRCL 04 | Ability to connect and pass Dialer based calls to Branch Office Users on their existing Branch Landline Phones/User Mobile Phone or any other existing phones which are not part of the Dialer Telephony platform | Application  | F            |
| TS BRCL 05 | Ability to connect and pass Dialer based calls to Branch Office Users on VoIP connections over VPN over Internet/Internet (as and when permitted by regulatory authorities)                                       | Application  | F            |
| TS BRCL 06 | Ability to record 100% calls and screens for Dialer calls made by Branch Users                                                                                                                                    | Platform     | F            |
| TS BRCL 07 | Ability to get all Dialer Reports for Branch User based Dialer Calling similar to those detailed in the Auto Dialer/MIS Reports/Other section                                                                     | Reports      | F            |
| TS BRCL 08 | Design for the Branch Users Dialer Calling should be compliant as per the TRAI/DoT and applicable Regulatory guidelines and norms in India                                                                        | Regulatory   | F            |
| TS BRCL 09 | Ability to Monitor, Barge In and View Dialer calls being made by Branch users remotely from Central location(s).                                                                                                  | Application  | F            |

**Desktop Application – Agent**

| Sr. No.   | Requirement Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Sub-Category | Feature Type |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS DAA 01 | The Dialer agent desktop application at Partner location should be a standard browser based application without any additional software or plug-in with user access rights, multiple roles, etc. This should be setup in a dedicated and Secure Setup on the partner location using Field Level and Or Database Level Encryption (as per Bank Standards)                                                                                                                                                           | Application  | P            |
| TS DAA 02 | The agent should use the Single Sign On and single desktop application to login to all partner other applications like Dialer/Telephony, CRM/GUI, Bank Provided Backend Application Access, Knowledge Management etc., The Agent should click on the specific tabs to navigate through different above applications. This Desktop GUI is required at time of implementation or start of migration. The Dialer GUI should also have the capability to integrate with the Bank provided Agent Desktop or Middleware. | Integration  | P            |
| TS DAA 03 | The Agent Desktop Application should be able to integrate using methodologies like direct, API, Web Services ESB JBI SOA environment etc. with Bank Backend Systems if required                                                                                                                                                                                                                                                                                                                                    | Integration  | P            |
| TS DAA 04 | The Agent Desktop application should support CTI Integration and Screen Pop functionalities eg. When call is passed by the Dialer to the Agent, the relevant Customer Details screen should Pop Up at Agent Desktop                                                                                                                                                                                                                                                                                                | Application  | P            |
| TS DAA 05 | The Agent Desktop Application should be able to act as a Single Update Window such that when Agent updates disposition/other information on this application, they are automatically updated on other systems like Dialer, CRM/GUI database, Bank Backend (if required) etc.                                                                                                                                                                                                                                       | Integration  | P            |
| TS DAA 06 | The desktop application should provide soft phone functionality embedded in the application                                                                                                                                                                                                                                                                                                                                                                                                                        | Application  | P            |
| TS DAA 07 | The Desktop Application should have the ability to Customize /Add /Remove fields as per process/business/call type requirements                                                                                                                                                                                                                                                                                                                                                                                    | Application  | P            |
| TS DAA 08 | The Desktop Application should be able to provide flexibility to add multiple Disposition type codes. These should also be configurable as per campaign/group type specifically.                                                                                                                                                                                                                                                                                                                                   | Application  | P            |
| TS DAA 09 | The desktop application should provide login and logout reports that are time stamped for each user                                                                                                                                                                                                                                                                                                                                                                                                                | Reports      | P            |

|           |                                                                                                                                                                                                                                                                                                                            |             |   |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---|
| TS DAA 10 | The desktop application should be able to record all interactions with sufficient details and provide complete interaction history of the callers pulled across multiple channels. Whenever a caller having a history with Contact Centre interacts, his previous interaction history has to be popped in the application. | Application | P |
| TS DAA 11 | Agent should have call control capability on desktop to control uses of their soft phone:                                                                                                                                                                                                                                  | Application | P |
| TS DAA 12 | Desktop application should allow agents State Control (Ready, Not Ready, Login, Logout, Work Mode)                                                                                                                                                                                                                         | Application | P |
| TS DAA 13 | Telephony Control (Answer, Hold, Transfer, Conference, Make Call, Release) should be provided in this application as Telephony Functions                                                                                                                                                                                   | Application | P |
| TS DAA 14 | Agent should be able to see real-time statistic information on followings in screen<br>- Agents should be able to see the real time status of their group and supervisor                                                                                                                                                   | Application | P |
| TS DAA 15 | - Number of contacts serviced by the agent since login time                                                                                                                                                                                                                                                                | Application | P |
| TS DAA 16 | - Average Handle time                                                                                                                                                                                                                                                                                                      | Application | P |
| TS DAA 17 | - Monitor campaign statistics for their specific campaign.                                                                                                                                                                                                                                                                 | Application | P |
| TS DAA 18 | - Total and Average time spent in each agent state (Ready, Not Ready, Talking, Work Mode)                                                                                                                                                                                                                                  | Application | P |
| TS DAA 19 | - Agent Chat should also be available in this Application for Agents with Chat Skill (Presence)                                                                                                                                                                                                                            | Application | P |
| TS DAA 20 | - Able to deploy agent desktop in an environment where Firewall are required to connect back to central location.                                                                                                                                                                                                          | Security    | P |
| TS DAA 21 | The desktop should present Agent with reason codes to select when Agent chooses to temporarily go to ‘Not Ready’ state. The system should keep this statistic and this should viewable to view in historical reports.                                                                                                      | Application | P |
| TS DAA 22 | When Agent is being silent monitored, system should have an option to notify agents that they are being monitored.                                                                                                                                                                                                         | Application | P |
| TS DAA 23 | The agent desktop Dialer application should have the ability to run and be published in a Remote Desktop environment keeping all its functionalities available and useable                                                                                                                                                 | Application | P |
| TS DAA 24 | The design and backend setup of this Desktop Application should provide High-Availability                                                                                                                                                                                                                                  | Platform    | P |
| TS DAA 25 | The design, backend end setup and overall architecture of this Desktop Application should meet Industry and Bank specified security parameters                                                                                                                                                                             | Security    | P |
| TS DAA 26 | All customer information shall be immediately available on-screen, with a quick drill-down to available details.                                                                                                                                                                                                           | Application | P |
| TS DAA 27 | The application shall support query by any field, i.e. the agent/supervisor can enter available data in any specified field on any screen and click Search. E.g. Account                                                                                                                                                   | Application | P |

|           | Number, Phone Number, Email ID, Username etc.                                                                                                                                                                                                                            |             |   |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---|
| TS DAA 28 | The application should also integrate with a knowledge management application, which will allow agents/supervisors to easily search and retrieve documents.                                                                                                              | Integration | P |
| TS DAA 29 | The application shall support automated escalation through the use of on-screen alerts, to keep parties involved informed about what is happening with the customer.                                                                                                     | Application | X |
| TS DAA 30 | The application should be able to be quickly and easily customized to meet SBI's business processes and requirements.                                                                                                                                                    | Application | X |
| TS DAA 31 | The design, backend end setup and overall architecture of this Desktop Application should also be able to Integrate with Real Time Speech Analytics(RTSA) Services, to show in this Desktop Application, Agent Assistance Pop-Ups etc. as pushed by the RTSA application | Integration | P |
| TS DAA 32 | Agent Desktop should have Omni-Channel capabilities to display interaction data related to all channels like Voice, Chat, Email etc. in a Unified Agent Desktop                                                                                                          | Application | X |

**Desktop Application – Supervisor**

| Sr. No.   | Requirement Description                                                                                                                                                                                                                                                                                                  | Sub-Category | Feature Type |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS DAS 01 | Supervisor Desktop Application should have all Agent Desktop features and in addition the features specified below :                                                                                                                                                                                                     | Application  | P            |
| TS DAS 02 | Supervisor should have call control capability on desktop and soft phone embedded                                                                                                                                                                                                                                        | Application  | P            |
| TS DAS 03 | - Telephony Control (Answer, Hold, Transfer, Conference, Make Call, Release)                                                                                                                                                                                                                                             | Application  | P            |
| TS DAS 04 | - Quality Control (Silent Monitoring, Barge-in, Intercept, Whisper)                                                                                                                                                                                                                                                      | Application  | P            |
| TS DAS 05 | - Agent State Control/Override capability (Ready, Not Ready, Work Mode, Wrap mode, Hold mode Logout)                                                                                                                                                                                                                     | Application  | P            |
| TS DAS 06 | Supervisor should be able to send one-way text messages to their teams through communication messenger. All agents in the same team should receive same message concurrently.                                                                                                                                            | Application  | P            |
| TS DAS 07 | Real-time Statistics of agents, Campaigns/skills, groups and other entities                                                                                                                                                                                                                                              | Reports      | P            |
| TS DAS 08 | Real-time team statistics: Presents the details of each individual campaign/skill group, such as how many calls have been handled with its average talk time, disposition grouping (like total PTPs/Sales Made etc.) average speed of answer, AHT etc..                                                                  | Reports      | P            |
| TS DAS 09 | Real-time agent statistics: presents the real time state of the agents on the selected team who are currently logged into the Dialer. The state should show agent performance, i.e. number of calls handled, average talk time, AHT etc.                                                                                 | Reports      | P            |
| TS DAS 10 | Real-time agent state: presents the status details for each agent on the team, i.e. Ready, Not Ready, Reason Code.                                                                                                                                                                                                       | Reports      | P            |
| TS DAS 11 | Real-time agent vs. team statistics: display presents the performance details for the agent and compares them to the performance details of the team.                                                                                                                                                                    | Reports      | P            |
| TS DAS 12 | Solution should support data provision to display information (supervisor dashboard) on the LCD TV/Video Wall/Other Visual Media through an interface. The fields that will be displayed should be: Campaign/Skill name, # agents logged-in, # of agents Ready, Campaign PTP's/Other defined performance parameters etc. | Integration  | P            |
| TS DAS 13 | Should provide single interface to handle all media channels like voice, chats, co-browsing sessions, SBI core back end applications etc..                                                                                                                                                                               | Application  | P            |
| TS DAS 14 | The information presentment to agent/supervisors desktops should be comprehensive and information gathered from various sources such as Dialer/CRM/GUI/Knowledge Management and Other Databases and any other applications should be able to be presented to the supervisors.                                            | Integration  | P            |



|           |                                                                                                                                                                                                                            |             |   |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---|
| TS DAS 15 | All customer information shall be immediately available on-screen, with a quick drill-down to available details.                                                                                                           | Application | P |
| TS DAS 16 | The application shall support query by any field, i.e. the agent/supervisor can enter available data in any specified field on any screen.<br>and click Search. E.g. Account Number, Phone Number, Email ID, Username etc. | Application | P |
| TS DAS 17 | The Supervisor desktop Dialer application should have the ability to run and be published in a Remote Desktop environment keeping all its functionalities available and useable                                            | Application | P |
| TS DAS 18 | The application shall support automated escalation through the use of on-screen alerts, to keep parties involved informed about what is happening with the customer.                                                       | Application | X |
| TS DAS 19 | The application should be able to be quickly and easily customized to meet SBI's business processes and requirements.                                                                                                      | Application | X |

### MIS – Historical Reporting

| Sr. No.      | Requirement Description                                                                                                                                                                                       | Sub-Category | Feature Type |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS MISHRP 01 | All historical reports to be available in daily, weekly, monthly aggregations. Support for 15 / 30 minutes and 1 hour interval reporting                                                                      | Platform     | P            |
| TS MISHRP 02 | Should support multi-channel reporting for all channels like Voice, click-to-call, web chat, Co-Browsing Web Session, Video call, Social Media response management, etc.                                      | Platform     | P            |
| TS MISHRP 03 | Should support tabular and graphical reports                                                                                                                                                                  | Platform     | P            |
| TS MISHRP 04 | Ability to Integrate Dialer Platform Reporting Server/Entity with Bank Centralized Reporting System/Data Warehouse or any other reporting platform/entity in a secure manner                                  | Integration  | P            |
| TS MISHRP 05 | <b>Outbound Contact Centre Channels</b> (all data to be by individual Agent/Campaign and aggregated to overall Contact Centre). Proposed solution should offer the following data for Campaigns/Agent/Teams : | Reports      | P            |
| TS MISHRP 06 | - Number of outbound calls offered                                                                                                                                                                            | Reports      | P            |
| TS MISHRP 07 | - Number of outbound calls answered by agents                                                                                                                                                                 | Reports      | P            |
| TS MISHRP 08 | - Number of short abandoned calls (less than 10 seconds)                                                                                                                                                      | Reports      | P            |
| TS MISHRP 09 | - % of short abandoned calls (less than 10 seconds)                                                                                                                                                           | Reports      | P            |
| TS MISHRP 10 | - Number of abandoned calls                                                                                                                                                                                   | Reports      | P            |
| TS MISHRP 11 | - % of abandoned calls                                                                                                                                                                                        | Reports      | P            |
| TS MISHRP 12 | - Average time to abandon                                                                                                                                                                                     | Reports      | P            |
| TS MISHRP 13 | - Max time to abandon                                                                                                                                                                                         | Reports      | P            |
| TS MISHRP 14 | - ASA (Average Speed of Answer)                                                                                                                                                                               | Reports      | P            |
| TS MISHRP 15 | - Number of Logged-in agents by the hour                                                                                                                                                                      | Reports      | P            |
| TS MISHRP 16 | - Number of agents available by the hour                                                                                                                                                                      | Reports      | P            |
| TS MISHRP 17 | - Number of agents Not Ready (and broken down by reasons)                                                                                                                                                     | Reports      | P            |
| TS MISHRP 18 | <b>Agent Performance (by individual and group both should be provided for the following by the hour)</b><br>- Average Talk time                                                                               | Reports      | P            |
| TS MISHRP 19 | - AHT                                                                                                                                                                                                         | Reports      | P            |
| TS MISHRP 20 | - Average Wrap/ACW                                                                                                                                                                                            | Reports      | P            |
| TS MISHRP 21 | - Number of outbound calls made                                                                                                                                                                               | Reports      | P            |
| TS MISHRP 22 | - Number of transfers made/received                                                                                                                                                                           | Reports      | P            |
| TS MISHRP 23 | - Number of consult calls made                                                                                                                                                                                | Reports      | P            |
| TS MISHRP 24 | - Average time to answer                                                                                                                                                                                      | Reports      | P            |
| TS MISHRP 25 | - Total Login time                                                                                                                                                                                            | Reports      | P            |
| TS MISHRP 26 | - Total Ready Time                                                                                                                                                                                            | Reports      | P            |

|              |                                                                                                                                                                                  |             |   |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---|
| TS MISHRP 27 | - Total Not Ready Time (and broken down by reasons)                                                                                                                              | Reports     | P |
| TS MISHRP 28 | - Agent Utilization                                                                                                                                                              | Reports     | P |
| TS MISHRP 29 | <b>Outbound IVR Report</b><br>- Total Number of OVR calls                                                                                                                        | Reports     | P |
| TS MISHRP 30 | Call Split by Product/Language other parameters                                                                                                                                  | Reports     | P |
| TS MISHRP 31 | - Transaction count reporting                                                                                                                                                    | Reports     | P |
| TS MISHRP 32 | -Call Attempts Dialed                                                                                                                                                            | Reports     | P |
| TS MISHRP 33 | -Call Attempts Successful                                                                                                                                                        | Reports     | P |
| TS MISHRP 34 | -Call Attempts Failed                                                                                                                                                            | Reports     | P |
| TS MISHRP 35 | -Call Attempts Pending                                                                                                                                                           | Reports     | P |
| TS MISHRP 36 | - Outbound IVR Call Detail Report                                                                                                                                                | Reports     | P |
| TS MISHRP 37 | - System up and downtime                                                                                                                                                         | Reports     | P |
| TS MISHRP 38 | Report searching, 'drill-through', 'drill-down' and one-click export to Excel, PDF, web pages, XML or CSV                                                                        | Reports     | P |
| TS MISHRP 39 | Vendor should provide all out of the box (or default) historical reports available in the proposed Dialer solution as "Report Name" and its data elements in a Separate Annexure | Reports     | P |
| TS MISHRP 40 | Vendor should provide detailed reports on Dialer Term/Disposition Codes, Penetration, Dial Attempts etc.,                                                                        | Reports     | P |
| TS MISHRP 41 | Ability to create Custom Reports                                                                                                                                                 | Application | X |

| <b>MIS – Real Time Reporting</b> |                                                                                                                                                                              |                     |                     |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------|
| <b>Sr. No.</b>                   | <b>Requirement Description</b>                                                                                                                                               | <b>Sub-Category</b> | <b>Feature Type</b> |
| TS MISRRP 01                     | Ability to Integrate Dialer Platform Reporting Server/Entity with Bank Centralized Reporting System/Data Warehouse or any other reporting platform/entity in a secure manner | Integration         | P                   |
| TS MISRRP 02                     | Support multi-channel real time reporting for all channels like Voice, web chat, click to call, Co-Browsing Web Sessions, Video call, etc.                                   | Platform            | P                   |
| TS MISRRP 03                     | Support for tabular and graphical report output for real time reports                                                                                                        | Platform            | P                   |
| TS MISRRP 04                     | <b>Outbound Contact Centre Real Time Reports</b><br>- Number of calls dialed for campaign                                                                                    | Reports             | P                   |
| TS MISRRP 05                     | - Number of calls waiting for campaign agents                                                                                                                                | Reports             | P                   |
| TS MISRRP 06                     | - Current Pacing and Connect %                                                                                                                                               | Reports             | P                   |
| TS MISRRP 07                     | - Number of outbound calls                                                                                                                                                   | Reports             | P                   |
| TS MISRRP 08                     | - Number of short abandoned calls                                                                                                                                            | Reports             | P                   |
| TS MISRRP 09                     | - % of short abandoned calls                                                                                                                                                 | Reports             | P                   |
| TS MISRRP 10                     | - Number of abandoned calls                                                                                                                                                  | Reports             | P                   |
| TS MISRRP 11                     | - % of abandoned calls                                                                                                                                                       | Reports             | P                   |
| TS MISRRP 12                     | - Average time to abandon                                                                                                                                                    | Reports             | P                   |
| TS MISRRP 13                     | - Max time to abandon                                                                                                                                                        | Reports             | P                   |
| TS MISRRP 14                     | - ASA (Average Speed of Answer)                                                                                                                                              | Reports             | P                   |
| TS MISRRP 15                     | - Average Campaign Queue Time                                                                                                                                                | Reports             | P                   |
| TS MISRRP 16                     | - Max Campaign Queue Time                                                                                                                                                    | Reports             | P                   |
| TS MISRRP 17                     | - Number of Logged-in agents                                                                                                                                                 | Reports             | P                   |
| TS MISRRP 18                     | - Number of agents Not Ready (and broken down by reasons)                                                                                                                    | Reports             | P                   |
| TS MISRRP 19                     | <b>Real Time Agent Performance Report (by individual and group)</b><br>- AHT                                                                                                 | Reports             | P                   |
| TS MISRRP 20                     | - Average Talk Time                                                                                                                                                          | Reports             | P                   |
| TS MISRRP 21                     | - Average Wrap Time                                                                                                                                                          | Reports             | P                   |
| TS MISRRP 22                     | - Number of outbound calls made                                                                                                                                              | Reports             | P                   |
| TS MISRRP 23                     | - Number of transfers made/received                                                                                                                                          | Reports             | P                   |
| TS MISRRP 24                     | - Number of consult calls made                                                                                                                                               | Reports             | P                   |
| TS MISRRP 25                     | - Average time to answer                                                                                                                                                     | Reports             | P                   |
| TS MISRRP 26                     | - Total Login time                                                                                                                                                           | Reports             | P                   |
| TS MISRRP 27                     | - Total Ready Time                                                                                                                                                           | Reports             | P                   |
| TS MISRRP 28                     | - Total Not Ready Time (and broken down by reasons)                                                                                                                          | Reports             | P                   |
| TS MISRRP 29                     | - Term Code/Disposition wise Agent Calls taken up till now in the shift                                                                                                      | Reports             | P                   |
| TS MISRRP 30                     | <b>Real Time Outbound IVR Report</b>                                                                                                                                         | Reports             | P                   |
| TS MISRRP 31                     | - Total Number of OVR calls being dialed                                                                                                                                     | Reports             | P                   |

|              |                                                                                                                                                                                  |             |   |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---|
| TS MISRRP 32 | - Total Number of OVR calls pending in Campaign                                                                                                                                  | Reports     | P |
| TS MISRRP 33 | - Total Number of OVR calls is progress in Campaign                                                                                                                              | Reports     | P |
| TS MISRRP 34 | - Total Number of OVR calls completed in Campaign for the period hour                                                                                                            | Reports     | P |
| TS MISRRP 35 | - Total Number of OVR calls failed in Campaign for the period hour                                                                                                               | Reports     | P |
| TS MISRRP 36 | Vendor should provide all out of the box (or default) real time reports available in the proposed Dialer solution as “Report Name” and its data elements in a Separate Annexure. | Reports     | P |
| TS MISRRP 37 | Ability to create Custom Reports for Real Time Reports.                                                                                                                          | Application | X |
| TS MISRRP 38 | Ability to set Thresholds and generate visual alerts on real time report for exceptions outside of thresholds.                                                                   | Reports     | P |

**MIS – Billing**

| Sr. No.      | Requirement Description                                                                                                                                                                                                                                                                                                                                                  | Sub-Category | Feature Type |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS MISBIL 01 | All data elements that are inputs for billing based on the pricing method and unit of measurement in the RFP has to be identified, raw data processed and a final output to be provided monthly                                                                                                                                                                          | Platform     | P            |
| TS MISBIL 02 | If any raw data elements are used for any report or MIS their source, structure, accuracy and availability in the Contact Centre sub systems should be clearly indicated and auditable by SBI.                                                                                                                                                                           | Platform     | P            |
| TS MISBIL 03 | If there are any calculations within the platform to arrive at these parameters, this will have to be clearly explained here as attachments                                                                                                                                                                                                                              | Platform     | P            |
| TS MISBIL 04 | The Dialer Platform provider will ensure that accurate auditable Call Details are available from all systems for call monitoring and billing of calls. The Dialer Platform provider will also create a customized Call Detail Record report as per specifications from the bank. The CDR report will contain the following details:-<br>CLI – Caller line Identification | Reports      | P            |
| TS MISBIL 05 | Direction of the call                                                                                                                                                                                                                                                                                                                                                    | Reports      | P            |
| TS MISBIL 06 | Campaign Name/Incoming DNIS                                                                                                                                                                                                                                                                                                                                              | Reports      | P            |
| TS MISBIL 07 | Start time of the call: time stamp of when the call started                                                                                                                                                                                                                                                                                                              | Reports      | P            |
| TS MISBIL 08 | End time of the call : time stamp of when the call ended                                                                                                                                                                                                                                                                                                                 | Reports      | P            |
| TS MISBIL 09 | Duration of the call                                                                                                                                                                                                                                                                                                                                                     | Reports      | P            |
| TS MISBIL 10 | Start and end time stamps for the call through each individual system / treatments (Gateway / Dialer/ queue etc..)                                                                                                                                                                                                                                                       | Reports      | P            |
| TS MISBIL 11 | End result of the call (answered / busy etc..)                                                                                                                                                                                                                                                                                                                           | Reports      | P            |
| TS MISBIL 12 | Call termination (by caller / by system)                                                                                                                                                                                                                                                                                                                                 | Reports      | P            |
| TS MISBIL 13 | Voice Gateway Number which Dialed the call with Channel Number                                                                                                                                                                                                                                                                                                           | Reports      | P            |
| TS MISBIL 14 | Location of the Voice Gateway and Channel                                                                                                                                                                                                                                                                                                                                | Reports      | P            |
| TS MISBIL 15 | All information given in this section which is used for MIS billing, will be certified as accurate by technology platform principal, every quarter.                                                                                                                                                                                                                      | Platform     | P            |
| TS MISBIL 16 | All Time Stamps in the CDRs shall be in IST                                                                                                                                                                                                                                                                                                                              | Platform     | P            |
| TS MISBIL 17 | All CDRs shall be stored in India locations only                                                                                                                                                                                                                                                                                                                         | Platform     | P            |

### Knowledge Management

| Sr. No.   | Requirement Description                                                                                                                                                                                                                                             | Sub-Category | Feature Type |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS KNO 01 | Knowledge management system should allow for role based access to the system                                                                                                                                                                                        | Platform     | P            |
| TS KNO 02 | The knowledge management system should enable agents to look into the FAQ / FLR database to answer customer queries                                                                                                                                                 | Application  | P            |
| TS KNO 03 | The knowledge management system should allow agents to add to the FAQ / FLR on any new queries that are raised by the customer                                                                                                                                      | Application  | P            |
| TS KNO 04 | The knowledge management system should enable agents to search based on simple English and key words to help in addressing customer queries.                                                                                                                        | Application  | P            |
| TS KNO 05 | Knowledge management system should enable agents with a quick and easy access to multiple data sources including files, attachments process, FAQ / FLRs etc..                                                                                                       | Application  | P            |
| TS KNO 06 | Knowledge management system should enable agents to ask the right questions based on a call guide kind of an interface                                                                                                                                              | Application  | P            |
| TS KNO 07 | The knowledge management system should guide agent through a conversation with the customer, basis the call type/questions input by Agents providing them with specific questions and possible responses to resolve/close the specific call type.                   | Application  | P            |
| TS KNO 08 | Knowledge management system should enable agents to retrieve product-specific information                                                                                                                                                                           | Application  | P            |
| TS KNO 09 | Knowledge management system should have a good reporting module that provides insights on the system usage, frequently accessed topics, agent wise usage, new topic additions, agent query topics with no information return from Knowledge Management System etc.. | Reports      | P            |
| TS KNO 10 | Provides reports and analyses on Agent searches to provide key insights based on topics and valuable feedback that can be shared within the Contact Centre and across the enterprise.                                                                               | Reports      | P            |
| TS KNO 11 | SBI will provide a set of questions that have to be administered to agents through the desktop application. Agents will have to answer these questions on a regular basis to evaluate their knowledge of SBI products, services, queries etc..                      | Application  | P            |
| TS KNO 12 | KM entity should be setup as a separate and dedicated instance for the Agents making SBI calls.                                                                                                                                                                     | Platform     | P            |

|           |                                                                                              |          |   |
|-----------|----------------------------------------------------------------------------------------------|----------|---|
|           | The system should be able to handle the specified forecasted call load based agent sessions. |          |   |
| TS KNO 13 | This system should be setup in a Secure manner as per the ISD guidelines for this RFP.       | Security | P |



**Application Development**

| Sr. No.      | Requirement Description                                                                                                                                                                                                         | Sub-Category        | Feature Type |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--------------|
| TS APPDVP 01 | The Dialer Platform provider should have the ability to develop and modify applications to best suit the requirements mentioned in this proposal                                                                                | Provider Capability | X            |
| TS APPDVP 02 | The Dialer Platform provider should have the ability to built in and overcome any gap in functionality and areas of customization                                                                                               | Provider Capability | X            |
| TS APPDVP 03 | The Dialer Platform provider should have the expertise to develop all custom applications either internally or through a specialist. They have to be CMMi Level 3 or above Certified. Provide evidence of these.                | Provider Capability | P            |
| TS APPDVP 04 | The Dialer Platform provider should have the expertise to develop Dialer application either internally or through a specialist. They have to be CMMi Level3 or above certified. Provide evidence of these.                      | Provider Capability | P            |
| TS APPDVP 05 | The Dialer Platform provider should have the expertise to develop CTI applications                                                                                                                                              | Provider Capability | X            |
| TS APPDVP 06 | The Dialer Platform provider should have the expertise to develop custom desktop application                                                                                                                                    | Provider Capability | X            |
| TS APPDVP 07 | The Dialer Platform provider should have the expertise to integrate with all specified backend systems of SBI.                                                                                                                  | Provider Capability | X            |
| TS APPDVP 08 | All proposed applications should be stress tested for the load specified by SBI                                                                                                                                                 | Provider Capability | P            |
| TS APPDVP 09 | All stress test results should be made available to SBI on request                                                                                                                                                              | Provider Capability | P            |
| TS APPDVP 10 | All necessary certification required for respective applications should be provided to SBI on request                                                                                                                           | Compliance          | P            |
| TS APPDVP 11 | All applications will be subjected to audits as defined by SBI, these audits will either be done by SBI or any external experts                                                                                                 | Compliance          | P            |
| TS APPDVP 12 | The Dialer Platform provider should have internal expertise to develop the application(s) if required as per the specifications of the RFP.                                                                                     | Provider Capability | X            |
| TS APPDVP 13 | The Dialer Platform provider should have a strong team to support all necessary applications proposed in the solution                                                                                                           | Provider Capability | X            |
| TS APPDVP 14 | Dialer Platform Provider to provide specs required at the agent desktop machines in SBI Partner BPO locations and check that they are adequate in all respects to run all the required applications without performance issues. | Provider Capability | P            |

| <b>Architecture</b> |                                                                                                                                                                                                                                                                                                                                              |                     |                     |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------|
| <b>Sr. No.</b>      | <b>Requirement Description</b>                                                                                                                                                                                                                                                                                                               | <b>Sub-Category</b> | <b>Feature Type</b> |
| TS ARCH 01          | The proposed Dialer telephony system should be able to support hybrid(hard & soft switch) unified communications system that is able to support voice, presence, instant messaging, and mobile applications on fixed and mobile networks.                                                                                                    | Platform            | P                   |
| TS ARCH 02          | The proposed solution should be an advanced call-processing system and call control application that support basic features and advanced features including but not limited to the following:                                                                                                                                                | Platform            | P                   |
| TS ARCH 03          | - Multiple Dialling Modes                                                                                                                                                                                                                                                                                                                    | Platform            | P                   |
| TS ARCH 04          | - Call hold, transfer, call waiting and retrieve                                                                                                                                                                                                                                                                                             | Platform            | P                   |
| TS ARCH 05          | -CLI-R (caller line identification restriction /rotation)                                                                                                                                                                                                                                                                                    | Platform            | P                   |
| TS ARCH 06          | - Single Number Reach ability for Inbound Calls to Outbound Agents for Customer call backs                                                                                                                                                                                                                                                   | Platform            | P                   |
| TS ARCH 07          | - Extension to mobile phone transfer                                                                                                                                                                                                                                                                                                         | Platform            | P                   |
| TS ARCH 08          | The proposed architecture should support centralized monitoring, administration and voice treatment at edges/locations                                                                                                                                                                                                                       | Architecture        | P                   |
| TS ARCH 09          | The proposed architecture should support the DR strategy mentioned in the RFP.                                                                                                                                                                                                                                                               | Architecture        | P                   |
| TS ARCH 10          | The proposed architecture should leverage SIP/VoIP, and at the same time be able to accommodate PRI/TDM wherever/if required.                                                                                                                                                                                                                | Architecture        | P                   |
| TS ARCH 11          | Regardless of the phone type, the telephone should be able to support click to dial functions via the user's PC.                                                                                                                                                                                                                             | Architecture        | P                   |
| TS ARCH 12          | The proposed solution should include phones that are specific for call centre usage for agents, supervisors etc                                                                                                                                                                                                                              | Architecture        | P                   |
| TS ARCH 13          | The IP phones, hard or soft, should support log-in / log-out and other telephony controls                                                                                                                                                                                                                                                    | Architecture        | P                   |
| TS ARCH 14          | All equipments and space required at the BPO/Partner centre for connectivity to the Dialer Platform should be clearly specified by the platform provider. Details of equipment to be housed at BPO/Partner location and their reason for placement and functionality needs to be detailed in the Solution Document by the Platform provider. | Architecture        | P                   |

|            |                                                                                                                                                                                                            |              |   |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---|
| TS ARCH 15 | All Technology components should be supported versions of software & hardware, used exclusively for SBI, Its BPO Partners, and subsidiaries/JVs. SBI should be able to audit the usage.                    | Compliance   | P |
| TS ARCH 16 | Dialer Platform provider will have to share the BOM for all technology system procured, installed and implemented for SBI                                                                                  | Architecture | P |
| TS ARCH 17 | The technology architecture submitted by the successful bidder, will go through an approval process by SBI and may be subject to changes. The successful bidder will incorporate these respective changes. | Architecture | P |
| TS ARCH 18 | Bidder to submit a detailed document on the technology architecture proposed for SBI Contact Centre.                                                                                                       | Architecture | P |
| TS ARCH 19 | Bidder to provide and confirm that the Design and Solution proposed shall be compliant as per Government Regulatory bodies like TRAI/DOT etc.                                                              | Compliance   | P |

**Voice Quality & Security**

| Sr. No.   | Requirement Description                                                                                                                                                                                               | Sub-Category | Feature Type |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS VQS 01 | The system should support wide range of codec standard to suit the voice quality and bandwidth requirement in Contact Centre environment.                                                                             | Platform     | P            |
| TS VQS 02 | The system should be able to maintain toll grade voice qualities end- to- end by taking advantages on QoS features available in LAN and WAN infrastructure.                                                           | Platform     | P            |
| TS VQS 03 | All components and systems should have effective anti-virus, detecting capabilities with regular updation. All telephony Gateways should be Secure and have relevant Intrusion Prevention and Detection capabilities. | Security     | P            |
| TS VQS 04 | Access to all key components/applications from SBI ,BPO Partner and Dialer Platform provider should be traceable (Eg. Username, password, IP address, logged in from etc.)                                            | Security     | P            |

| <b>Technology Version</b> |                                                                                                                                                                                                                                                                                                                                         |                     |                     |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------|
| <b>Sr. No.</b>            | <b>Requirement Description</b>                                                                                                                                                                                                                                                                                                          | <b>Sub-Category</b> | <b>Feature Type</b> |
| TS TV 01                  | All components proposed in the solution should be of the latest version that is available in the market at the time of going live. All latest stable versions should successfully tested in UAT/SIT environment before deploying into PR and DR.                                                                                        | Architecture        | P                   |
| TS TV 02                  | All components should be upgraded to the latest versions without loss of feature/functionality as defined in the RFP during the period of contract at no additional costs.                                                                                                                                                              | Architecture        | P                   |
| TS TV 03                  | All components proposed in the solution should be able to meet the entire requirement of SBI during the period of the contract and platform / component versions and capacity should not be a limiting factor. Dialer Platform Provider will upgrade, change, add whatever is required without additional cost to meet the requirements | Architecture        | P                   |

| <b>Tenanting</b> |                                                                                                                                                                                                                                                                                                                                                  |                     |                     |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------|
| <b>Sr. No.</b>   | <b>Requirement Description</b>                                                                                                                                                                                                                                                                                                                   | <b>Sub-Category</b> | <b>Feature Type</b> |
| TS TEN 01        | All components proposed in the solution should be able to be tenanted for each of SBI's entities ( SBI, its BPO Partners , Subsidiaries, Affiliates/ JVs) who will use the services                                                                                                                                                              | Architecture        | P                   |
| TS TEN 02        | Each of the tenanted partition will be able to be configured separately and will have the same functionality as the overall system                                                                                                                                                                                                               | Architecture        | P                   |
| TS TEN 03        | Each of tenanted partition will be protected in such a way that they will have access controls at partition level and users of one partition cannot see data of other partition. At the same time Bank at a Central Level can see Reports, Manage and Control all Partitions collectively together from a Central location and Super Admin Login | Security            | P                   |

**Redundancy and Failover**

| Sr. No.    | Requirement Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Sub-Category | Feature Type |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| TS REDF 01 | Dialer Platform Provider to ensure that all critical systems in the design should be 100% redundant at Primary(Active) location and DR location. Critical systems include the following:<br>a) Dialer, Telephony/PSTN Connectivity, CTI, Campaign Management and related subsystems<br>b) Database Subsystem<br>c) CRM/GUI Subsystem<br>d) Call and Screen Logger<br>e) Reporting Subsystem<br>f) Telecom Subsystem<br>g) Omni Channel Connection Sub-System (for Chat/Email/Digital Integration)<br>h) Speech Sub-System (Future) | Redundancy   | P            |
| TS REDF 02 | Dialer Platform Provider to ensure that all critical systems in the design should be 100% redundant at the BPO Partner location(s)                                                                                                                                                                                                                                                                                                                                                                                                 | Redundancy   | P            |
| TS REDF 03 | Dialer Platform Provider to ensure that all non-critical components in the design are N+2 at all locations (Primary, Backup) and (BPO Partner) or any other locations as specified in the Vendor Proposed Design                                                                                                                                                                                                                                                                                                                   | Redundancy   | P            |
| TS REDF 04 | If there is a disaster scenario in the Primary (Active) location of the Dialer Platform the design should ensure that Backup (Passive) Dialer Platform Instance should be able to handle the 100% load within 2 hrs of Primary (Active) location being unavailable                                                                                                                                                                                                                                                                 | Redundancy   | P            |
| TS REDF 05 | All the Dialer Platform and critical components should be in active- active mode at all times at Primary(Active) location with online replication at Backup(Passive) location                                                                                                                                                                                                                                                                                                                                                      | Redundancy   | P            |
| TS REDF 06 | The locations should be connected through a fully redundant network to allow for switch over as necessary. The design should clearly specify the WAN links requirement for this Design between all locations                                                                                                                                                                                                                                                                                                                       | Redundancy   | P            |
| TS REDF 07 | All interfaces to SBI back-ends will be allowed only through SBI Firewalls, Dialer Platform Provider to ensure that this is complied.                                                                                                                                                                                                                                                                                                                                                                                              | Architecture | P            |
| TS REDF 08 | A list of Firewalls should be documented and kept both with Bank and Dialer Platform Provider with full technical and functional details.                                                                                                                                                                                                                                                                                                                                                                                          | Security     | P            |
| TS REDF 09 | Dialer Platform provider should notify SBI on all proprietary components, tools, platforms, applications or any other elements that are being proposed as part of this solution. Provide a separate annexure with these details.                                                                                                                                                                                                                                                                                                   | Compliance   | P            |

|            |                                                                                                                                                                                                                                                                       |              |   |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---|
| TS REDF 10 | Dialer Platform providers proposed solution should allow making of outbound of calls between its same BPO Partners multiple Contact Centres without any loss of functionality (within their logical partition)                                                        | Architecture | P |
| TS REDF 11 | Dialer Platform Provider should provide complete end to end architecture, Bill of Materials (BOM) right down to component level as part of the response in a separate annexure location wise. Please also specify the make model version of all components in the BOM | Architecture | P |
| TS REDF 12 | Dialer Platform Provider to ensure that all necessary backup, restore process is done regularly, details and backup process for each elements to be explained in a separate annexure including the frequency of these back up process.                                | Architecture | P |
| TS REDF 13 | The ratio of DR & DC at Primary(Active), Backup (Passive) and BPO Partner locations to be maintained as and when capacity/components are increased as and when they are required and maintained throughout the validity of the Contract.                              | Architecture | P |



| <b>Fault Tolerance</b> |                                                                                                                                                                         |                     |                     |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------|
| <b>Sr. No.</b>         | <b>Requirement Description</b>                                                                                                                                          | <b>Sub-Category</b> | <b>Feature Type</b> |
| TS FT 01               | Solution support 100% automatic failover & fault tolerance for N + N for critical components and n+ 2 for non-critical component level in the overall design            | Redundancy          | P                   |
| TS FT 02               | Solution should support redundancy for failures in Power, System Hardware, System Software & Applications                                                               | Redundancy          | P                   |
| TS FT 03               | Bidder should explain the proposed architecture in-terms of connectivity between components during failure, outbound call process flow during failure for all scenarios | Redundancy          | P                   |
| TS FT 04               | SBI prefers proposed system use Media/Voice Gateway as a separate layer for PSTN or trunk connectivity                                                                  | Architecture        | P                   |
| TS FT 05               | Provide detailed architecture of the Media/Voice Gateway solution.                                                                                                      | Architecture        | P                   |
| TS FT 06               | Media/Voice gateway should provide default call routing instructions in the event of a component failure                                                                | Architecture        | P                   |
| TS FT 07               | Proposed solution should provide 100% call dialling and handling redundancy.                                                                                            | Architecture        | P                   |
| TS FT 08               | System should use industry standard server components                                                                                                                   | Architecture        | P                   |
| TS FT 09               | Proposed solution should automatically recover from<br>- Dialer/Telephony<br>Component/CTI Failure                                                                      | Redundancy          | P                   |
| TS FT 10               | - Database failure.                                                                                                                                                     | Redundancy          | P                   |
| TS FT 11               | - CRM/GUI Subsystem                                                                                                                                                     | Redundancy          | P                   |
| TS FT 12               | - Call and Screen Logger                                                                                                                                                | Redundancy          | P                   |
| TS FT 13               | - Reporting Subsystem                                                                                                                                                   | Redundancy          | P                   |
| TS FT 14               | - Telecom Subsystem                                                                                                                                                     | Redundancy          | P                   |
| TS FT 15               | - Omni Channel Sub-system                                                                                                                                               | Redundancy          | P                   |
| TS FT 16               | - Speech Sub-system                                                                                                                                                     | Redundancy          | P                   |
| TS FT 17               | Proposed solution should have redundant architecture to achieve High Availability For All Components at Primary(Active)                                                 | Redundancy          | P                   |

|          |                                                                                                                                                                                                                                                                                              |              |   |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---|
|          | Data Centre with Real Time Replication of these components at Backup(Passive) Data Centre Overall Platform to work in Active-Passive mode between Primary and Secondary Data Centre. Describe how this is achieved in the proposed solution in a seperate Annexure in the response           |              |   |
| TS FT 18 | As part of the RBI guidelines, SBI conducts DR testing with the back end activities on a quarterly basis. Dialer Platform Provider should ensure that this DR process is co-ordinated, complied and tested along with SBI to meet the regulatory requirements.                               | Compliance   | P |
| TS FT 19 | Proposed system should be configured for Disaster Recovery between Primary(active), Backup (Passive) and all SBI Partner BPO Contact Centres in active-passive mode with Recovery Time Objective of within 2 Hrs for complete load switchover and handling                                   | Redundancy   | P |
| TS FT 20 | The proposed system should support a high availability clustering architecture and redundant call processing approach, where two or more systems will be present and sharing the workload in an active- active configuration and support the availability SLA's written elsewhere in the RFP | Architecture | P |
| TS FT 21 | Apart from the DR drills and tests mandated by RBI regulations and SBI, Dialer Platform Provider should conduct their own DR testing (post notification to and consent from SBI) and failover once every six months.                                                                         | Compliance   | P |

The bidder is required to submit a response along with solution document by adding an additional column to above technical and functional specification tables, titled “Available as part of solution (Y/N)” and mark “Yes” or “No” against them. The same should be submitted along with the bid documents, for the purposes of evaluation in a manner that fulfills the following conditions:

The response must:

- Be submitted as a PDF, Word, or PPT presentation. Further, specific sections of the response may be submitted as an Excel sheet or other commonly used format that can be viewed by the bank. The Bank reserves the right to request clarifications or change of format in response in case submitted response document is not sufficiently clear or cannot be opened/read.
- Contain a high level architecture diagram as well as a detailed diagram of proposed deployment including integrations with bank systems, network, and other security features
- Contain details of how the response/proposed solution meets the features required in the RFP in appropriate level of detail
  - A section/table should be present to show the mandatory requirements being fulfilled with reference to components in the solution document fulfilling them,
  - A section/table should be present to show how many good-to-have requirements are fulfilled with reference to components in the solution document fulfilling them,
  - A section/table should be present to show how future requirements will be fulfilled with reference to components in the solution document fulfilling them,
  - A section/table on additional capabilities
- Call out explicitly any assumptions made for creation of the solution - both those given in RFP, or made outside the details given RFP
- Clearly specify what is needed beyond what is explicitly mentioned from bank and its linkage with proposed solution – in both quantity and specifications
- Specify the quantity of resources to be provided by the bank or manpower vendor – including but not limited to physical space, bandwidth, rack and storage and other requirements
- Detail the support structure for managed services such indicative number of people at site, skillset of people
  - Details of high level supervisory/management staff proposed for the project including their experience
- Specify monitoring and ticketing tools for support services to be provided
- Detail project timelines and governance with both OEM and SI resources to enable meeting of timelines given in RFP
- Any other clarifications or details as requested by the bank

**Technical Evaluation Scoring Matrix: -**

**Bidder should submit all the supporting documents with the Bids as mentioned in table below: -**

All Technical Bids to the RFP would be evaluated on the mandatory points in eligibility criteria, Mandatory Functional and Technical Specifications for compliance and by assigning the relevant scoring on each of the technical parameters, as per the table below.

Any bids that do not fulfill the mandatory criteria will be automatically disqualified.

| Sr. No. | Parameter                                                                                                            | Performance level | Score | Documentation/ Evaluation method                                                                                                                                                                           |
|---------|----------------------------------------------------------------------------------------------------------------------|-------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | Partnership and Operating Model                                                                                      | Excellent         | 10    | Evaluation by committee using factors including but not limited to:<br>1. Previous experience of consortium partners<br>2. Certification of SI on consortium OEM offering<br>3. Existing customer feedback |
|         |                                                                                                                      | Good              | 07    |                                                                                                                                                                                                            |
|         |                                                                                                                      | Fair              | 04    |                                                                                                                                                                                                            |
|         |                                                                                                                      | Satisfactory      | 0     |                                                                                                                                                                                                            |
| 2       | SI Experience in business line (Setting up and maintaining Contact Centre Tech stack in India)                       | =>8yrs            | 10    | Registration Certificate / Incorporation Certificate                                                                                                                                                       |
|         |                                                                                                                      | =>6 TO <8 yrs     | 7     |                                                                                                                                                                                                            |
|         |                                                                                                                      | =>5 TO <6 yrs     | 4     |                                                                                                                                                                                                            |
| 3       | SI - current Number of seats supported through technology solutions for Contact Center Processes (overall in India)  | =>6000            | 25    | Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report. Or Experience certificate.                                                        |
|         |                                                                                                                      | =>3000 to <6000   | 20    |                                                                                                                                                                                                            |
|         |                                                                                                                      | =>1500 to <3000   | 10    |                                                                                                                                                                                                            |
|         |                                                                                                                      | <1500             | 0     |                                                                                                                                                                                                            |
| 4       | SI - current Number of seats supported through technology solutions for Contact Center Processes (for BFSI in India) | =>3000            | 25    | Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report. Or Experience certificate.                                                        |
|         |                                                                                                                      | =>1500 to <3000   | 20    |                                                                                                                                                                                                            |
|         |                                                                                                                      | =>750 to <1500    | 10    |                                                                                                                                                                                                            |
|         |                                                                                                                      | <750              | 0     |                                                                                                                                                                                                            |

|    |                                                                                                   |                                  |     |                                                                        |
|----|---------------------------------------------------------------------------------------------------|----------------------------------|-----|------------------------------------------------------------------------|
| 5  | SI Number of Indian BFSI companies catered to with current consortium in last 3 years             | => 4 companies                   | 10  | Client references to be provided                                       |
|    |                                                                                                   | => 2 < 4 companies               | 6   |                                                                        |
|    |                                                                                                   | only 1 company                   | 3   |                                                                        |
| 6  | Core Tech Stack OEM Experience in business line (Offering tech stack and sub components in India) | =>7 yrs                          | 10  | CA Certificate of Auditor signing the Balance Sheet                    |
|    |                                                                                                   | =>5 TO <7 yrs                    | 7   |                                                                        |
|    |                                                                                                   | =>2 TO <5 yrs                    | 4   |                                                                        |
| 7  | Core Tech Stack OEM operating profit in last 5 years                                              | Profit in all 5 years            | 10  | CA Certificate of Auditor signing the Balance Sheet                    |
|    |                                                                                                   | Profit in 4 years out of 5 years | 6   |                                                                        |
|    |                                                                                                   | Profit in 3 years out of 5 years | 4   |                                                                        |
| 8  | Overall technical score                                                                           | >95%                             | 100 | As scored in the annexure for technical score                          |
|    |                                                                                                   | 86-95%                           | 80  |                                                                        |
|    |                                                                                                   | 70-85%                           | 60  |                                                                        |
|    |                                                                                                   | 50-69%                           | 30  |                                                                        |
|    |                                                                                                   | <50%                             | 0   |                                                                        |
| 9  | # of X features present in proposed solution                                                      | 100%                             | 50  | To be submitted in annexure for technical score                        |
|    |                                                                                                   | 80-99%                           | 40  |                                                                        |
|    |                                                                                                   | 50-79%                           | 20  |                                                                        |
|    |                                                                                                   | <50%                             | 0   |                                                                        |
| 10 | # of F features present in proposed solution                                                      | 100%                             | 25  | To be submitted in annexure for technical score                        |
|    |                                                                                                   | 80-99%                           | 20  |                                                                        |
|    |                                                                                                   | 50-79%                           | 10  |                                                                        |
|    |                                                                                                   | <50%                             | 0   |                                                                        |
| 11 | Quality of technical presentation and Solution                                                    | Excellent                        | 50  | Presentation to technical committee, client references, and site visit |
|    |                                                                                                   | Good                             | 40  |                                                                        |
|    |                                                                                                   | Fair                             | 20  |                                                                        |
|    |                                                                                                   | Satisfactory                     | 0   |                                                                        |

Max score possible:

325

Details of technical scoring sheet are attached below. Additionally:

- All bidders to make a presentation to SBI representatives on their response to RFP. A soft copy of presentation to be made available to Bank prior to presentation

meeting. The date(s) for such presentations will be declared after opening the technical bid.

- Site visits to the bidder centre(s) should be a location where the services to Banking or BFSI are provided.

The cut-off for Overall Score (OS) would be 75%. Only the bidders who score minimum 75% will qualify for further process in RFP.

Maximum eligible score would be 325 that would be converted into 100. This score would be known as Final Overall Score (FOS)

Example: If a vendor scores 255 on the OS and the highest score is 275 then the FOS will be calculated as  $255/275 * 100 = 92.7$

Technical Score (TS): Technical score will be normalized to 100 from 270. This will then be added to the Overall Technical Score.

**Example –**

For a vendor who scores 240 on the technical score, this will be normalized to 89 and then added to the overall score.

**Scoring of TS is as component wise as per list mentioned below:**

**Dialer**

| Sr. No | Parameter                                                                                                                       | Performance level                              | Score | Remarks |
|--------|---------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|-------|---------|
| 1      | Robustness of System and its various components, resistance to failures.<br>Appropriate Diagram and sufficient detailed writeup | Excellent                                      | 5     |         |
|        |                                                                                                                                 | Good                                           | 3     |         |
|        |                                                                                                                                 | Fair                                           | 2     |         |
|        |                                                                                                                                 | Satisfactory                                   | 0     |         |
| 2      | Explanation of how the Dialer system would route phone calls, emails, and web sessions to agents with their workflow            | Detailed writeup, diagram, and workflow shared | 5     |         |
|        |                                                                                                                                 | Only diagram &                                 | 2     |         |

|   |                                                                                                   |                                                |   |                                                                              |
|---|---------------------------------------------------------------------------------------------------|------------------------------------------------|---|------------------------------------------------------------------------------|
|   | mechanisms, Appropriate Diagram and sufficient detailed writeup                                   | workflow available                             |   |                                                                              |
|   |                                                                                                   | Only high level diagram available              | 0 |                                                                              |
| 3 | The system shall be able to log each event and alarm                                              | Able to log all events including system events | 5 | Detailed examples and explanation to be provided                             |
|   |                                                                                                   | Able to log all major & minor events           | 2 |                                                                              |
|   |                                                                                                   | Able to log major events                       | 1 |                                                                              |
| 4 | Standard connectors available for integration with bank systems                                   | Excellent                                      | 5 | List to be provided in solution document                                     |
|   |                                                                                                   | Good                                           | 3 |                                                                              |
|   |                                                                                                   | Fair                                           | 2 |                                                                              |
|   |                                                                                                   | Satisfactory                                   | 0 |                                                                              |
| 5 | Ability of system to update the DNC database from the standard published lists of such customers. | Excellent                                      | 5 | Integrations to update DNC to be demonstrated                                |
|   |                                                                                                   | Good                                           | 2 |                                                                              |
|   |                                                                                                   | Fair                                           | 1 |                                                                              |
|   |                                                                                                   | Satisfactory                                   | 0 |                                                                              |
| 6 | # of campaign parameters modifications possible to ongoing campaign                               | >=5                                            | 5 | To be demonstrated in presentation                                           |
|   |                                                                                                   | 4 to 1                                         | 2 |                                                                              |
|   |                                                                                                   | 0                                              | 0 |                                                                              |
| 7 | Pending agent recalls can be scrubbed                                                             | Can be scrubbed dynamically                    | 3 | Scrubbing to be demonstrated                                                 |
|   |                                                                                                   | Periodic scrubbing available                   | 0 |                                                                              |
| 8 | Components in Dialer Platform stack with built in firewall capacity                               | 3                                              | 3 | Details of available firewall capability to be supplied in solution document |
|   |                                                                                                   | 1 to 2                                         | 2 |                                                                              |

|    |                                                                                                                                                                                                                                                                                 |                                                                                                     |   |                                                                    |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|---|--------------------------------------------------------------------|
|    | (in addition to media gateway)                                                                                                                                                                                                                                                  | 0                                                                                                   | 0 |                                                                    |
| 9  | Industry protocols available for call detail record access                                                                                                                                                                                                                      | FTP, SFTP, XML, & SOAP                                                                              | 5 | Details of available protocols to be supplied in solution document |
|    |                                                                                                                                                                                                                                                                                 | FTP, SFTP, & SOAP                                                                                   | 2 |                                                                    |
|    |                                                                                                                                                                                                                                                                                 | FTP & SFTP only                                                                                     | 1 |                                                                    |
|    |                                                                                                                                                                                                                                                                                 | Others but not FTP & SFTP                                                                           | 0 |                                                                    |
| 10 | Ability to Create, change, generate Custom reports                                                                                                                                                                                                                              | Easy to use, user configurable report creation ability                                              | 5 |                                                                    |
|    |                                                                                                                                                                                                                                                                                 | Minor technical support required for report creation                                                | 2 |                                                                    |
|    |                                                                                                                                                                                                                                                                                 | Code reconfiguration required for report creation                                                   | 0 |                                                                    |
| 11 | For calls that are queued in the outbound call centre campaign agent queue or Incoming Call backs, the Dialer system should support multiple prompt and collect, dynamic and static announcements and music on hold to be played at the Contact Centre location/to the Customer | Multiple Prompts , Dynamic and Static Announcements configuration at Campaign/ Queue level possible | 5 |                                                                    |
|    |                                                                                                                                                                                                                                                                                 | Multiple Prompts with Static Announcements at Campaign/ Queue                                       | 2 |                                                                    |



|    |                                                         |                                                                           |   |                                          |
|----|---------------------------------------------------------|---------------------------------------------------------------------------|---|------------------------------------------|
|    |                                                         | Level possible                                                            |   |                                          |
|    |                                                         | Multiple Prompts with Static common Messages across all Campaigns/ Queues | 1 |                                          |
|    |                                                         | Single prompt & music available                                           | 0 |                                          |
| 12 | Minimum time to reassign agent between active campaigns | <60 seconds                                                               | 5 | List to be provided in solution document |
|    |                                                         | 60 to 120 seconds                                                         | 3 |                                          |
|    |                                                         | 121 to 600 seconds                                                        | 2 |                                          |
|    |                                                         | > 600 seconds                                                             | 0 |                                          |

### Recorder

| Sr. No. | Parameter                                         | Performance level | Score | Documentation/ Evaluation method |
|---------|---------------------------------------------------|-------------------|-------|----------------------------------|
| 1       | Storage period of recordings                      | >180 days         | 5     |                                  |
|         |                                                   | 180 to 120 days   | 2     |                                  |
|         |                                                   | <120 to 90 days   | 0     |                                  |
| 2       | Media used for storage of recording               | Excellent         | 5     |                                  |
|         |                                                   | Good              | 3     |                                  |
|         |                                                   | Fair              | 2     |                                  |
|         |                                                   | Satisfactory      | 0     |                                  |
| 3       | Sampling rate for recording                       | 32k or higher     | 5     |                                  |
|         |                                                   | <32k and >=16k    | 2     |                                  |
|         |                                                   | <16k              | 0     |                                  |
| 4       | masking methodology for post facto masking of PII | Excellent         | 5     |                                  |
|         |                                                   | Good              | 3     |                                  |
|         |                                                   | Fair              | 2     |                                  |
|         |                                                   | Satisfactory      | 0     |                                  |

### Email

| Sr. No. | Parameter                                                       | Performance level                                                   | Score | Documentation/ Evaluation method           |
|---------|-----------------------------------------------------------------|---------------------------------------------------------------------|-------|--------------------------------------------|
| 1       | Auto response to routine queries/ FAQs by scanning subject line | Available as standard with minimum customization/integration effort | 3     | Detail to be provided in solution document |
|         |                                                                 | Custom built feature                                                | 0     |                                            |

### Quality Management System

| Sr. No. | Parameter                                                                                        | Performance level                                                   | Score | Documentation/ Evaluation method           |
|---------|--------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|-------|--------------------------------------------|
| 1       | QMS should have the Ability to report and do comparative analysis between Agents/QA's/QM's/Teams | Available as standard with minimum customization/integration effort | 3     | Detail to be provided in solution document |
|         |                                                                                                  | Custom built feature                                                | 0     |                                            |

|   |                                                                                                                                          |                                                                     |   |                                            |
|---|------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|---|--------------------------------------------|
| 2 | QMS should have the ability to integrate with Partner/Bank Reporting Systems like MIS Platforms/Data Warehouse/Other Reporting platforms | Available as standard with minimum customization/integration effort | 3 | Detail to be provided in solution document |
|   |                                                                                                                                          | Custom built feature                                                | 0 |                                            |

### Reporting & Monitoring

| Sr. No. | Parameter                                                                     | Performance level        | Score | Documentation/ Evaluation method                                 |
|---------|-------------------------------------------------------------------------------|--------------------------|-------|------------------------------------------------------------------|
| 1       | Reporting system should allow users to create ad hoc reports requested by SBI | Easy to customize        | 3     | Detail to be provided in solution document, in tech presentation |
|         |                                                                               | High effort to customize | 0     |                                                                  |

### Applications (RTSA)

| Sr. No. | Parameter                                                                                                                                       | Performance level                                                            | Score | Documentation/ Evaluation method                                                                                                                |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | RTSA on Indian Languages, Primarily Hindi/Hinglish, Indian English and other majorly spoken Indian languages which shall be defined by the Bank | 12+ Indian languages available as standard                                   | 10    | Detail to be provided in solution document, in tech presentation                                                                                |
|         |                                                                                                                                                 | Hindi, English , Hinglish + 3 major regional languages available as standard | 5     |                                                                                                                                                 |
|         |                                                                                                                                                 | Hindi, English , Hinglish available as standard                              | 3     |                                                                                                                                                 |
|         |                                                                                                                                                 | Feature not available                                                        | 0     |                                                                                                                                                 |
| 2       | Accuracy on base languages                                                                                                                      | High Accuracy                                                                | 10    | Detail to be provided in solution document, in tech presentation – Language wise Accuracy % number to be provided typical/common BFSI use cases |
|         |                                                                                                                                                 | Fair accuracy                                                                | 3     |                                                                                                                                                 |
|         |                                                                                                                                                 | Feature not available                                                        | 0     |                                                                                                                                                 |

**Offline Speech and Analytics**

| Sr. No. | Parameter                                                                                                                                       | Performance level                                                            | Score | Documentation/ Evaluation method                                                                                                                |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | RTSA on Indian Languages, Primarily Hindi/Hinglish, Indian English and other majorly spoken Indian languages which shall be defined by the Bank | 12+ Indian languages available as standard                                   | 10    | Detail to be provided in solution document, in tech presentation                                                                                |
|         |                                                                                                                                                 | Hindi, English , Hinglish + 3 major regional languages available as standard | 5     |                                                                                                                                                 |
|         |                                                                                                                                                 | Hindi, English , Hinglish available as standard                              | 3     |                                                                                                                                                 |
|         |                                                                                                                                                 | Feature not available                                                        | 0     |                                                                                                                                                 |
| 2       | Accuracy on base languages                                                                                                                      | High Accuracy                                                                | 10    | Detail to be provided in solution document, in tech presentation – Language wise Accuracy % number to be provided typical/common BFSI use cases |
|         |                                                                                                                                                 | Fair accuracy                                                                | 3     |                                                                                                                                                 |
|         |                                                                                                                                                 | Feature not available                                                        | 0     |                                                                                                                                                 |

### Voice Bot

| Sr. No. | Parameter                                                                                                                                       | Performance level                                                            | Score | Documentation/ Evaluation method                                                                                                                |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | RTSA on Indian Languages, Primarily Hindi/Hinglish, Indian English and other majorly spoken Indian languages which shall be defined by the Bank | 12+ Indian languages available as standard                                   | 10    | Detail to be provided in solution document, in tech presentation                                                                                |
|         |                                                                                                                                                 | Hindi, English , Hinglish + 3 major regional languages available as standard | 5     |                                                                                                                                                 |
|         |                                                                                                                                                 | Hindi, English , Hinglish available as standard                              | 3     |                                                                                                                                                 |
|         |                                                                                                                                                 | Feature not available                                                        | 0     |                                                                                                                                                 |
| 2       | Accuracy on base languages                                                                                                                      | High Accuracy                                                                | 10    | Detail to be provided in solution document, in tech presentation – Language wise Accuracy % number to be provided typical/common BFSI use cases |
|         |                                                                                                                                                 | Fair accuracy                                                                | 3     |                                                                                                                                                 |
|         |                                                                                                                                                 | Feature not available                                                        | 0     |                                                                                                                                                 |

### Campaign and Calling List Management

| Sr. No. | Parameter                                                                                                                 | Performance level                                                                               | Score | Documentation/ Evaluation method                                 |
|---------|---------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-------|------------------------------------------------------------------|
| 1       | Capability to integrate on API to consume real time flags from external data sources for Campaign updation and processing | High integration capability available as standard with minimum customization/integration effort | 10    | Detail to be provided in solution document, in tech presentation |
|         |                                                                                                                           | High integration capability available with custom development                                   | 3     |                                                                  |
|         |                                                                                                                           | Limited Integration capabilities                                                                | 0     |                                                                  |

**Desktop Application – Agent**

| Sr. No. | Parameter                                                                                                                                                            | Performance level                                                   | Score | Documentation/ Evaluation method           |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|-------|--------------------------------------------|
| 1       | The application shall support automated escalation through the use of on-screen alerts, to keep parties involved informed about what is happening with the customer. | Available as standard with minimum customization/integration effort | 3     | Detail to be provided in solution document |
|         |                                                                                                                                                                      | Custom built feature                                                | 0     |                                            |
| 2       | Ease of customization of application                                                                                                                                 | UI/ Tool based customization                                        | 10    | Detail to be provided in solution document |
|         |                                                                                                                                                                      | Resource based with code change                                     | 0     |                                            |

**Desktop Application – Supervisor**

| Sr. No. | Parameter                                                                                                                                                            | Performance level                                                   | Score | Documentation/ Evaluation method           |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|-------|--------------------------------------------|
| 1       | The application shall support automated escalation through the use of on-screen alerts, to keep parties involved informed about what is happening with the customer. | Available as standard with minimum customization/integration effort | 3     | Detail to be provided in solution document |
|         |                                                                                                                                                                      | Custom built feature                                                | 0     |                                            |
| 2       | Ease of customization of application                                                                                                                                 | UI/ Tool based customization                                        | 10    | Detail to be provided in solution document |
|         |                                                                                                                                                                      | Resource based with code change                                     | 0     |                                            |

**MIS reporting – Historical**

| Sr. No. | Parameter                            | Performance level               | Score | Documentation/ Evaluation method           |
|---------|--------------------------------------|---------------------------------|-------|--------------------------------------------|
| 1       | Ease of customization of application | UI/ Tool based customization    | 10    | Detail to be provided in solution document |
|         |                                      | Resource based with code change | 0     |                                            |

**MIS reporting – Real Time**

| Sr. No. | Parameter                            | Performance level               | Score | Documentation/ Evaluation method           |
|---------|--------------------------------------|---------------------------------|-------|--------------------------------------------|
| 1       | Ease of customization of application | UI/ Tool based customization    | 10    | Detail to be provided in solution document |
|         |                                      | Resource based with code change | 0     |                                            |

**Application Development**

| Sr. No. | Parameter                                                                                                                                        | Performance level | Score | Documentation/ Evaluation method                                                                                                                                                                                          |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | The Dialer Platform provider should have the ability to develop and modify applications to best suit the requirements mentioned in this proposal | Excellent         | 5     | To be assessed basis<br>1. In Person meetings/presentation by Provider<br>2. Reference examples provided for such developments in the past for other Customers<br>3. Interview with Provider Application Dev Team members |
|         |                                                                                                                                                  | Good              | 3     |                                                                                                                                                                                                                           |
|         |                                                                                                                                                  | Fair              | 2     |                                                                                                                                                                                                                           |
|         |                                                                                                                                                  | Satisfactory      | 0     |                                                                                                                                                                                                                           |
| 2       | The Dialer Platform provider should have the ability to built in and overcome any gap in functionality                                           | Excellent         | 5     | To be assessed basis<br>1. In Person meetings/presentation by Provider<br>2. Reference examples provided for such                                                                                                         |
|         |                                                                                                                                                  | Good              | 3     |                                                                                                                                                                                                                           |
|         |                                                                                                                                                  | Fair              | 2     |                                                                                                                                                                                                                           |
|         |                                                                                                                                                  | Satisfactory      | 0     |                                                                                                                                                                                                                           |

|   |                                                                                                                                            |              |   |                                                                                                                                                                                                                           |
|---|--------------------------------------------------------------------------------------------------------------------------------------------|--------------|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | and areas of customization                                                                                                                 |              |   | developments in the past for other Customers<br>3. Interview with Provider Application Dev Team members                                                                                                                   |
| 3 | The Dialer Platform provider should have the expertise to develop CTI applications                                                         | Excellent    | 5 | To be assessed basis<br>1. In Person meetings/presentation by Provider<br>2. Reference examples provided for such developments in the past for other Customers<br>3. Interview with Provider Application Dev Team members |
|   |                                                                                                                                            | Good         | 3 |                                                                                                                                                                                                                           |
|   |                                                                                                                                            | Fair         | 2 |                                                                                                                                                                                                                           |
|   |                                                                                                                                            | Satisfactory | 0 |                                                                                                                                                                                                                           |
| 4 | The Dialer Platform provider should have the expertise to develop custom desktop application                                               | Excellent    | 5 | To be assessed basis<br>1. In Person meetings/presentation by Provider<br>2. Reference examples provided for such developments in the past for other Customers<br>3. Interview with Provider Application Dev Team members |
|   |                                                                                                                                            | Good         | 3 |                                                                                                                                                                                                                           |
|   |                                                                                                                                            | Fair         | 2 |                                                                                                                                                                                                                           |
|   |                                                                                                                                            | Satisfactory | 0 |                                                                                                                                                                                                                           |
| 5 | The Dialer Platform provider should have the expertise to integrate with all specified backend systems of SBI as specified in the RFP      | Excellent    | 5 | To be assessed basis<br>1. In Person meetings/presentation by Provider<br>2. Reference examples provided for such developments in the past for other Customers<br>3. Interview with Provider Application Dev Team members |
|   |                                                                                                                                            | Good         | 3 |                                                                                                                                                                                                                           |
|   |                                                                                                                                            | Fair         | 2 |                                                                                                                                                                                                                           |
|   |                                                                                                                                            | Satisfactory | 0 |                                                                                                                                                                                                                           |
| 6 | The Dialer Platform provider should have internal expertise to develop the application(s) if required as per the specifications of the RFP | Excellent    | 5 | To be assessed basis<br>1. In Person meetings/presentation by Provider<br>2. Reference examples provided for such developments in the past for other Customers<br>3. Interview with Provider                              |
|   |                                                                                                                                            | Good         | 3 |                                                                                                                                                                                                                           |
|   |                                                                                                                                            | Fair         | 2 |                                                                                                                                                                                                                           |
|   |                                                                                                                                            | Satisfactory | 0 |                                                                                                                                                                                                                           |



|   |                                                                                                                       |              |   |                                                                                                                                                                                                                    |
|---|-----------------------------------------------------------------------------------------------------------------------|--------------|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                                                                                                       |              |   | Application Dev Team members                                                                                                                                                                                       |
| 7 | The Dialer Platform provider should have a strong team to support all necessary applications proposed in the solution | Excellent    | 5 | To be assessed basis<br>1. In Person meetings/presentation by Provider<br>2. Reference examples provided for current support being provided for other Customers<br>3. Interview with Provider Support Team members |
|   |                                                                                                                       | Good         | 3 |                                                                                                                                                                                                                    |
|   |                                                                                                                       | Fair         | 2 |                                                                                                                                                                                                                    |
|   |                                                                                                                       | Satisfactory | 0 |                                                                                                                                                                                                                    |

### Redundancy & Failover

| Sr. No. | Parameter                                                                                                                                         | Performance level                              | Score | Documentation/ Evaluation method                                                                                                                                                                                                        |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | Dialer Platform Provider to ensure that all critical systems in the design should be 100% redundant at Primary(Active) location, and DR location. | Fully Compliant                                | 10    | For overall redundancy & failover - the Solution and Architecture recommended by the Provider in the response along with their detailed presentation and explanation shall be assessed to see the overall adherence as per requirement. |
|         |                                                                                                                                                   | Compliant but with exceptions to mitigate risk | 0     |                                                                                                                                                                                                                                         |

**Fault Tolerance**

| Sr. No. | Parameter                                                                                                                                                    | Performance level                              | Score | Documentation/ Evaluation method                                                                                                                                                                                                        |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | Solution support 100% automatic failover & fault tolerance for N + N for critical components and n+ 2 for non-critical component level in the overall design | Fully Compliant                                | 10    | For overall redundancy & failover - the Solution and Architecture recommended by the Provider in the response along with their detailed presentation and explanation shall be assessed to see the overall adherence as per requirement. |
|         |                                                                                                                                                              | Compliant but with exceptions to mitigate risk | 0     |                                                                                                                                                                                                                                         |
| 2       | Solution should support redundancy for failures in Power, System Hardware, System Software & Applications                                                    | Fully Compliant                                | 10    | Evaluation - Part of above                                                                                                                                                                                                              |
|         |                                                                                                                                                              | Compliant but with exceptions to mitigate risk | 0     |                                                                                                                                                                                                                                         |

**Name & Signature of authorised signatory**

**Seal of Company**

**Appendix-D**

**Bidder Details**

Details of the Bidder

| S. No. | Particulars                                                                                                                                                                             | Details |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1.     | Name                                                                                                                                                                                    |         |
| 2.     | Date of Incorporation and / or commencement of business                                                                                                                                 |         |
| 3.     | Certificate of incorporation                                                                                                                                                            |         |
| 4.     | Brief description of the Bidder including details of its main line of business                                                                                                          |         |
| 5.     | Company website URL                                                                                                                                                                     |         |
| 6.     | Company Pan Number                                                                                                                                                                      |         |
| 7.     | Company GSTIN Number                                                                                                                                                                    |         |
| 8.     | Particulars of the Authorized Signatory of the Bidder<br>a) Name<br>b) Designation<br>c) Address<br>d) Phone Number (Landline)<br>e) Mobile Number<br>f) Fax Number<br>g) Email Address |         |
| 9      | Details for EMD Refund (applicable only if EMD is directly credited in designated account):-<br>a) Account No.<br>b) Name of account holder<br>c) Name of Bank<br>d) IFSC Code          |         |

**Name & Signature of authorised signatory**

**Seal of Company**

**Scope of Work and Payment Schedule**

**I.**

| SI No | Particulars                       | Requirements/ Remarks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | Description of Product / Services | <ol style="list-style-type: none"> <li>1. The solution provider should provide a detailed Plan of action (POA) for implementation of entire solution as per the RFP within 2 weeks of issuance of PO.</li> <li>2. The solution should comply and meet all technical features as proposed in this RFP. All feature customisation, enabling, disabling, and parameterisation during the contract period to be ensured by successful bidder / OEM without any additional cost to the Bank.</li> <li>3. Bidder should setup the Outbound Contact Centre Tech Stack at identified location, PR, DR sites, UAT, Agent Manpower provider locations etc. as per requirement of the Bank.</li> <li>4. The successful bidder has to host Outbound Contact Centre Tech Stack in Bank's private cloud at Bank's DC and DR locations.</li> <li>5. Supply, installation, commissioning, and implementation of Outbound Contact Centre Tech Stack as mentioned in various parts of this RFP, including Central Locations, and its Contact Centre locations, including its maintenance, administration, support, up gradation, Backup administration including overall infrastructure maintenance with no additional cost during the entire contract period of 5 years.</li> <li>6. Implementation and maintenance of setup at Primary and DR sites, Agent Manpower locations along with UAT setup. Clearance of solution architecture from Bank E&amp;TA Dept.</li> <li>7. Fixing of Comprehensive Security Review findings, after first setup and thereafter as and when carried out by Bank information security</li> </ol> |

|   |                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---|---------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                                                           | <p>department and any other security or compliance audit findings within the prescribed time limits. Solution will be rolled out only after closure of all security findings by the Bank's Information Security Department.</p> <p>8. Offered products / Software/hardware should be of latest version and should not have End of Life / End of Support during the period of the contract.</p> <p>9. For all type of technical support services/premium support &amp; SLA where involvement of OEM is required, there should be a back-to-back agreement between successful bidder &amp; OEM, if OEM itself is not the bidder. For Bank bidder will be the single point of contact.</p> <p>10. Bidder will ensure Services from the OEM to be available round the clock during the contract period.</p> <p>11. Bank will provide limited technical components as mentioned in the Scope of Work for deployment of Outbound Contact Centre Tech Stack.</p> <p>12. Bidder to provide the 24*7*365/(366) support for Implementation, Integration, Maintenance, Administration, Onsite-Support and Licences for Outbound Contact Centre Tech Stack during contract period of 5 years. Please refer to Appendix-J SLA and Penalties for details.</p> |
| 2 | Description of Deliverables                                               | As per RFP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 3 | Third-Party Components                                                    | Bidder should provide and describe details of all third-party items, components, materials and licences etc. as part of deliverables as per project plan.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 4 | Term of the Project - Project Schedule; Milestones and delivery locations | The Service provider should submit the design and architecture of Outbound Contact Centre Tech Stack at the time of submission of technical bid. The final project implementation plan should be submitted within 15 days of rate order.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

|   |                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---|------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                                            | Other terms and condition shall be as per RFP.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 5 | Warranty Term                                              | Comprehensive warranty / AMC from the OEM for all the components including Hardware/ Software/ Operating System/ Middleware should be available for the entire contract period at the bidder's own cost.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 6 | Annual Maintenance (AMC) Term                              | Comprehensive warranty / AMC from the OEM for all the components including Hardware/ Software/ Operating System/ Middleware should be available for the entire contract period at the bidder's own cost.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 7 | Integration / Migration Requirements with existing systems | <p>a) As per RFP.</p> <p>b) The Outbound Contact Centre Tech Stack will be integrated with the Bank's current security and operations management systems like SOC, PIMS, DLP, AD, AV, ITAM, Centralised Key Management System, NAC etc. and any other requirement as per Bank's IT/IS policies, including but not limited to Integrations with Bank's systems such as CRM, DWH, Analytics etc.</p>                                                                                                                                                                                                                                                                                                                                             |
| 8 | Help Desk Requirements                                     | <p>a) 24 * 7* 365/(366) days per year, online support facility including auto call logging mechanism.</p> <p>b) The expected time of response and resolution should be as per severity matrix mentioned in the Annexure J (Penalties)</p> <p>c) Service Provider should provide adequate resources 24 * 7 * 365/(366) onsite in the Bank's premises at GITC Mumbai to maintain the application, hardware appliances and also the cloud hardware provided by the Bank. The resources must be proficient in OS, Database, Middleware, Network and any Monitoring Tool like Dynatrace. Further, the service provider should have adequate resources at all Contact Centre locations to provide technical and operational support. Application</p> |

|  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <p>Monitoring, Infrastructure Monitoring &amp; Management tools also to be taken care of by the resource provided by the service provider.</p> <p>d) Onsite team shall be responsible for application and DATABASE/OS/NETWORK/MIDDLEWARE administration, daily technical housekeeping activities, patching, update/upgrade, configuration management, monitoring, integration, fine tuning, and any other technical support for the complete solution including third-party solutions if any, provided to the Bank. Overall application availability, health and performance monitoring will be part of the responsibility.</p> <p>e) Policy configuration/customization as per requirements of the Bank's governance policy regularly.</p> <p>f) Email and SMS should be sent for nonfunctioning of system and its subsystem, applications or Analyst or Contact Centre application, as decided by the bank. A troubleshooting ticket mechanism should be introduced with all details/updates till the closure of the incident</p> <p>g) Escalation process should be in place for unresolved issues and necessary reports should be submitted as decided by the Bank. Escalation matrix with proper duration should be published.</p> <p>h) Service Provider support staff should be well trained to effectively handle queries raised by the Bank customer / employees etc.</p> |
|--|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|   |                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                   | <p>i) Service Provider should have ability to generate MIS reports periodically for example: Volume of calls / per day, resolution % per day etc. Further it should have the ability to generate custom reports periodically, and as and when required by the Bank.</p> <p>j) Bidder and OEM should have Support Centre up to L3 level in India.</p> <p>k) Successful bidder should advise name of the Team Leader who would be single point of contact for the Bank and would be responsible for managing day to day activities like relief arrangement for GITC, shift duty, arrangement of Helpdesk, training for SPOC, deployment of SPOC at different locations, Preparation and putting up of the various daily/weekly/monthly reports to the SBI Team and other administrative and MIS related work pertaining to Outbound Contact Centre Tech Stack.</p> <p>l) Other requirements will be as mentioned in this RFP.</p> |
| 9 | MIS Report Generation requirement | <p>a) User-defined reports should be provided as per requirement of the Bank.</p> <p>b) The solution should provide reports such as:</p> <ul style="list-style-type: none"> <li>- Executive Reports</li> <li>- Incident Response Reports</li> <li>- - System Health Reports</li> <li>-Other customized reports as required by Bank</li> <li>- Reports and logs for Audit Trails.</li> <li>-Reports as per the requirements of the regulators and compliance authority.</li> </ul> <p>c) Specific / custom reports will have to be provided within 01 day from the time of request raised by Bank.</p> <p>If required, the bidder may arrange any other reputed MIS tool for fulfilment of reports and</p>                                                                                                                                                                                                                       |



|    |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                                      | dashboards, Bank will not pay additional cost for the same.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 10 | In case of Transaction System        | The system or applications should have necessary Audit trails, Audit logs reporting & analysis tool and service provider should configure and customize as per banks' requirement. The solution should be capable to do the reconciliation between Bank's applications and the outbound software solution for data/alerts received and process flow (calls made, Voice recording, screen recording etc.) handled by outbound software solution.                                                                                                   |
| 11 | Performance Requirements             | 99.90% excluding the planned downtime. However, end-to-end solution should be redundant without single point of failure as per RFP. Bidders should submit all relevant reports, testing reports or certificates. Bidder will need to stock critical components at the nearest location from the DC/DR/CC locations so as to avoid any delay in shipment of these components.                                                                                                                                                                      |
| 12 | Scalability Requirements             | To be scalable as per the requirement of the Bank.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 13 | Regulatory / Compliance Requirements | <ul style="list-style-type: none"> <li>• Solution should comply with bank's IT/IS policy and applicable regulatory/statutory compliances.</li> <li>• Bidder/vendor shall have obligation to comply with all the recommendations/close all the vulnerabilities reported in the various security reviews, IS Audit, UAT etc. conducted by the Bank, regulators, Bank appointed third party at various stages during the contact period without any additional cost to the Bank as per timelines specified by the Bank from time to time.</li> </ul> |
| 14 | Security Requirements                | <ul style="list-style-type: none"> <li>• Bidder/vendor shall have obligation to comply with all the recommendations/close all the vulnerabilities reported in the various security review, IS Audit, UAT etc. conducted by the Bank, regulators, bank appointed third party at</li> </ul>                                                                                                                                                                                                                                                         |

|    |                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----|----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                                                          | <p>various stages during the contact period without any additional cost to the Bank as per timelines specified by the Bank from time to time.</p> <ul style="list-style-type: none"> <li>The Bidder should comply with Bank IT and Bank's IS Security policy in key concern areas relevant to the RFP.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 15 | Limited Trial / Pilot Requirements                       | The service provider should conduct successful pilot of the end-to-end solution for 30 days after UAT signoff and before Go-Live                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 16 | Review and Testing; Acceptance                           | <p>1. After integration and implementation of the proposed solution, the bidder shall be required to perform User Acceptance Test and demonstrate all the functionalities, required as per this RFP and contract document of the proposed solution.</p> <p>2. On evaluation of the User Acceptance Test results and if required in view of the performance of the proposed solution, as observed during the User Acceptance Test, the Vendor shall provide necessary solution at his own cost thereof, to ensure the performance of the proposed solution is meeting the requirement, as envisaged in this document.</p> <p>3. Bank may also take up third party review of proposed feature /functionality verification at any time during the contract period for which bidder has to facilitate such third party review without any additional cost to the Bank.</p> |
| 17 | Backup system / POC / test & training system / DR system | <p>1. The system should have capability of backup and archival as per Bank's requirement.</p> <p>2. The bidder should provide the architecture in a way to support device wise and site wise redundancy in DC as well as DR location of Bank.</p> <p>3. The solution should be implemented with UAT, Production, DR instances and any other instance which may be required in future like pre-prod for regression &amp; load test.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                 |

|    |                  |                                                                                                                                                                                                                                                                                                                                          |
|----|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                  | 4.The bidder shall demonstrate the Backup and restoration testing and perform quarterly planned BCP/ IBCE and any emergency BCP exercises.                                                                                                                                                                                               |
| 18 | Training         | The bidder should provide trainings to the Bank staff/agents periodically, and not limited to set up of new sites, induction of new resources of manpower vendor, launch of new campaigns/products and services etc., and, as and when required by the Bank, for the entire duration of the contract without any extra cost to the Bank. |
| 19 | Payment schedule | As per RFP                                                                                                                                                                                                                                                                                                                               |

## II.

### 1. Background & Scope of Work

The Bank plans to setup best in class Contact Center for outbound calling. To this effect, the Bank plans to adopt a model where the technology stack would be setup and controlled centrally by the Bank through a technology provider, and manpower for sales and collections calling shall be provided by other multiple third party providers located across multiple locations in the country.

The technology vendor, for whom this RFP is being released is expected to procure and setup the necessary technology components along with the necessary integrations to enable the Contact Center to carry out the following outbound activities through one or more of the channels defined subsequently. The vendor shall also provide regular support for maintenance of the integrated tech stack so as to enable the functioning of the outbound Contact Center to serve the below functionalities.

#### 1.1 Sales

The Contact Center is expected to warm and fulfil leads generated through the various channels and for different products available as below

##### 1.1.1 Product type – STP Products

A ‘Straight through Process (STP)’ Product is one where the sanction of loan can be done with very limited/no additional processing. It is at the discretion of the Bank to classify products into STP vs non-STP

In cases of products where CC is able to complete the sanction of product (e.g. pre-approved loans), end to end fulfilment of leads is required from contacting customer to processing

loan and submitting it for sanction. The journey shall be designed in conjunction with the Bank

### **1.1.2 Product type – non STP Product**

In cases of products where CC is not able to complete the sanction of product e.g. new home loans, contact center would capture all relevant customer details (as directed by the Bank), determine eligibility, and pass the warm lead to relevant fulfilment team in real time or at a defined frequency.

### **1.1.3 Channels**

Contact center will receive leads from different channels, including but not limited to:

1. Drop-off leads from web form & YONO app
2. Call back request through SMS, Missed Call, Web form
3. Analytics based leads
4. Any other source of leads as guided by bank later

### **1.1.4 Products**

Contact center is expected to engage in sales of products including but not limited to:

1. Asset products – Home Loan, Auto loans, Personal Loan, etc
2. Liability products – Fixed Deposits, Recurring Deposits, etc
3. Third party products – Credit cards, Mutual Funds, General Insurance, Life Insurance, Demat accounts etc.

## **1.2 Collections**

Contact center is expected to support soft recovery of delinquent loans in bank portfolio through the channels defined subsequently. The selection of channel shall be as directed by the Bank

### **1.2.1 Stage of delinquency**

The Contact Center shall carry out outbound activities as directed by the Bank for collections for loans in the following stages of delinquency

1. Pre-delinquency
2. Early delinquency – accounts that are 0-30, or 31-60 days past due
3. Late delinquency – accounts that are 61-90 days past due or NPA
4. Other arrears – delinquency due to stamp duty, stock duty, or other such irregularities

### **1.2.2 Products & Product types**

The Contact Center shall carry out outbound activities as directed by the Bank for collections for loans for the following types of products

1. Secured products – Home loans, Auto Loans
2. Unsecured products – Personal loan, Education loan
3. Business product – SME loans, Agri loans

## **1.3 Virtual Relationship managers**

In addition to regular calling, the Contact Center may also be capable of managing a set of accounts mapped to each user. This will be done through Virtual Relationship Managers provided by third party vendors. Virtual relationship managers are expected to make relationship check in & service calls at an agreed upon frequency in addition to sales & collections calls.

## **1.4 Channels to be used in outbound Contact Center**

The Contact Center shall employ one or more of the below channels for activities of the Outbound Contact Center as per directions of the Bank.

1. Agent Calling
2. Outbound OVR blasts/agentless calling
3. SMS
4. Voice bots
5. Email
6. Feet on street model
7. Callbacks by customer basis outbound calls received

## 1.5 Technology provisioning

The selected vendor shall be responsible for procurement and setup of all technology components required for enabling the Contact Center to carry out all the outbound activities mentioned in the scope. The final set of components and the design shall be in accordance with the solution documents submitted by the vendor and agreed upon between the vendor and the Bank. All integrations with the Bank Systems and Manpower Partner Provider Systems(if required) shall be done by the vendor, at their own cost subject to the directives and SOPs laid down by the Bank and in compliance to the Bank's security policies and directives as per TRAI/other regulatory bodies in India. The tech stack shall be setup by the vendor in the SBI private cloud as per the solution document submitted during bid submission. The setup, including UAT, shall be in two locations, one primary and second for DR. The details of the same are provided in section 1.6 (Setup environment). In case that during execution of the contract, there is a need for shifting of the premises where the technology stack is hosted, the cost for the same shall be agreed upon between the Bank and the vendor.

The list of technological components that are to be provided by the vendor are mentioned in various sections. The vendor shall upgrade to the latest version across all components at no extra cost as and when new versions are made available. In addition, all technological components required for improving the overall performance at the Contact center (mentioned as futuristic/new age tech components) shall be provided by the Vendor if requested by the Bank and commercials for the same shall be mutually agreed.

The vendor shall setup the technology solution in order to enable a multi partner model for sales and collections. The manpower providers of the Bank shall be located across multiple locations across the country in India. The vendor is expected to setup the technology stack centrally and provide individual logically separated instances to all vendor partners while keeping flexibility for resizing/adding/deleting partner instances. For example, for the dialer/related tool, the vendor shall create instances for all vendor partners appointed by the Bank. The selected vendor shall then as per the logic determined by the Bank build the necessary code to distribute the call/account load across the vendor partners . The vendor manpower partners shall then manage the individual dialer operations to maximize the effectiveness of their operations within their logically partitioned Dialer/Technology instance. The selected Technology vendor shall provide full support to enable the above. The exact number and location of manpower vendors shall be decided by the Bank. However, it is expected that there shall be 2 to 3 vendors for sales and collections spread across 3-5 locations initially and between 6-8 locations eventually (by year 3 or 4).The numbers are indicative. However, the actual numbers can vary. The vendor shall also be responsible for managing and maintaining the technology components during the contract period for all components, including but not limited to, hardware & software.

The bank will provide the following components at a central location based on the sizing provided in the solution document submitted by the vendor. The cost of the same will be borne by the bank and should not be included in the TCO by the bidder.

**1.5.1 COMPONENTS TO BE PROVIDED BY BANK:**

1. The OS can be Windows (latest version) or RHEL 7.x. As bank is having EULA for Windows & RHEL licenses, it will be operationally convenient to use any of these OS to avoid any separate licensing cost & patches also will be available easily. The maintenance of the OS & Virtual machines will have to be done by the bidder SI like testing of patches in UAT & applying in production environment at regular intervals and addressing all the security vulnerabilities which are appearing in VAPT, SOC, IEHRT reports & upkeep of OS.
2. Bank is having a EULA for Oracle database. The latest version available is 19C.
3. Storage is SAN Based from Netapp, currently AFF-700 and 800 Models are used, both of which are all Flash (SSD) storage.
4. Maximum capacity of Physical servers is 48 core and 1 TB RAM and hardware is from HPE.
4. The indicative sizing of VMs available in the Bank is as follows and it is to be scaled horizontally if requirement of resource is more than the metrics mentioned below:

| Type                        | Core (vCPUs) | Memory (GB) | Storage (GB) |
|-----------------------------|--------------|-------------|--------------|
| Nano VM Configuration       | 1            | 2           | 50           |
| Micro VM Configuration      | 2            | 4           | 100          |
| Small VM Configuration      | 4            | 8           | 100          |
| Medium VM Configuration     | 8            | 16          | 150          |
| Large VM Configuration      | 16           | 32          | 200          |
| Very Large VM Configuration | 32           | 64          | 300          |

The licences and updates for the Windows and REHL would be arranged by the Bank, but the monitoring, maintenance and updations would be arranged by the successful bidder.

The WAN (MPLS) links will be provided and maintained by the bank from the DC & DR locations of the Bank to the Contact Centre locations.

**1.5.2** The vendor will be required to provide any other components as required by the proposed solution document, including but not limited to,

- i. PSTN gateway for agent calling, & OVR
- ii. Voice and Screen logger
- iii. Speech server for Voice Bot

These components may be required centrally as well as at the different manpower locations. The cost of these is to be borne by the vendor including their AMC and maintenance and included in the cost of subscription licenses for which these components are used to enable computation of TCO accurately.

Bidder to arrange any other system/application/interface etc. with telephony capabilities, (if required) for integrating the Outbound Contact Centre Technology Stack to the Bank's various applications/API such as CRM, OCAS, LAMS, EIS, etc. or any other system of the Bank. These additional systems/applications/middleware are to be provisioned, developed and fully maintained by the bidder at their own cost to deliver the functionalities as listed in this RFP.

The PSTN (SIP/PRI/GSM) channels and WAN Network shall be owned and paid directly by the Bank. The sizing for the same shall need to be overall owned and done by the Outbound Contact Centre Technology provider as per their recommendation and experience in accordance to their submitted solution design along with inputs from the Bank IT and Manpower Partner IT teams.

The Technology Provider shall need to monitor these 2 components as part of the overall Outbound Contact Centre Technology stack uptime, basis the agreed SLAs and the RFP response should have the provisions for the same in the overall solution and costs.

## **1.6 Setup environment –cloud (to be detailed by the Bank)**

The solution would be hosted at primary and secondary locations on Bank's cloud at Navi Mumbai and Hyderabad respectively, and/or any other place as decided by the Bank.

## **2. Technical requirements: CC tech stack**

The vendor shall be responsible for procurement, installation and integration of all the necessary tech components required to effectively run the operations of the Contact Center as per the scope. The vendor shall also be responsible for the run and maintenance support of the technology stack for the contract duration. The capacity shall be sufficient to cater to the volumes projected by the Bank, however, in case of increase in volume, the vendor should be in a position to ramp up the sizing of the technology stack (costs per the final agreed bids). The technology stack to be provided by the selected bidder shall consist of components including, but not limited to the below components. The description of the components is only indicative, and the actual function served may vary. Please refer to the



section on technical features to see detailed list of components and mandatory features. Any other technology components which are not mentioned in the RFP, but required for enabling the functioning of the Contact Center as per the scope provided, shall be provided by the vendor and should be called out in the solution document.

**2.1 The below components are to be considered mandatory and included in the costing of the core tech stack:**

**2.1.1 Dialer with campaign and list Management**

The dialer shall act as the automated dialing platform that shall place calls to the numbers fed into it and connect to the agents as per defined rules. Advanced Campaign and List Management provides the ability to manage calling lists/campaigns/Schedules/Filters etc. in an efficient manner as per the dynamic strategy requirement of the Outbound Contact Centers.

**2.1.2 Computer Telephony Integration (CTI)**

The interface and capability in the Outbound Contact Centre Dialer Telephony Platform that shall enable it to integrate with various backend and other Computer Systems for functionalities like Screen Pop, Call Control, Information exchange etc.

**2.1.3 Agent interface**

The interface shall provide the agent with the access to the necessary Dialer telephony functions, CRM as well as access to necessary Bank systems such as OCAS, LAMS, KMS, etc

**2.1.4 Quality Management tool**

The tool shall provide capability to quality managers & supervisors to access and evaluate agent calls and provide feedback to agents

**2.1.5 Reporting tool**

The tool shall act as the unified reporting tool for providing necessary custom MIS and reports and also be compatible with analytics softwares

**2.1.6 Voice & screen logger (central and site locations)**

The tool shall record & store 100% of call and screen recordings in Compliance mode. This tool includes the hardware and software components both

**2.1.7 Knowledge Management System**

Software that has a repository of all knowledge pieces required for the agents to carry out their respective functions as part of the outbound Contact Center

2.1.8 PSTN connect media gateways at site locations

Media gateways at Manpower Partner site locations that shall be used to connect to PSTN (SIP/PRI/GSM) channels from where the Dial outs shall be made to Customers in accordance with the TRAI guidelines

2.1.9 Email: Email Management capability to integrate , accept/send, distribute, analyse and automate receiving and sending of emails for Contact Center Agents and Customers.

2.1.10 Email Management capability to integrate , accept/send, distribute, analyse and automate receiving and sending of emails for Contact Center Agents and Customers.

**2.2 The below components are also mandatory but the costing for the same is to be provided as separate line items:**

2.2.1 Co-browsing & video calling

Facility shall enable the agent to view the customer browser/app screen in real time and video call with customer

2.2.2 Automated OB IVR or Virtual agent

Automated messaging played back to customer over a PSTN network on an Outbound Call.

**2.3 Indicative Volumes**

The indicative volumes for calling by year are as below:

**Calling minutes – Lakhs/Month**

| Particulars                 | Y-1 | Y-2 | Y-3 | Y-4 | Y-5 |
|-----------------------------|-----|-----|-----|-----|-----|
| Sales - agent calling       | 72  | 108 | 153 | 198 | 225 |
| Collections - agent calling | 130 | 144 | 158 | 173 | 190 |
| OVR                         | 72  | 75  | 79  | 83  | 86  |

These numbers are indicative calling time numbers based on the effective agent connect time of 9000 minutes per month for Sales and 14400 minutes per month for Collections and OVR calling.

Additionally, there are expected to be 300-500 agents at every center. The vendor should also plan sizing of solution to cater to a pacing ratio of 3-4:1 i.e. for every agent, 3-4 calls are to be placed when in predictive dialing mode.

## **2.4 INDICATIVE TOTAL ANNUAL REQUIREMENTS OF LICENCES:**

| Component                                           | Yr 1 vol | Yr 2 Vol | Yr 3 Vol | Yr 4 Vol | Yr 5 vol |
|-----------------------------------------------------|----------|----------|----------|----------|----------|
| Core outbound stack                                 | 1700     | 2200     | 2800     | 3400     | 3700     |
| Digital agent license (Co-browsing + video calling) | 20       | 50       | 70       | 100      | 110      |
| OVR                                                 | 500      | 520      | 550      | 575      | 600      |

## **3. New Age technologies**

The vendor shall, as and when required by the Bank provision for and integrate the following new age tech components. The commercials for the same shall be as per the procurement policy of the Bank.

- Technology to support calling from branches
- Whatsapp enabled messaging
- Real time speech analytics and agent assist
- Chatbot
- Offline speech analytics
- Outbound Interactive Virtual Agent

### **3.1 Branch Dialing**

The vendor shall, as and when required by the Bank provision for and integrate the branch calling capability wherein the dialer tech stack can be extended to bank branch users. The commercials for the same to be decided as per procurement policy of the Bank. Branch calling is expected to be deployed year 2 onwards.

The following limited functionalities are expected from the branch dialing stack. This has to be separate but compatible with the stack provided for contact center.

#### **1. Dialer**

The dialer shall act as the automated dialing platform that shall place calls to the numbers fed into it and connect to the branch users as per defined rules. The input is expected to be both automated in the form of a list and dialing in preview mode.

2. Computer Telephony Integration (CTI)  
The interface and capability in the Outbound Contact Centre Dialer Telephony Platform that shall enable it to integrate with various backend and other Computer Systems for functionalities like Screen Pop, Call Control, Information exchange etc.
3. Reporting tool  
The tool shall act as the unified reporting tool for providing necessary custom MIS and reports and also be compatible with analytics software.
4. Voice & screen logger (central and site locations)  
The tool shall record & store 100% of call and screen recordings in Compliance mode

Given SBI's current footprint of ~25k branches, the average number of concurrent users expected are as follows:

Nonpeak usage – 5000 users

Peak usage – 8500 users

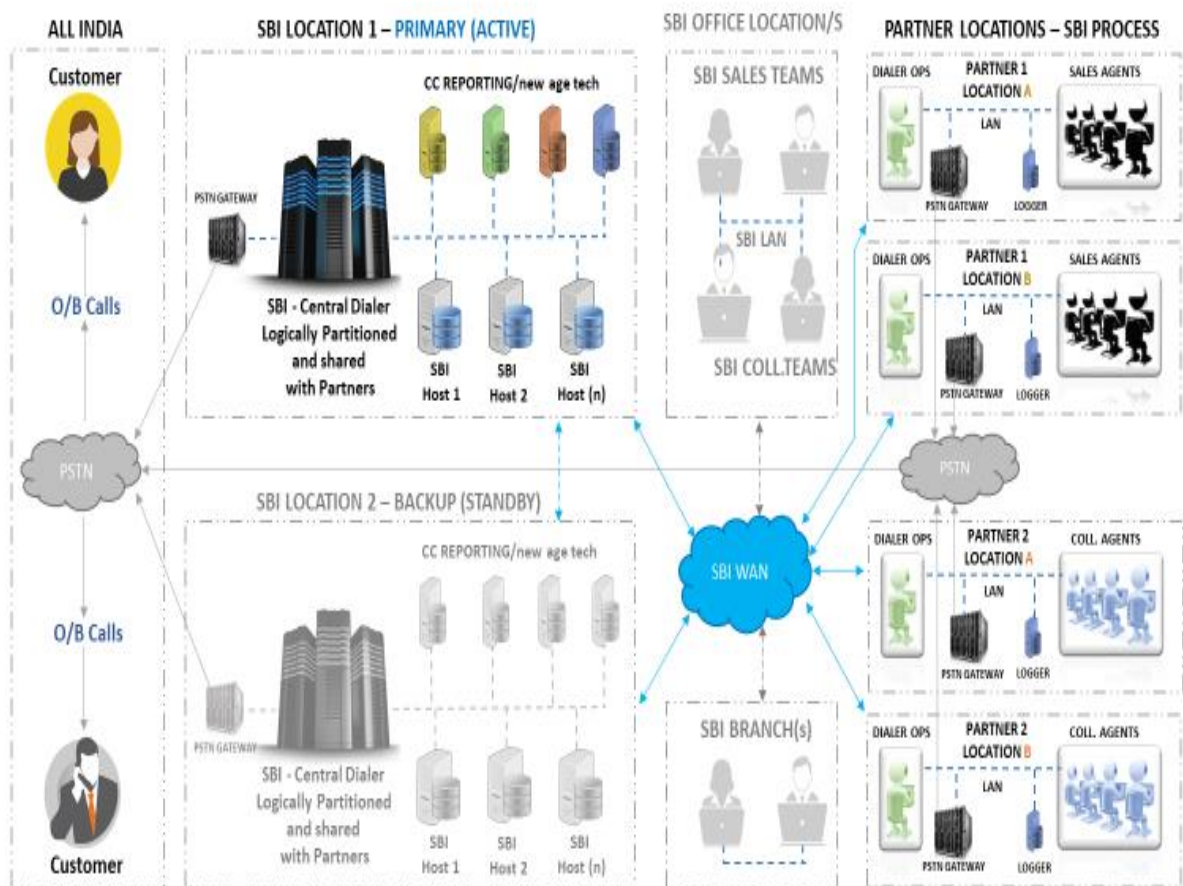
Post initial adoption of the technology, in case of increase in volume, the vendor should be in a position to ramp up the sizing of the technology stack (costs as negotiated during initial deployment).

**PROJECT DELIVERY SCHEDULE / TIMELINES:**

| <b>Sr. No.</b> | <b>Milestone</b>                                                                                                                                                                   | <b>Maximum timeline</b>                              |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| 1.             | Submission of final project implementation plan and Signing of SLA.                                                                                                                | 02 weeks from date of Rate Order                     |
| 2              | Delivery of hardware, of the Outbound Contact Centre Tech Stack at DC/DR and Manpower partner sites. Installation, deployment and , integration and configuration of the solution. | 12 weeks from date of Rate Order.                    |
| 3.             | UAT clearance and Security Review of the solution and closure of observations of security review and readiness for production setup. Helpdesk setup and manpower deployment.       | 16 weeks from date of Rate Order                     |
| 4.             | Training of Bank`s staff & agents and Go live                                                                                                                                      | 20 weeks from date of Rate Order                     |
| 5.             | Go live timelines for setup of new sites as per requirement of the Bank                                                                                                            | 4 weeks from date of order/confirmation by the Bank. |
| 6.             | Addition/Deletion of licences as per requirement of the Bank                                                                                                                       | 1 week from date of order/confirmation by the Bank.  |

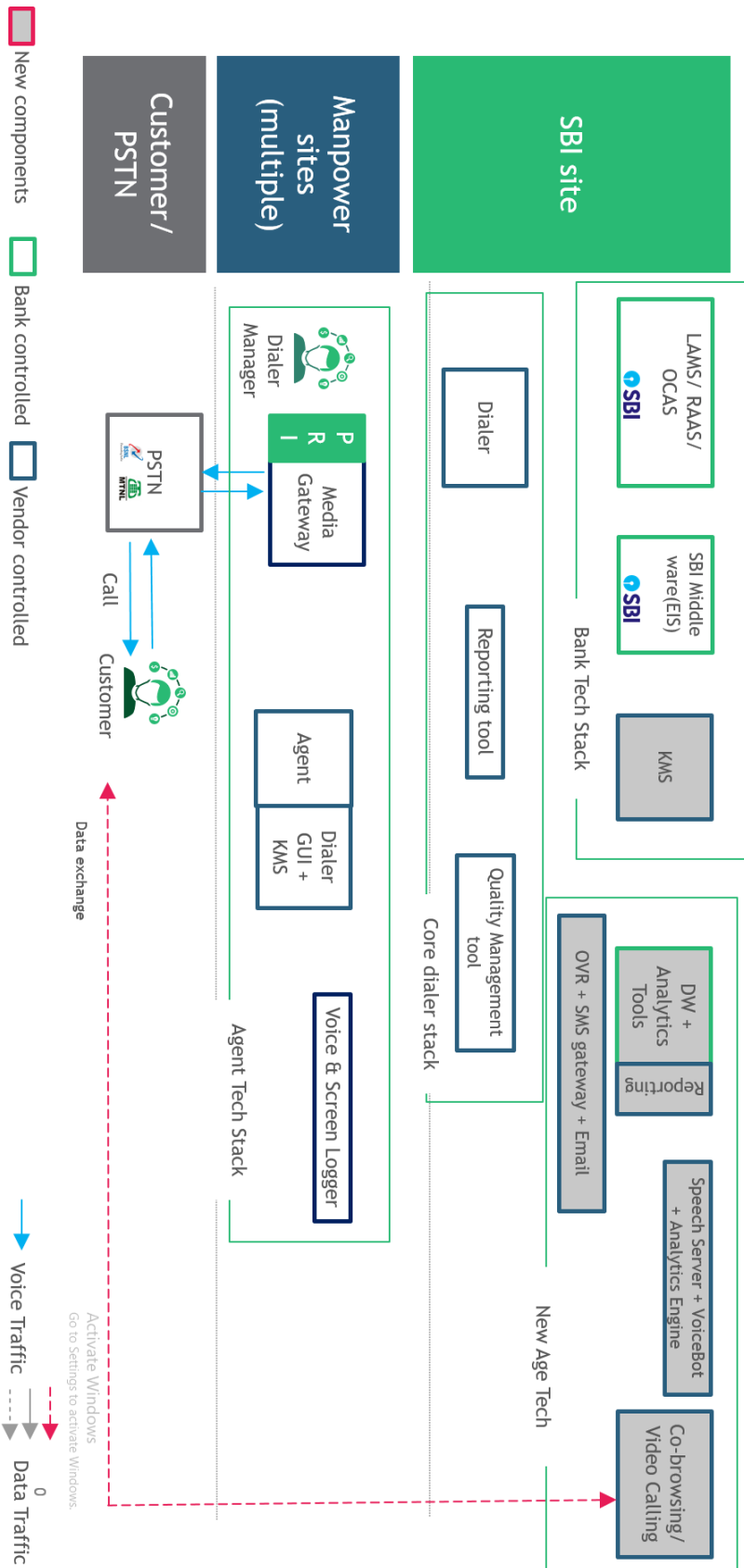
**NETWORK ARCHITECTURE DIAGRAM**

The indicative high level of process flow of our requirement is as below:



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## Tech stack components reference deployment scenario



**PAYMENT SCHEDULE:**

| Sr.<br>No. | Description                                                                                                                                                               | Terms of payment                                                                                                                                                                                                                                                                                                                         |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1          | Supply, installation, integration with Bank`s systems, UAT and other clearances, Security Review of the solution, closure of observations of security review and Go live. | Payments will be made on quarterly basis in arrears as per the actual usage of the active licences.<br>The subscribed licence count as at the last day of each individual month will be taken for invoicing purpose for arriving at the commercials of the licences for the said month irrespective of date of deployment in that month. |
| 2          | Change request (CR)                                                                                                                                                       | Volume for man days mentioned in indicative price bid are to arrive at TCO. The payment for CR will be based on mutually agreed actual efforts required for delivering such CR. Payment for change request will be made on satisfactory completion of the same.                                                                          |



**Appendix-F**

**Indicative Price Bid**

The indicative Price Bid needs to contain the information listed hereunder and needs to be submitted on portal of e-Procurement agency.

**Name of the Bidder:**

| Sr. No. | Item                                                | Indicative volume for Year I As per Scope of Work && (A) | Indicative volume for Year II As per Scope of Work && (B) | Indicative volume for Year III As per Scope of Work && (C) | Indicative volume for Year IV As per Scope of Work && (D) | Indicative volume for Year V As per Scope of Work && (E) | Rate per item per month (As applicable) @ (F1) | Quote - Total Amount in Rupees (A+B+C+D+E) x F1 x 12 (G1) | Proportion to Total Cost J (in percentage) # |  |
|---------|-----------------------------------------------------|----------------------------------------------------------|-----------------------------------------------------------|------------------------------------------------------------|-----------------------------------------------------------|----------------------------------------------------------|------------------------------------------------|-----------------------------------------------------------|----------------------------------------------|--|
| 1.      | Core Outbound Stack Licence \$                      | 1,700                                                    | 2,200                                                     | 2,800                                                      | 3,400                                                     | 3,700                                                    |                                                |                                                           |                                              |  |
| 2.      | Digital Agent Licence (co-browsing + Video calling) | 20                                                       | 50                                                        | 70                                                         | 100                                                       | 110                                                      |                                                |                                                           |                                              |  |
| 3.      | OVR Licence                                         | 500                                                      | 520                                                       | 550                                                        | 575                                                       | 600                                                      |                                                |                                                           |                                              |  |
|         |                                                     | <b>Sub Total (H=1 + 2 +3))</b>                           |                                                           |                                                            |                                                           |                                                          |                                                |                                                           |                                              |  |
| 4       | Change request                                      | 200                                                      | 200                                                       | 200                                                        | 200                                                       | 200                                                      | Rate per man day (As applicable) @ (F2)        | Quote - Total Amount in Rupees (A+B+C+D+E) x F2 (G2)      | Proportion to Total Cost J (in percentage) # |  |
|         |                                                     | <b>Sub Total (I=4)</b>                                   |                                                           |                                                            |                                                           |                                                          |                                                |                                                           |                                              |  |
|         |                                                     | <b>Total Cost (J=H+I)</b>                                |                                                           |                                                            |                                                           |                                                          |                                                |                                                           |                                              |  |

**# The volume mentioned above is only indicative and the payment will be made based on Payment Schedule clause.**

**&&**

- Sr. Nos. 1 and 2 - No. of concurrent agents
- Sr. No. 3 – No. of concurrent virtual agents/ports
- Sr No. 4- No. of man days per year

@ For Sr. No. 1 - Rate per concurrent agent per month

For Sr. No. 2 - Rate per concurrent digital agent over and above the licence cost per month

For Sr. No. 3 - Rate per concurrent virtual agent/ports per month

For Sr. No. 4- Rate per man day.

\$ Cost of subscription licence inclusive of installation, customization, integration with Bank's systems, cost of hardware components to be brought by vendor, installation, comprehensive AMC with upgrades after the end of comprehensive warranty, onsite support with adequate resources 24x7x365/366 at the Bank and manpower vendor locations, training and certification of Bank's staff and vendor agents, help desk etc.

# The 'Proportion to Total Cost' percentage mentioned here will have to be maintained in the final price quote also by the successful Bidder. The percentage should be mentioned in two decimal places. Variation in the final price should not exceed +/- 5%. See illustration at the end.

**Breakup of Taxes and Duties**

| Sr. No.            | Name of activity/Services | Tax 1               | Tax 2 | Tax 3 |
|--------------------|---------------------------|---------------------|-------|-------|
|                    |                           | Mention Name of Tax |       |       |
|                    |                           | GST%                |       |       |
| 1.                 |                           |                     |       |       |
| 2.                 |                           |                     |       |       |
| 3.                 |                           |                     |       |       |
| <b>Grand Total</b> |                           |                     |       |       |

**Name & Signature of authorised signatory**

**Seal of Company**

**Illustration**

| <b>Particulars</b>                        | <b>Indicative Price Bid Quote (INR)</b> | <b>Proportion to Total Cost 'G' (in %age) of indicative price bid</b> | <b>Final Price (INR) in reverse auction</b> | <b>Minimum final price should not be below (INR)</b> | <b>Maximum final price should not exceed (INR)</b> |
|-------------------------------------------|-----------------------------------------|-----------------------------------------------------------------------|---------------------------------------------|------------------------------------------------------|----------------------------------------------------|
| <i>A</i>                                  | <i>B</i>                                | <i>C</i>                                                              | <i>D*</i>                                   | <i>E<br/>(95% of D)</i>                              | <i>F<br/>(105% of D)</i>                           |
| Item 1                                    | 25                                      | 13.16                                                                 | 9.87                                        | 9.38                                                 | 10.36                                              |
| Item 2                                    | 50                                      | 26.32                                                                 | 19.74                                       | 18.75                                                | 20.72                                              |
| Item 3                                    | 75                                      | 39.47                                                                 | 29.60                                       | 28.13                                                | 31.09                                              |
| Item 4                                    | 40                                      | 21.05                                                                 | 15.79                                       | 15.00                                                | 16.58                                              |
| <b>Grand Total<br/>(1 + 2 + 3 + 4)= G</b> | <b>190</b>                              | <b>100</b>                                                            | <b>75</b>                                   |                                                      |                                                    |

\* Ideal final price breakup based on final price of INR 75 quoted in the reverse auction.

Appendix -G

Certificate of Local Content

<Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal.>

Date:

To,  
The Deputy General Manager  
State Bank of India IT Contact Centre,  
2<sup>nd</sup> floor, Kapas Bhawan  
Sector 11, CBD Belapur,  
Navi Mumbai  
Maharashtra-400614

Dear Sir,

**Ref.: RFP No. SBI/GITC/IT-Contact Centre/2021/2022/826 Dated 02.02.2022**

This is to certify that proposed \_\_\_\_\_ <product details> is having the local content of \_\_\_\_\_ % as defined in the above mentioned RFP.

2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 including revision thereto.

**Signature of Statutory Auditor/Cost Auditor**  
Registration Number:  
Seal

**Counter-signed:**

**Bidder**

**OEM**

< Certified copy of board resolution for appointment of statutory/cost auditor should also be enclosed with the certificate of local content.>

**Appendix -H**

**BANK GUARANTEE FORMAT**  
***(TO BE STAMPED AS AN AGREEMENT)***

**THIS BANK GUARANTEE AGREEMENT** executed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 201 by \_\_\_\_\_ (Name of the Bank) \_\_\_\_\_ having its Registered Office at \_\_\_\_\_ and its Branch at \_\_\_\_\_ (hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and permitted assigns) **IN FAVOUR OF** State Bank of India, a Statutory Corporation constituted under the State Bank of India Act, 1955 having its Corporate Centre at State Bank Bhavan, Nariman Point, Mumbai and one of its offices at IT Contact Centre, 2<sup>nd</sup> Floor, Kapas Bhawan, CBD Belapur, Navi Mumbai (**procuring office address**), hereinafter referred to as "SBI" which expression shall, unless repugnant to the subject, context or meaning thereof, be deemed to mean and include its successors and assigns).

WHEREAS M/s \_\_\_\_\_, incorporated under \_\_\_\_\_ Act having its registered office at \_\_\_\_\_ and principal place of business at \_\_\_\_\_ (hereinafter referred to as "**Service Provider/ Vendor**") which expression shall unless repugnant to the context or meaning thereof shall include its successor, executor & assigns) has agreed to develop, implement and support Outbound Contact Centre Technology Stack (name of Software Solution/ Service) (hereinafter referred to as "Services") to SBI in accordance with the Request for Proposal (RFP) No. SBI/GITC/IT-Contact Centre/2021/2022/826 02.02.2022

WHEREAS, SBI has agreed to avail the Services from the Service Provider for a period of 5(five) year(s) subject to the terms and conditions mentioned in the RFP.

WHEREAS, in accordance with terms and conditions of the RFP/Rate order/Agreement dated \_\_\_\_\_, Service Provider is required to furnish a Bank Guarantee for a sum of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) for due performance of the obligations of the Service Provider in providing the Services, in accordance with the RFP/Purchase order/Agreement guaranteeing payment of the said amount of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) to SBI, if Service Provider fails to fulfill its obligations as agreed in RFP/Agreement.

WHEREAS, the Bank Guarantee is required to be valid for a total period of --- months and in the event of failure, on the part of Service Provider, to fulfill any of its commitments / obligations under the RFP/Agreement, SBI shall be entitled to invoke the Guarantee.

AND WHEREAS, the Guarantor, at the request of Service Provider, agreed to issue, on behalf of Service Provider, Guarantee as above, for an amount of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only).

**NOW THIS GUARANTEE WITNESSETH THAT**

1. In consideration of SBI having agreed to entrust the Service Provider for rendering Services as mentioned in the RFP, we, the Guarantors, hereby unconditionally and irrevocably guarantee that Service Provider shall fulfill its commitments and obligations in respect of providing the Services as mentioned in the RFP/Agreement and in the event of Service Provider failing to perform / fulfill its commitments / obligations in respect of providing Services as mentioned in the RFP/Agreement, we (the Guarantor) shall on demand(s), from time to time from SBI, without protest or demur or without reference to Service Provider and notwithstanding any contestation or existence of any dispute whatsoever between Service Provider and SBI, pay SBI forthwith the sums so demanded by SBI not exceeding Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only).
2. Any notice / communication / demand from SBI to the effect that Service Provider has failed to fulfill its commitments / obligations in respect of rendering the Services as mentioned in the Agreement, shall be conclusive, final & binding on the Guarantor and shall not be questioned by the Guarantor in or outside the court, tribunal, authority or arbitration as the case may be and all such demands shall be honoured by the Guarantor without any delay.
3. We (the Guarantor) confirm that our obligation to the SBI, under this guarantee shall be independent of the agreement or other understandings, whatsoever, between the SBI and the Service Provider.
4. This Guarantee shall not be revoked by us (the Guarantor) without prior consent in writing of the SBI.

**WE (THE GUARANTOR) HEREBY FURTHER AGREE & DECLARE THAT-**

- i. Any neglect or forbearance on the part of SBI to Service Provider or any indulgence of any kind shown by SBI to Service Provider or any change in the terms and conditions of the Agreement or the Services shall not, in any way, release or discharge the Bank from its liabilities under this Guarantee.
- ii. This Guarantee herein contained shall be distinct and independent and shall be enforceable against the Guarantor, notwithstanding any Guarantee or Security now or hereinafter held by SBI at its discretion.

- iii. This Guarantee shall not be affected by any infirmity or absence or irregularity in the execution of this Guarantee by and / or on behalf of the Guarantor or by merger or amalgamation or any change in the Constitution or name of the Guarantor.
- iv. This Guarantee shall not be affected by any change in the constitution of SBI or Service Provider or winding up / liquidation of Service Provider, whether voluntary or otherwise
- v. This Guarantee shall be a continuing guarantee during its validity period.
- vi. This Guarantee shall remain in full force and effect for a period of 5(five) year(s) 03(three)month(s) from the date of the issuance i.e. up to \_\_\_\_\_. Unless a claim under this Guarantee is made against us on or before \_\_\_\_\_, all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.
- vii. This Guarantee shall be governed by Indian Laws and the Courts in Mumbai, India alone shall have the jurisdiction to try & entertain any dispute arising out of this Guarantee.

**Notwithstanding anything contained herein above:**

- i. Our liability under this Bank Guarantee shall not exceed Rs \_\_\_\_\_/-  
(Rs. \_\_\_\_\_ only)
- ii. This Bank Guarantee shall be valid upto \_\_\_\_\_
- iii. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if SBI serve upon us a written claim or demand on or before \_\_\_\_\_

**Yours faithfully,**

**For and on behalf of bank**

-----  
**Authorised official**

**Appendix -I**

**PROFORMA OF CERTIFICATE TO BE ISSUED BY THE BANK  
AFTER SUCCESSFUL COMMISSIONING AND ACCEPTANCE  
OF THE SOFTWARE SOLUTION/ SERVICES**

Date:

M/s. \_\_\_\_\_  
\_\_\_\_\_

Sub: Certificate of delivery, installation and commissioning

1. This is to certify that the Software Solution as detailed below has/have been successfully installed and commissioned (subject to remarks in Para No. 2) in accordance with the Contract/specifications.

a) PO No. \_\_\_\_\_ dated \_\_\_\_\_

b) Description of the Solution \_\_\_\_\_

c) Quantity \_\_\_\_\_

d) Date of installation \_\_\_\_\_

e) Date of acceptance test \_\_\_\_\_

f) Date of commissioning \_\_\_\_\_

2. Details of specifications of Software Solution not yet commissioned and recoveries to be made on that account:

| <u>S. No.</u> | <u>Description</u> | <u>Amount to be recovered</u> |
|---------------|--------------------|-------------------------------|
|---------------|--------------------|-------------------------------|

3. The installation and commissioning have been done to our entire satisfaction and staff have been trained to operate the Software Solution.



4. Service Provider has fulfilled his contractual obligations satisfactorily  
or  
Service Provider has failed to fulfill his contractual obligations with regard to the following:
- (a)
  - (b)
  - (c)
5. The amount of recovery on account of non-supply of Software Solution/Services is given under Para No. 2 above.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation with stamp \_\_\_\_\_  
\_\_\_\_\_

**SLA AND Penalties**

Bidder has to ensure the Solution/support should comply the RFP/SLA terms and penalties will be imposed on breach of RFP/SLA terms as mentioned below.

**Classification parameter :**

P Class: These are SLAs whose performance will be measured and will have penalty attached to it.

M Class: These are SLAs whose performance will be measured but will not attract a penalty.

**All SLAs are applicable on working hours as defined by the Bank, operations are tentatively to run for all days in a month, 16 hours per day in a window from 6 am to 10 pm. The defined 16 hours may be modified at the sole discretion of the Bank.**

**1. Availability SLAs**

| S. No | SLA parameter                                                                                               | Measure unit                                                                            | Measure frequency | Reporting frequency | Service level          | Class |
|-------|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-------------------|---------------------|------------------------|-------|
| 01    | End to End Critical sub-system Availability (SLA 02-SLA 07)                                                 | % duration in a month that the end-to-end system was functional and running as expected | Daily             | Monthly             | >= 99.90%              | P     |
| 02    | Auto Dialer, Agent and Supervisor Interfaces, Campaign Manager, CTI, API's, Outbound IVR and Media Gateways | % duration in a month that the sub-components were functional and running as expected   | Daily             | Monthly             | As required for SLA 01 | M     |
| 03    | Hosting Location Sub System Environment including Hardware/ Software/ Other Critical Components             | % duration in a month that the sub-components were functional and running as expected   | Daily             | Monthly             | As required for SLA 01 | M     |

|    |                                                                                                                                                                                                                                                                                                         |                                                                                         |       |         |                        |   |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-------|---------|------------------------|---|
|    | required for Contact Centre Platform                                                                                                                                                                                                                                                                    |                                                                                         |       |         |                        |   |
| 04 | <p>Network Sub-System (WAN and LAN) At or Between :</p> <ol style="list-style-type: none"> <li>1. Hosting locations and manpower vendor partner locations</li> <li>2. Active and Standby Hosting Locations</li> <li>3. Any other Network Connectivity required as per Vendor Solution Design</li> </ol> | % duration in a month that the sub-components were functional and running as expected   | Daily | Monthly | As required for SLA 01 | M |
| 05 | Telecom and PSTN Channels Sub-System at all locations as per Design                                                                                                                                                                                                                                     | % duration in a month that the sub-components were functional and running as expected   | Daily | Monthly | As required for SLA 01 | M |
| 06 | Reporting Tool                                                                                                                                                                                                                                                                                          | % duration in a month that the sub-components were functional and running as expected   | Daily | Monthly | As required for SLA 01 | M |
| 07 | Compliance Call and Screen Recording                                                                                                                                                                                                                                                                    | % calls recorded in a month (voice & screen)                                            | Daily | Monthly | 100%                   | P |
| 08 | End to End non-critical sub-system Availability (SLA 09 - SLA 10)                                                                                                                                                                                                                                       | % duration in a month that the end-to-end system was functional and running as expected | Daily | Monthly | >= 99.5%               | P |

|    |                                   |                                                                                       |       |         |                        |   |
|----|-----------------------------------|---------------------------------------------------------------------------------------|-------|---------|------------------------|---|
| 09 | Quality Monitoring Tool           | % duration in a month that the sub-components were functional and running as expected | Daily | Monthly | As required for SLA 08 | M |
| 10 | KMS (Knowledge Management System) | % duration in a month that the sub-components were functional and running as expected | Daily | Monthly | As required for SLA 08 | M |

\* Downtime due to externalities out of control of the selected bidder shall not be considered in SLA computation. Such downtimes need to be aligned between the Bank and the vendor at the Contract Phase of the Project

End-to-End system availability is calculated as the total time system is available/total time system was required.

For example, if the system is to be available 25 days a month, 12 hours a day (as defined by bank working requirements) then denominator of above equation becomes  $25 \times 12 = 300$  hrs

In case the dialer is down for 1 hr, then system availability =  $(300 - 1)/300 = 99.67\%$

In case the dialer is down for 1 hr, and the reporting tool is down for 0.5 hrs separately, then system availability =  $(300-1-0.5)/300 = 99.5\%$

In case the dialer is down for 1 hr, the reporting tool is down for 0.75 hrs but the downtime overlaps for 0.25 hrs, then system availability =  $(300-1-0.75+0.25) = 99.5\%$

The vendor must provide accurate and timely reports to verify the downtimes of various systems as mentioned in respective SLAs. The vendor is also expected to report the total system availability as explained below. The details of the same will be verified by the bank.

## 2.Incident Management SLAs

### Part A (Response and Restoration)

| S. No | SLA parameter             | Measurement unit | Severity class   | Measurement frequency | Reporting frequency | Response time within | *Restoration time within | Class |
|-------|---------------------------|------------------|------------------|-----------------------|---------------------|----------------------|--------------------------|-------|
| 11    | Main End to End System or | Time taken since | Severity Class 1 | Daily                 | Monthly             | 15 mins              | 1.5 hrs                  | P     |

|    |                      |                       |                  |       |         |         |         |   |
|----|----------------------|-----------------------|------------------|-------|---------|---------|---------|---|
| 12 | Sub System Level     | reporting of incident | Severity Class 2 | Daily | Monthly | 15 mins | 2 hrs   | P |
| 13 | restoration duration |                       | Severity Class 3 | Daily | Monthly | 15 mins | 3.5 hrs | P |

\*The SLA between selected Bidder SI and the platform/sub-component OEM/Provider needs to be in place in such a way so as to ensure that the Restoration Time mentioned in this column is met.

\*For S1 and S2 incidents, during the time period of this restoration, if the SI is awaiting response from the platform/sub-component OEM/Provider during that waiting period the SI shall also attempt and provide feasible work-around options in order to fully or partly restore services

SLA will be calculated as follows:

In case a severity 1 incident takes place and vendor team identifies and starts working on the problem 20 mins after it has happened, response time is taken as 20 mins. If the system is then restored after 2 hrs then time for resolution is taken to be 2 hrs.

In case of multiple incidences, the highest time for response and resolution will be considered.

### Part B (Quality of Resolutions)

| S. No. | SLA parameter                     | Measurement unit                                           | Severity class   | Measurement frequency | Reporting frequency | Recurrence | Period  | Class |
|--------|-----------------------------------|------------------------------------------------------------|------------------|-----------------------|---------------------|------------|---------|-------|
| 14     | Short term Quality of Resolutions | Number of incidents reported for same system subcomponent* | Severity Class 1 | Quarterly             | Quarterly           | 0          | Quarter | P     |
| 15     |                                   |                                                            | Severity Class 2 | Quarterly             | Quarterly           | 1          | Quarter | P     |
| 16     |                                   |                                                            | Severity Class 3 | Quarterly             | Quarterly           | 5          | Quarter | P     |
| 17     | Long term Quality of Resolutions  | Number of incidents reported for same system subcomponent* | Severity Class 1 | Quarterly             | Quarterly           | 0          | Annual  | P     |
| 18     |                                   |                                                            | Severity Class 2 | Quarterly             | Quarterly           | 2          | Annual  | P     |
| 19     |                                   |                                                            | Severity Class 3 | Quarterly             | Quarterly           | 10         | Annual  | P     |

\*Vendor to configure Incident management system to enable subcomponent wise grouping of reported incidents for tracking recurrence and quality of resolution. Recurrence refers to total number of incidents occurred

SLA will be calculated as follows:

The total number of incidents for a particular severity and subcomponent will be used to calculate performance.

For example, if there are three severity 2 incidents for a dialer in a given quarter then the performance on SLA 15 is three. In case there are multiple components having incidents over a given quarter in a given severity e.g. three dialer incidents and four reporting tool incidents in a given quarter, then the higher of the two will be considered i.e. four

| Severity class | Definition                                                                            | Remark                                                                                                                                                                                                                                                               | Typical examples (non-exhaustive)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------|---------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1              | More than 50% of the users/volume/capacity affected in any one site                   | The service at any one site comes to a standstill due to a breakdown in one of the key equipments or sub systems. This is a case where the respective site's operations have come to a halt and no alternate arrangements are available                              | <ul style="list-style-type: none"> <li>• Server CPU's (active / redundant) failure</li> <li>• Auto Dialer unable to make Outbound Calls</li> <li>• Agents not getting Dialer calls</li> <li>• Entire site failure</li> <li>• Any application issues related to Contact Centre functionality i.e. Dialer, Outbound IVR etc.</li> <li>• More than 50% of agent phones not receiving Dialer calls</li> <li>• PSTN/Telecom breakdown affecting 50% of call volumes</li> <li>• Software error resulting in system initiation</li> <li>• Network WAN Link Outages leading to Partner site losing connectivity to Bank Hub locations</li> <li>• Network LAN failures impacting agent location</li> <li>• Call and Screen Recording Failure</li> </ul> |
| 2              | More than 10% but less than 50% of the users/volume/capacity affected in any one site | The service is crippled, quality is degraded and is affecting the performance largely; the operations can be sustained but are severely affected; majority of the services offered are affected and (or) service offered is inconsistent in line with business needs | <ul style="list-style-type: none"> <li>• Redundancy - one of active or redundant Sub Component failure resulting in impact to less than 50% but more than 10% agents</li> <li>• Call and Screen Recording Partial failure resulting in impact to less than 50% but more than 10% agents</li> <li>• Network WAN issues impacting less than 50% but more than 10% users</li> <li>• Network LAN issues impacting less than 50% but more than 10% users</li> </ul>                                                                                                                                                                                                                                                                                 |

|   |                                |                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                |                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>•PSTN/Telecom breakdown affecting less than 50% but more than 10% of call volumes</li> <li>•Software error resulting in system initiation</li> <li>•Persisting blank calls, short calls (calls dropped in less than 10 sec.) and server unreachable, if this is more than 30mins</li> <li>•Screen pop's not happening or erroneous for more than 10% users</li> <li>•No Voice, No agent ( Calls in which one party cannot listen other) of more than 10% a day</li> </ul> |
| 3 | Minor incidents, less than 10% | Problems affecting individual users or the problems that do not affect the performance of the network. Alternate arrangements can be made by the bidder to continue the operations till the problem is rectified. | <p>MIS, report related issues</p> <ul style="list-style-type: none"> <li>–Agent ID /password issues</li> <li>–Single user connectivity issues</li> </ul>                                                                                                                                                                                                                                                                                                                                                         |

**Part C (Quality of Overall Solution)**

| S. No. | SLA parameter   | Measurement unit                                                                            | Measurement frequency | Reporting frequency | Service level | Class |
|--------|-----------------|---------------------------------------------------------------------------------------------|-----------------------|---------------------|---------------|-------|
| 20     | System Quality* | % Calls where the manpower vendors reported issues regarding tech stack performance quality | Daily                 | Monthly             | <=1%          | M     |

\*System quality includes parameters which are Production impacting but do not incur downtime such as :

1. Latency in any systems access experienced by Agents
2. Slowness of Application(s) experienced by Agents
3. Call drops experienced by Customers/Agents
4. Voice Quality issues experienced by Customers/Agents
5. Any other Contact Centre Platform related issues experienced by Agents/Supervisors and other Operating Teams.

Vendor to configure Incident management system for reporting of quality issues by customer/ agent

SLA is calculated as the number of calls where quality issues are reported/total number of calls. For example, if there are 20,00,000 calls in a given month and the customer or agent reports issues in 5,000 of those calls then the service level is =  $5000/2000000 = 0.25\%$

In case of issues due to externalities outside the control of the vendor, the same shall not be considered in SLA computation. The technology vendor can raise disputes regarding reporting by the manpower vendor, and the dispute is to be mutually resolved between the Bank, the technology vendor and the manpower vendor. In case of non-alignment, the decision of the Bank shall be final.

**Part D (System Capacity Utilizations)**

| S. No. | SLA parameter                                                                                                                                           | Measurement unit                                             | Measurement frequency              | Reporting frequency | Service level                             | Class |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|------------------------------------|---------------------|-------------------------------------------|-------|
| 21     | End to end sub system utilization in peak hour (SLA 22 – 27)                                                                                            | Number of instances when % utilization in peak hours is >70% | Period Hour Wise – Rolled Up Daily | Monthly             | <5 period hour occurrence instances/month | P     |
| 22     | Auto Dialer, Agent and Supervisor Interfaces, Campaign Manager, CTI, API's, Outbound IVR and Media Gateways (All associated Hardware, ports & licenses) | Number of instances when % utilization in peak hours is >70% | Period Hour Wise – Rolled Up Daily | Monthly             | As required for SLA 21                    | M     |
| 23     | Compliance Call And Screen Recording                                                                                                                    | % Calls and Screens Recorded and capacity utilized           | Period Hour Wise – Rolled Up Daily | Monthly             | As required for SLA 21                    | M     |
| 24     | Hosting Location Sub System Environment (All Associated Hardware, Instances, Software and related variables)                                            | Number of instances when % utilization in peak hours is >70% | Period Hour Wise – Rolled Up Daily | Monthly             | As required for SLA 21                    | M     |



|    |                                                                              |                                                              |                                    |         |                        |   |
|----|------------------------------------------------------------------------------|--------------------------------------------------------------|------------------------------------|---------|------------------------|---|
| 25 | Network Sub-System (WAN and LAN) (all related Bandwidth, links and Hardware) | Number of instances when % utilization in peak hours is >70% | Period Hour Wise – Rolled Up Daily | Monthly | As required for SLA 21 | M |
| 26 | Telecom and PSTN Sub-System (All associated Hardware, ports & licenses)      | Number of instances when % utilization in peak hours is >70% | Period Hour Wise – Rolled Up Daily | Monthly | As required for SLA 21 | M |
| 27 | Reporting Tool (All associated Hardware, ports & licenses)                   | Number of instances when % utilization in peak hours is >70% | Period Hour Wise – Rolled Up Daily | Monthly | As required for SLA 21 | M |

The SLAs above are calculated as the number of times the average utilization in an hour is above 70% (only during peak hours).

For example, if the average utilization in peak hours is 65%, 71%, 63%, 82%, 50%, 45%, 60% then the count of incidences is 2 for that day. These instances are rolled up i.e. added up over the month. So if this happens 4 more times over the month then the total number of incidences is 6 for that month.

SLA is calculated for each system in SLA 22-27 individually and added up for SLA 21.

### **3.Change request SLAs**

|    | SLA parameter                  | Measurement unit                                    | Measurement frequency | Reporting frequency | Service level   | Class |
|----|--------------------------------|-----------------------------------------------------|-----------------------|---------------------|-----------------|-------|
| 28 | Change request completion rate | % Change requests completed within agreed timelines | Monthly               | Monthly             | >=99%           | P     |
| 29 | Change request                 | Total man days consumed so far                      | Monthly               | Monthly             | X days utilized | M     |

SLA 28 and 29 refer to all minor change requests and MACDs.

MACD (Move, Add, Change, Delete) refers to minor changes in configuration such as adding or deleting of users in the system. Change request refers to any minor customization efforts as required by the bank. The time taken for these will be agreed to before development initiation.

The classification of change request into MACD and minor change request will be made on a case to case basis. No payment will be made for these.

Any major customization required above and beyond this will be agreed to separately with the bank and charged at the pre-defined rate for customization change requests. Major changes are those wherein the development period exceeds 5 man days and as discussed and finalized with the Bank.

In case of disagreement, the decision of the Bank on the categorization of a Change Request would be final and binding.

For example – if the bank makes 2 MACDs for addition of new users and one change request with 5 man days of effort then:

1. SLA 28 – if the 2 MACDs are completed in time but the change request is not, then SLA becomes 67%
2. SLA 29 – since 5 man days of effort are agreed to then SLA is reported as 5 days utilized even though the actual effort may have been higher

Penalty for MACDs and minor change request KPIs will be calculated for the month in which they are requested with penalty being applied on that month's billing. Major customizations will be considered separately as they have a separate invoicing mechanism. Delays in major customizations will be penalized against the billing for those customizations. Major customization may be considered as multiple smaller change as decided during the initial effort estimation based on deliverables. These change requests will then be used for calculation of penalty

For example: if there is a total of 50 minor change requests and 5 are delayed between 1-7 days, 6 are delayed > 7 days then penalty of 1% and 1% each will be charged against these on that month's billing.

For a major customization or change request with 3 separate deliverables if 1 is delayed by 1-7 days then the penalty of 2% is charged on that request.

#### 4. Business Continuity SLAs

| S. No. | SLA parameter                                                                                                                                   | Measurement unit                                                                                    | Measurement frequency | Reporting frequency | Service level | Class |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-----------------------|---------------------|---------------|-------|
| 30     | Switch over for BCP/DR for complete restoration of Services in Unplanned Outage/Disaster for which BCP needs to be invoked                      | % times the Recovery Time Objective (RTO as specified and agreed with Bank in the contract) was met | Monthly               | Monthly             | 100%          | P     |
| 31     | Switch over for BCP/DR for complete restoration of Services in Hot/Cold Tests for BCP readiness done at specified and agreed periodic frequency | % times the Recovery Time Objective (RTO as specified and agreed with Bank in the contract) was met | Monthly               | Monthly             | 100%          | P     |

SLA measurement = number of times RTO was met/total instances of BCP/DR (in testing + unplanned outage)

So if there are 3 tests and 1 unplanned outage, where RTO is met 3 times then SLA =  $3/(3+1) = 75\%$

**5.Managed services SLAs**

| S. No                            | SLA parameter                               | Measurement unit                                                                                                                                                                                             | Measurement frequency                                                                                                                                                                      | Reporting frequency  | Service level | Class |                                  |                   |                |                 |                      |
|----------------------------------|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|---------------|-------|----------------------------------|-------------------|----------------|-----------------|----------------------|
| 32                               | On-Site support*                            | % Cumulative duration for which Bidder provided Onsite support staff (including L1/L2/SMEs, technical staff etc.) are available at Onsite location wise as agreed between the successful bidder and the Bank | Daily                                                                                                                                                                                      | Weekly               | 100%          | P     |                                  |                   |                |                 |                      |
| 33                               | Monitoring & Health checks**                | % instances when the mutually agreed and specified overall system monitoring and health check reports are shared by the successful bidder with the Bank and Partners                                         | Daily                                                                                                                                                                                      | Weekly               | 100%          | P     |                                  |                   |                |                 |                      |
| 34                               | MIS and Reports***                          | % instances when the MIS and reports are shared by the successful bidder with the Bank and Partners                                                                                                          | Daily                                                                                                                                                                                      | Weekly               | 100%          | P     |                                  |                   |                |                 |                      |
| 35                               | Compliance to Bank provided Security Policy | % compliance on audit by Bank                                                                                                                                                                                | Monthly                                                                                                                                                                                    | Monthly              | 100%          | M     |                                  |                   |                |                 |                      |
| 36                               | Audit performance                           | Non-Closure of Audit Observations/IS related Audit/Statutory Audit/UAT Observations/Vulner                                                                                                                   | <table border="1"> <tr> <td>Audit Observation Categorisation</td> <td>Delay upto 2 days</td> <td>Delay 3-5 days</td> <td>Delay 6-10 days</td> <td>Delay beyond 10 days</td> </tr> </table> |                      |               |       | Audit Observation Categorisation | Delay upto 2 days | Delay 3-5 days | Delay 6-10 days | Delay beyond 10 days |
| Audit Observation Categorisation | Delay upto 2 days                           | Delay 3-5 days                                                                                                                                                                                               | Delay 6-10 days                                                                                                                                                                            | Delay beyond 10 days |               |       |                                  |                   |                |                 |                      |

|  |                                                         |          |                             |                             |                             |                             |
|--|---------------------------------------------------------|----------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
|  | abilities Closure within timeline as per Bank`s policy. | Low      | Rs.2,000 per day            | Rs.5,000 per day            | Rs.10,000 per day           | Rs.20,000 per day           |
|  |                                                         | Medium   | 2 times the penalty for low | 2 times the penalty for low | 2 times the penalty for low | 2 times the penalty for low |
|  |                                                         | High     | 3 times the penalty for low | 3 times the penalty for low | 3 times the penalty for low | 3 times the penalty for low |
|  |                                                         | Critical | 4 times the penalty for low | 4 times the penalty for low | 4 times the penalty for low | 4 times the penalty for low |

\* The location, headcount and structure of support staff to be mutually agreed between the successful bidder and the Bank.

\*\* The frequency and format of reports that the successful bidder would share with the Bank for monitoring & health checks shall be mutually agreed between the successful bidder and the Bank

\*\*\* The format and frequency of reports shall be as per the request of the Bank. The Bank reserves the right to change the format, request discontinuation of any report, or request for a new report/ MIS at any time during the execution of the Contract. The successful bidder shall make the necessary provisions for arranging all MIS and reports as per the Bank's requirements at no extra cost

### Penalty for SLAs

Penalty for individual SLAs is as defined below. All Penalties will be levied on the period of calculation as defined in the respective SLAs and on the cumulative billing for that period e.g. at the end of the month for the monthly SLAs, last month of quarter for quarter on the total quarterly billing for quarter SLAs

All penalties will be additive but total penalty for any period will not exceed 20% of total billing for that period.

### **KPI: Availability SLAs**

| Availability SLA               | Performance Slab | Penalty |
|--------------------------------|------------------|---------|
| Critical Sub-system SLA 01     | 99.89 to 99.75   | 1%      |
|                                | 99.74 to 99.50   | 2%      |
|                                | 99.49 to 99.25   | 4%      |
|                                | 99.24 & below    | 6%      |
| Non Critical Sub-system SLA 08 | 99.49 to 99.25   | 1%      |
|                                | 99.24 to 99.00   | 2%      |
|                                | 98.99 & below    | 3%      |

Calculation of availability is referred to in the relevant SLA as example.

Penalty for availability will be calculated as below:

If the billing for a given month is Rs. 50,00,000, and the penalty for critical sub system is on the 99.89 to 99.75 slab then 1% of that month i.e. Rs. 50,000 will be deducted from that month's payment

### **KPI : Incident Management SLAs**

#### **Part A – Response and Restoration**

| Response & Restoration                           | Performance slab  | Penalty |
|--------------------------------------------------|-------------------|---------|
| Highest Response time,<br>for any severity       | >15 to 20 mins    | 1%      |
|                                                  | >20 to 30 mins    | 2%      |
|                                                  | > 30 mins         | 3%      |
| Highest Restoration time,<br>severity 1 incident | >1.5 hrs to 2 hrs | 1%      |
|                                                  | >2 hrs to 3 hrs   | 2%      |
|                                                  | > 3 hrs           | 3%      |
| Highest Restoration time,<br>severity 2 incident | >2 hrs to 3 hrs   | 1%      |
|                                                  | >3 hrs to 4.5 hrs | 2%      |
|                                                  | > 4.5 hrs         | 3%      |

|                                                  |                     |    |
|--------------------------------------------------|---------------------|----|
| Highest Restoration time,<br>severity 3 incident | >3.5 hrs to 4.5 hrs | 1% |
|                                                  | >4.5 hrs to 6 hrs   | 2% |
|                                                  | > 6 hrs             | 3% |

Penalty for response and restoration will be calculated as below:

If the billing for a given month is Rs. 50,00,000, and the highest response time is at 27 mins then 2% of that month i.e. Rs. 1,00,000 will be deducted from that months payment.

In addition if highest restoration time is 2.5 hrs for severity 1 then an additional 2% i.e. Rs. 1,00,000 will be deducted from that months payment. Thus total deduction for that month will be Rs. 2,00,000

### Part B – Quality of resolution

| Short term Quality of Resolution | Total incidents in quarter | Penalty |
|----------------------------------|----------------------------|---------|
| Severity 1 recurrence            | 1                          | 1%      |
|                                  | 2                          | 2%      |
|                                  | 3                          | 3%      |
|                                  | >= 4                       | 7%      |
| Severity 2 recurrence            | 1 to 3                     | 1%      |
|                                  | 4 to 6                     | 2%      |
|                                  | >= 7                       | 3%      |
| Severity 3 recurrence            | 5 to 9                     | 1%      |
|                                  | 10 to 15                   | 2%      |
|                                  | >= 16                      | 3%      |

| Long term Quality of Resolution | Total incidents in current year | Penalty |
|---------------------------------|---------------------------------|---------|
| Severity 1 recurrence           | 1 to 2                          | 1%      |
|                                 | 3 to 4                          | 2%      |
|                                 | 5 to 6                          | 3%      |
|                                 | >= 7                            | 7%      |
| Severity 2 recurrence           | 2 to 4                          | 1%      |
|                                 | 5 to 8                          | 2%      |
|                                 | >= 9                            | 3%      |
| Severity 3 recurrence           | 10-15                           | 1%      |
|                                 | 16-24                           | 2%      |
|                                 | >24                             | 3%      |

Penalty for quality of resolution will be calculated as below:

If the billing for a given quarter is Rs. 1,50,00,000, and the recurrence of severity 1 incidents is at 2 then 2% of that quarter i.e. Rs. 3,00,000 will be deducted from that month's payment (made in the last month of the quarter).

In addition penalty for recurrence of severity 2 incidents is at 5 then an additional 2% i.e. Rs. 3,00,000 will be deducted from that months payment (made in the last month of the quarter). Thus total deduction for that month will be Rs. 6,00,000

The same will be done for the year at the end of said year.

### Capacity Utilization KPIs

| Capacity utilization                                    | Performance slab | Penalty |
|---------------------------------------------------------|------------------|---------|
| Incidences of utilization crossing<br>defined threshold | 5 to 9           | 3%      |
|                                                         | 10 to 14         | 5%      |
|                                                         | 15 to 20         | 7%      |
|                                                         | > 20             | 10%     |

Calculation of capacity utilization is given in the relevant SLA

For example if in a given month, the utilization crosses the defined threshold 13 times and the billing for that month is Rs. 50,00,000 then the penalty for that month will be charged at 5% i.e. Rs 2,50,000 deducted from that month's billing



### Change Request KPIs

| Change request timeline                             | Performance slab | Penalty |
|-----------------------------------------------------|------------------|---------|
| Requests delayed by 1 to 7 days of agreed timelines | 10% to 25%       | 1%      |
|                                                     | 26% to 50%       | 2%      |
|                                                     | > 50%            | 3%      |
| Requests delayed by >7 days of agreed timelines     | 10% to 15%       | 1%      |
|                                                     | 16% to 25%       | 2%      |
|                                                     | > 25%            | 3%      |

For example: if there is a total of 50 minor change requests and 5 are delayed between 1-7 days, 6 are delayed > 7 days then penalty of 1% and 1% each will be charged against these on that month's billing.

For a major customization or change request with 3 separate deliverables if 1 is delayed by 1-7 days then the penalty of 2% is charged on that request.

### Business continuity plan KPIs

| BCP timelines                             | Performance slab | Penalty |
|-------------------------------------------|------------------|---------|
| % times RTO was achieved (SLA 30& SLA 31) | 99.99% to 97.5%  | 0.50%   |
|                                           | 97.4% to 95%     | 1%      |
|                                           | < 95.00%         | 2%      |

For example: if the RTO was achieved 96 times out of a total of 100 actual and test instances then for a billing of Rs. 50,00,000 in that month a penalty of 1% i.e. Rs. 50,000 will be deducted from that month's payment

### Managed Services KPIs

| Managed services                                                            | Performance slab | Penalty |
|-----------------------------------------------------------------------------|------------------|---------|
| % Cumulative duration of Onsite support staff as per SLA 32                 | 99.99% to 97.5%  | 0.50%   |
|                                                                             | 97.4% to 95%     | 1%      |
|                                                                             | < 95.00%         | 2%      |
| % instances system monitoring and health check reports shared as per SLA 33 | 99.99% to 97.5%  | 0.50%   |
|                                                                             | 97.4% to 95%     | 1%      |
|                                                                             | < 95.00%         | 2%      |
| % instances when the MIS and reports shared as per SLA 34                   | 99.99% to 97.5%  | 0.50%   |
|                                                                             | 97.4% to 95%     | 1%      |
|                                                                             | < 95.00%         | 2%      |

**Appendix-K**

**SERVICE LEVEL AGREEMENT**

**BETWEEN**

**STATE BANK OF INDIA**

**AND**

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**Commencement Date:**

**Date of Expiry:**

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This agreement (“Agreement”) is made at \_\_\_\_\_ (Place) on this \_\_\_\_\_ day of \_\_\_\_\_ 201\_.  
BETWEEN

**State Bank of India**, constituted under the State Bank of India Act, 1955 having its Corporate Centre and Central Office at State Bank Bhavan, Madame Cama Road, Nariman Point, Mumbai-21 and its Global IT Centre at Sector-11, CBD Belapur, Navi Mumbai-400614 through \_\_\_\_\_ its IT Contact Centre Department,<sup>1</sup> hereinafter referred to as “**the Bank**” which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors in title and assigns of the First Part:

AND

\_\_\_\_\_ <sup>2</sup> a private/public limited company/LLP/Firm *<strike off whichever is not applicable>* incorporated under the provisions of the Companies Act, 1956/ Limited Liability Partnership Act 2008/ Indian Partnership Act 1932 *<strike off whichever is not applicable>*, having its registered office at ..... hereinafter referred to as “**Service Provider/ Vendor**”, which expression shall mean to include its successors in title and permitted assigns of the Second Part:

WHEREAS

“The Bank” is carrying on business in banking in India and overseas and desirous to avail services for \_\_\_\_\_ <sup>3</sup>, and

\_\_\_\_\_ <sup>4</sup>, and

A. Service Provider in the business of providing \_\_\_\_\_ <sup>5</sup>, and has agreed to supply \_\_\_\_\_ (Software) and/or providing the Services as mentioned in Request for Proposal (RFP) No. \_\_\_\_\_ dated \_\_\_\_\_ issued by the Bank along with its clarifications/ corrigenda, referred hereinafter as a “RFP” and same shall be

<sup>1</sup>Name & Complete Address of the Dept.

<sup>2</sup>Name & Complete Address ( REGISTERED OFFICE) of Service Provider,

<sup>3</sup>Purpose of the Agreement

<sup>4</sup>Any other connected purpose or details of RFP floated by the Bank

<sup>5</sup>Brief mentioning of service providers experience in providing the services required by the Bank.

part of this Agreement.

- B. Service Provider participated in above mentioned RFP and emerged as successful Bidder. Service Provider agreed to enter into an agreement (Rate Contract) with the Bank for providing Software solution and Services to the Bank.
- C. Parties understand and agree that under this Agreement, the Bank may time to time, based on its actual requirements issue separate Purchase Order(s) to Service Provider for providing Software solution and Services to the Bank and there is no minimum or prior commitment for such orders under this Agreement.

NOW THEREFORE, in consideration of the mutual covenants, undertakings and conditions set forth below, and for other valid consideration the acceptability and sufficiency of which are hereby acknowledged, the Parties hereby agree to the following terms and conditions hereinafter contained:-

## **1. DEFINITIONS & INTERPRETATION**

### **1.1 Definition**

Certain terms used in this Agreement are defined hereunder. Other terms used in this Agreement are defined where they are used and have the meanings there indicated. Unless otherwise specifically defined, those terms, acronyms and phrases in this Agreement that are utilized in the information technology services industry or other pertinent business context shall be interpreted in accordance with their generally understood meaning in such industry or business context, unless the context otherwise requires/mentions, the following definitions shall apply:

1.1.1 'The Bank' shall mean the State Bank of India (including domestic branches and foreign offices) Subsidiaries and Joint Ventures, where the Bank has ownership of more than 50% of voting securities or the power to direct the management and policies of such Subsidiaries and Joint Ventures.

1.1.2 "Code" shall mean computer programming code contained in the Software. If not otherwise specified, Code shall include both Object Code and Source Code which means programming languages, including all comments and procedural code, and all related

development documents (e.g., flow charts, schematics, statements of principles of operations, end-user manuals, architecture standards, and any other specifications that are used to create or that comprise the Code). Code shall include Maintenance Modifications and Enhancements in the Software.

1.1.3 “Confidential Information” shall have the meaning set forth in Clause 15.

1.1.4 “Data Dictionary or Metadata Repository” shall mean a repository of information about data such as meaning, relationships to other data, origin/lineage, usage, business context and format including but not limited to data type, data length, data structure etc., further, it as a collection of columns and tables with metadata.

1.1.5 “Deficiencies” shall mean defects arising from non-conformity with the mutually agreed specifications and/or failure or non-conformity in the Scope of Services.

1.1.6 “Documentation” will describe in detail and in a completely self-contained manner how the user may access and use the ----- (name of the Software/ maintenance services),<sup>6</sup> such that any reader of the Documentation can access, use and maintain all of the functionalities of the Software, without the need for any further instructions. ‘Documentation’ includes, user manuals, installation manuals, operation manuals, design documents, process documents, data flow documents, data register, technical manuals, functional specification, software requirement specification, on-line tutorials/CBTs, system configuration documents, Data Dictionary, system/database administrative documents, debugging/diagnostics documents, test procedures, Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of the Product as and when applicable etc.

1.1.7 “Intellectual Property Rights” shall mean, on a worldwide basis, any and all: (a) rights associated with works of authorship, including copyrights & moral rights; (b) Trade Marks; (c) trade secret rights; (d) patents, designs, algorithms and other industrial property rights; (e) other intellectual and industrial property rights of every kind and nature, however designated, whether arising by operation of law, contract, license or otherwise; and (f) registrations, initial applications, renewals, extensions, continuations, divisions or reissues

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<sup>6</sup> Name of Software

thereof now or hereafter in force (including any rights in any of the foregoing).

1.1.8 “Open Source or Copyleft license” shall mean a license of a computer program in which the source code is available to the general public for use and/or modification from its original design.

1.1.9 “Project Cost” means the L1 (lowest in reverse auction) price as discovered under the reverse auction (i.e. Rs. \_\_\_\_\_ <in words>). The contract shall be termed as rate contract only and payment shall be made based on actual requirements in accordance with the payment terms .

1.1.10 “Project Documents” shall mean all the plans, drawings and specifications used while bidding and all other documents necessary to complete all work.

1.1.11 “Request for Proposal (RFP)” shall mean RFP NO **SBI/GITC/IT-Contact Centre/2021/2022/826 dated 02.02.2022** along with its clarifications/ corrigenda issued by the Bank time to time.

1.1.12 “Revision control procedure” shall mean the procedure for management of changes to documents, software programs, and other collections of information made during this engagement.

1.1.13 “Root Cause Analysis Report” shall mean a report addressing a problem or non-conformance, in order to get to the ‘root cause’ of the problem, which thereby assists in correcting or eliminating the cause, and prevent the problem from recurring.

1.1.14 ‘Services’ shall mean and include the Services offered by Service Provider more particularly described in Clause 2 of this Agreement. ‘Services’ shall also include the implementation services, training services and maintenance Services and other obligation of Service Provider to be provided under this Agreement.

1.1.15 “Software” shall mean (a) the software product(s) described in this Agreement; (b) all maintenance, modifications and enhancements that are provided to the Bank; (c) the Code contained in or otherwise related to each of the foregoing; and (d) the Documentation.

1.1.16 “Test Bug Reports” shall mean a report providing the details as to the efficiency of software in relation with reporting and resolution of any bug.

## **1.2 Interpretations:**

1.2.1 Reference to a person includes any individual, firm, body corporate, association (whether incorporated or not) and authority or agency (whether government, semi government or local).

1.2.2 The singular includes the plural and vice versa.

1.2.3 Reference to any gender includes each other gender.

1.2.4 The provisions of the contents table, headings, clause numbers, italics, bold print and underlining is for ease of reference only and shall not affect the interpretation of this Agreement.

1.2.5 The Schedules, Annexures and Appendices to this Agreement shall form part of this Agreement.

1.2.6 A reference to any documents or agreements (and, where applicable, any of their respective provisions) means those documents or agreements as amended, supplemented or replaced from time to time provided they are amended, supplemented or replaced in the manner envisaged in the relevant documents or agreements.

1.2.7 A reference to any statute, regulation, rule or other legislative provision includes any amendment to the statutory modification or re-enactment or, legislative provisions substituted for, and any statutory instrument issued under that statute, regulation, rule or other legislative provision.

1.2.8 Any agreement, notice, consent, approval, disclosure or communication under or pursuant to this Agreement is to be in writing.

1.2.9 The terms not defined in this agreement shall be given the same meaning as given to them in the RFP. If no such meaning is given technical words shall be understood in technical sense in accordance with the industrial practices.

## **1.3 Commencement, Term & Change in Terms**

1.3.1 This Agreement shall commence from its date of execution mentioned above/ be deemed to have commenced from \_\_\_\_\_ (Effective Date).

1.3.2 This Agreement shall be in force for a period of \_\_\_\_\_ year(s) from Effective Date,



unless terminated by the Bank by notice in writing in accordance with the termination clauses of this Agreement.

1.3.3 The Bank shall have the right at its discretion to renew this Agreement in writing, for a further term of \_\_\_\_\_ years on the mutually agreed terms & conditions.

1.3.4 Either Party can propose changes to the scope, nature or time schedule of services being performed under this Service Level Agreement. Such changes can be made upon mutually accepted terms & conditions maintaining the spirit (Purpose) of this Service Level Agreement.

## 2. SCOPE OF WORK

2.1 The scope and nature of the work which Service Provider has to provide to the Bank (Services) is described in **Annexure-A**.

2.2 The Bank may, at its sole discretion, provide remote access to its information technology system to IT Service Provider through secured Virtual Private Network (VPN) in order to facilitate the performance of IT Services. Such remote access to the Bank's information technology system shall be subject to the following:

2.1.1 Service Provider shall ensure that the remote access to the Bank's VPN is performed through a laptop/desktop ("Device") specially allotted for that purpose by the Service Provider and not through any other private or public Device.

2.1.2 Service Provider shall ensure that only its authorized employees/representatives access the Device.

2.1.3 Service Provider shall be required to get the Device hardened/configured as per the Bank's prevailing standards and policy.

2.1.4 Service Provider and/or its employee/representative shall be required to furnish an undertaking and/or information security declaration on the Bank's prescribed format before such remote access is provided by the Bank.

2.1.5 Service Provider shall ensure that services are performed in a physically protected and secure environment which ensures confidentiality and integrity of the Bank's data and artefacts, including but not limited to information (on

customer, account, transactions, users, usage, staff, etc.), architecture (information, data, network, application, security, etc.), programming codes, access configurations, parameter settings, executable files, etc., which the Bank representative may inspect. Service Provider shall facilitate and/ or handover the Device to the Bank or its authorized representative for investigation and/or forensic audit.

2.1.6 Service Provider shall be responsible for protecting its network and subnetworks, from which remote access to the Bank's network is performed, effectively against unauthorized access, malware, malicious code and other threats in order to ensure the Bank's information technology system is not compromised in the course of using remote access facility.

### **3. FEES /COMPENSATION**

#### **3.1 Professional fees**

3.1.1 Service Provider shall be paid fees and charges in the manner detailed in hereunder, the same shall be subject to deduction of income tax thereon wherever required under the provisions of the Income Tax Act by the Bank. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Bank as per the laws and regulations for the time being in force. Nothing in the Agreement shall relieve Service Provider from his responsibility to pay any tax that may be levied in India on income and profits made by Service Provider in respect of this Agreement.

3.1.2 \_\_\_\_\_

3.1.3 \_\_\_\_\_

3.2 All duties and taxes (excluding<sup>7</sup> \_\_\_\_\_ or any other tax imposed by the Government in lieu of same), if any, which may be levied, shall be borne by Service Provider and Bank shall not be liable for the same. All expenses, stamp duty and other charges/ expenses in connection with execution of this Agreement shall be borne by Service Provider.

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<sup>7</sup> Please determine the applicability of the taxes.

\_\_\_\_\_ <insert tax payable by the Bank> or any other tax imposed by the Government in lieu of same shall be borne by the Bank on actual upon production of original receipt wherever required.

3.3 Service Provider shall provide a clear description quantifying the service element and goods element in the invoices generated by them.

### **3.4 Payments**

3.4.1 The Bank will pay properly submitted valid invoices within reasonable period but not exceeding 30 (thirty) days after its receipt thereof. All payments shall be made in Indian Rupees.

3.4.2 The Bank may withhold payment of any product/services that it disputes in good faith and may set-off penalty amount or any other amount which Service Provider owes to the Bank against amount payable to Service Provider under this Agreement. However, before levying penalty or recovery of any damages, the Bank shall provide a written notice to Service Provider indicating the reasons for such penalty or recovery of damages. Service Provider shall have the liberty to present its case in writing together with documentary evidences, if any, within 21 (twenty one) days. Penalty or damages, if any, recoverable from Service Provider shall be recovered by the Bank through a credit note or revised invoices. In case Service Provider fails to issue credit note/ revised invoice, the Bank shall have right to withhold the payment or set-off penal amount from current invoices.

### **3.5 Bank Guarantee and Penalties**

3.5.1 Service Provider shall furnish performance security in the form of Bank Guarantee for an amount of Rs. -----valid for a period of -----year(s) ----- months from a Scheduled Commercial Bank other than State Bank of India in a format provided/ approved by the Bank.

3.5.2 The Bank Guarantee is required to protect the interest of the Bank against delay in supply/installation and/or the risk of non-performance of Service Provider in respect of successful implementation of the project; or performance of the material or services sold; or

breach of any terms and conditions of the Agreement, which may warrant invoking of Bank Guarantee.

3.5.3 If at any time during performance of the Contract, Service Provider shall encounter unexpected conditions impeding timely completion of the Services under the Agreement and performance of the services, Service Provider shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable, after receipt of Service Provider's notice, the Bank shall evaluate the situation and may at its discretion extend Service Provider's time for performance, in which case the extension shall be ratified by the Parties by amendment of the Agreement.

3.5.4 Performance of the obligations under the Agreement shall be made by Service Provider in accordance with the time schedule<sup>8</sup> specified in this Agreement.

3.5.5 Service Provider shall be liable to pay penalty at the rate mentioned in Annexure 'F' in respect of any delay beyond the permitted period in providing the Services.

3.5.6 Subject to Clause 17 of this Agreement, any unexcused delay by Service Provider in the performance of its Contract obligations shall render this Agreement to be terminated.

3.5.7 No penalty shall be levied in case of delay(s) in deliverables or performance of the contract for the reasons solely and directly attributable to the Bank. On reaching the maximum of penalties specified the Bank reserves the right to terminate the Agreement.

#### **4. LIABILITIES/OBLIGATION**

4.1 The Bank's Duties /Responsibility (if any)

- (i) Processing and authorising invoices
- (ii) Approval of Information
- (iii) \_\_\_\_\_

4.2 Service Provider Duties

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<sup>8</sup> Please ensure that the time scheduled is suitably incorporated in the Agreement.

- (i) Service Delivery responsibilities
  - (a) To adhere to the service levels documented in this Agreement.
  - (b) Software solution provided and/or maintained by Service Provider shall be free from OWASP Top 10 vulnerabilities (latest) during the term of Agreement.
  - (c) Service provider shall ensure to filter all phishing / spamming / overflow attacks in order to ensure availability and integrity on continuous basis.
  - (d) Service Provider shall without any additional cost, rectify the vulnerabilities observed by the Bank during security review of Code. The Code shall be comprehensively reviewed periodically by the Bank or its authorized representative.
  - (e) Service Provider shall *ensure that* Service Provider's personnel and its sub-contractors (if allowed) will abide by all reasonable directives issued by the Bank, including those set forth in the Bank's then-current standards, policies and procedures (to the extent applicable), all on-site rules of behaviour, work schedules, security procedures and other standards, policies and procedures as established by the Bank from time to time.
  - (f) Service Provider agrees and declares that it shall be the sole responsibility of Service Provider to comply with the provisions of all the applicable laws, concerning or in relation to rendering of Services by Service Provider as envisaged under this Agreement.
  - (g) Service Provider shall be responsible to provide Data Dictionary in a format provided by the Bank. During the term of this Agreement, such a format may be revised by the Bank as per the requirements. Service Provider shall capture all the fields in Data Dictionary format and keep the same always updated during the term of this Agreement.
  - (h) \_\_\_\_\_ *<the concerned dept. may add duties depending on the nature of agreement>*

(ii) Security Responsibility

(a) To maintain the confidentiality of the Bank's resources and other intellectual property rights.

(b) \_\_\_\_\_

## 5. REPRESENTATIONS & WARRANTIES

- 5.1 Service Provider warrants that the technical quality and performance of the Services provided will be consistent with the mutually agreed standards during the term of Agreement.
- 5.2 Any defect found will be evaluated mutually to establish the exact cause of the defect. Bank may have direct and separate agreement with Service Provider to provide technical support to the Bank for related deficiencies. *<strike off if not required>*<sup>9</sup>
- 5.3 Service Provider warrants that at the time of delivery the Software or its component is free from malware, free from any obvious bugs, and free from any covert channels in the code (of the versions of the applications/software being delivered as well as any subsequent versions/modifications delivered).
- 5.4 Service Provider represents and warrants that its personnel shall be present at the Bank premises or any other place as the Bank may direct, only for the Services and follow all the instructions provided by the Bank; Act diligently, professionally and shall maintain the decorum and environment of the Bank; Comply with all occupational, health or safety policies of the Bank.
- 5.5 Service Provider warrants that it shall be solely liable and responsible for compliance of applicable Labour Laws in respect of its employee, agents, representatives and sub-contractors (if allowed) and in particular laws relating to terminal benefits such as pension, gratuity, provident fund, bonus or other benefits to which they may be entitled and the laws relating to contract labour, minimum wages, etc., and the Bank shall have no liability in this regard.

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<sup>9</sup>Please note the following clause can be kept only when there is a Separate Technical support agreement.

- 5.6 Each Party represents and warrants that it has all requisite power and authorization to enter into and perform this Agreement and that nothing contained herein or required in the performance hereof conflict or will conflict with or give rise to a breach or default under, or permit any person or entity to terminate, any contract or instrument to which the party is bound.
- 5.7 Service Provider warrants that it has full right, title and interest in and to all software, copyrights, trade names, trademarks, service marks, logos symbols and other proprietary marks (collectively 'IPR') owned by it (including appropriate limited right of use of those owned by any of its vendors, affiliates or subcontractors) which it provides to the Bank, for use related to the Services to be provided under this Agreement.
- 5.8 Service Provider shall perform the Services and carry out its obligations under the Agreement with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry and with professional standards recognized by international professional bodies and shall observe sound management practices. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods.
- 5.9 Service Provider has the requisite technical and other competence, sufficient, suitable, qualified and experienced manpower/personnel and expertise in providing the Services to the Bank.
- 5.10 Service Provider shall duly intimate to the Bank immediately, the changes, if any in the constitution of Service Provider.
- 5.11 Service Provider warrants that to the best of its knowledge, as on the Effective Date of this Agreement, the Software does not violate or infringe any patent, copyright, trademarks, trade secrets or other Intellectual Property Rights of any third party.
- 5.12 Service Provider shall ensure that all persons, employees, workers and other individuals engaged by or sub-contracted (if allowed) by Service Provider in rendering the Services under this Agreement have undergone proper background check, police verification and other necessary due diligence checks to examine their antecedence and ensure their suitability for such engagement. No person shall be engaged by Service Provider unless such person is found to be suitable

in such verification and Service Provider shall retain the records of such verification and shall produce the same to the Bank as when requested.

5.13 During the Warranty Period if any software or any component thereof is supplied by Service Provider is inoperable or suffers degraded performance not due to causes external to the software, Service provider shall, at the Bank's request, promptly replace the software or specified component with new software of the same type and quality. Such replacement shall be accomplished without any adverse impact on the Bank's operations within agreed time frame.

5.14 \_\_\_\_\_ <any other additional warranty can be incorporated>

## 6. GENERAL INDEMNITY

6.1 Service provider agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of (i) Service Provider's breach of its warranties, covenants, responsibilities or obligations; or (ii) breach of confidentiality obligations mentioned in this Agreement; or (iii) any willful misconduct and gross negligent acts on the part of employees, agents, representatives or sub-contractors (if allowed) of Service Provider. Service provider agrees to make good the loss suffered by the Bank.

6.2 Service provider hereby undertakes the responsibility to take all possible measures, at no cost, to avoid or rectify any issues which thereby results in non-performance of software within reasonable time. The Bank shall report as far as possible all material defects to Service provider without undue delay. Service provider also undertakes to co-operate with other service providers thereby ensuring expected performance covered under scope of work.

## 7. CONTINGENCY PLANS

Service provider shall arrange and ensure proper data recovery mechanism, attrition plan and other contingency plans to meet any unexpected obstruction to Service Provider or any employees or sub-contractors (if allowed) of Service Provider in rendering the Services or any part of the same under this Agreement to



the Bank. Service Provider at Banks discretion shall co-operate with the bank in case on any contingency.

## 8. TRANSITION REQUIREMENT

In the event of failure of Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of Services, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing vendor is breach of this obligation, they shall be liable for paying a penalty of Rs.----- on demand to the Bank, which may be settled from the payment of invoices or bank guarantee for the contracted period. Transition & Knowledge Transfer plan is mentioned in Annexure G.

## 9. LIQUIDATED DAMAGES

If Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this Agreement, the Bank may, without prejudice to its other remedies under the Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to ---- of total Project cost for delay of each week or part thereof maximum up to --- of total Project cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.

## 10. RELATIONSHIP BETWEEN THE PARTIES

10.1 It is specifically agreed that Service Provider shall act as independent service provider and shall not be deemed to be the Agent of the Bank except in respect of the transactions/services which give rise to Principal - Agent relationship by express agreement between the Parties.

10.2 Neither Service Provider nor its employees, agents, representatives, Sub-Contractors shall hold out or represent as agents of the Bank.

10.3 None of the employees, representatives or agents of Service Provider shall be entitled to claim any absorption or any other claim or benefit against the Bank.

10.4 This Agreement shall not be construed as joint venture. Each Party shall be responsible for all its obligations towards its respective employees. No employee of any of the two Parties shall claim to be employee of other Party.

10.5 All the obligations towards the employee(s) of a Party on account of personal accidents while working in the premises of the other Party shall remain with the respective employer and not on the Party in whose premises the accident occurred unless such accidents occurred due to gross negligent act of the Party in whose premises the accident occurred.

10.6 For redressal of complaints of sexual harassment at workplace, Parties agree to comply with the policy framed by the Bank (including any amendment thereto) in pursuant to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 including any amendment thereto.

## 11. SUB CONTRACTING

As per the scope of this Agreement sub-contracting is not permitted.

## 12. INTELLECTUAL PROPERTY RIGHTS

12.1 For any technology / Software / solution developed/used/supplied by Service provider for performing Services or licensing and implementing Software and solution for the Bank as part of this Agreement, Service Provider shall have right to use as well right to license for the outsourced services or third party product. The Bank shall not be liable for any license or IPR violation on the part of Service Provider.

12.2 Without the Bank's prior written approval, Service provider will not, in performing the Services, use or incorporate, link to or call or depend in any way upon, any software or other intellectual property that is subject to an Open Source or Copy-left license or any other agreement that may give rise to any third-party claims or to limit the Bank's rights under this Agreement.

12.3 Subject to clause 12.4 and 12.5 of this Agreement, Service Provider shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all cost, claims, damages, demands, expenses and liabilities whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Right, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from use of the technology / Software / products or any part thereof in India or abroad, for Software licensed/developed as part of this engagement. In case of violation/ infringement of patent/ trademark/ copyright/ trade secret or industrial design or any other Intellectual Property Right of third party, Service Provider shall, after due inspection and testing, without any additional cost (a) procure for the Bank the right to continue to using the Software supplied; or (b) replace or modify the Software to make it non-infringing so long as the replacement to or modification of Software provide substantially equivalent functional, performance and operational features as the infringing Software which is being

replaced or modified; or (c) to the extent that the activities under clauses (a) and (b) above are not commercially reasonable, refund to the Bank all amounts paid by the Bank to Service Provider under this Agreement.

12.4 The Bank will give (a) notice to Service provider of any such claim without delay/provide reasonable assistance to Service provider in disposing of the claim; (b) sole authority to defend and settle such claim and; (c) will at no time admit to any liability for or express any intent to settle the claim provided that (i) Service Provider shall not partially settle any such claim without the written consent of the Bank, unless such settlement releases the Bank fully from such claim, (ii) Service Provider shall promptly provide the Bank with copies of all pleadings or similar documents relating to any such claim, (iii) Service Provider shall consult with the Bank with respect to the defense and settlement of any such claim, and (iv) in any litigation to which the Bank is also a party, the Bank shall be entitled to be separately represented at its own expenses by counsel of its own selection..

12.5 Service Provider shall have no obligations with respect to any infringement claims to the extent that the infringement claim arises or results from: (i) Service Provider's compliance with the Bank's specific technical designs or instructions (except where Service Provider knew or should have known that such compliance was likely to result in an Infringement Claim and Service Provider did not inform the Bank of the same); (ii) any unauthorized modification or alteration of the Software by the Bank; or (iii) failure to implement an update to the licensed software that would have avoided the infringement, provided Service Provider has notified the Bank in writing that use of the update would have avoided the claim.

12.6 Service provider hereby grants the Bank a *fully paid-up, subscription non-exclusive* ~~<strike off whichever is not applicable>~~ throughout the territory of India or abroad to access, replicate, modify and use Software licensed/developed including its upgraded versions available during the term of this Agreement by Service provider as part of this engagement, including all inventions, designs and trademarks embodied therein perpetually.

12.7 Software licensed/developed as part of this Agreement can be put to use in all offices of the Bank.

### **13. INSTALLATION**

Service provider will install the software/support the Bank in installation of the software developed into the Bank's production, disaster recovery, testing and training environment, if required.

### **14. INSPECTION AND AUDIT**

14.1 It is agreed by and between the parties that Service Provider shall be subject to annual audit by internal/external Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ Software) and services etc. provided to the Bank and Service Provider shall submit such certification by such Auditors to the Bank. Service Provider and or his / their outsourced agents /sub – contractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by Service Provider. Service Provider shall, whenever required by such Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank. Except for the audit done by Reserve Bank of India or any statutory/regulatory authority, the Bank shall provide reasonable notice not less than 7 (seven) days to Service Provider before such audit and same shall be conducted during normal business hours.

14.2 Where any Deficiency has been observed during audit of Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, it is agreed upon by Service Provider that it shall correct/ resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the Deficiencies. It is also agreed that Service Provider shall provide certification of the auditor to the Bank regarding compliance of the observations made by the auditors covering the respective risk parameters against which such Deficiencies observed.

14.3 Service Provider further agrees that whenever required by the Bank, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/ Reserve Bank of India and/or any regulatory authority (ies). The Bank reserves the right to call for and/or retain any relevant information/ audit reports on financial and security review with their findings undertaken by Service Provider. However, Service Provider shall not be obligated to provide records/data not related to Services under the Agreement (e.g. internal cost break-ups etc.).

## **15. CONFIDENTIALITY**

15.1 “Confidential Information” mean all information which is material to the business operations of either party or its affiliated companies, designated as being confidential or which, under the circumstances surrounding disclosure out to be treated as confidential, in any form including, but not limited to, proprietary information and trade secrets, whether or not protected under any patent, copy right or other intellectual property laws, in any oral, photographic or electronic form, whether contained on computer hard disks or floppy diskettes or otherwise without any limitation whatsoever. Without prejudice to the generality of the foregoing, the Confidential Information shall include all information about the party and its customers, costing and technical data, studies, consultants reports, financial information, computer models and programs, software Code, contracts, drawings, blue prints, specifications, operating techniques, processes, models, diagrams, data sheets, reports and other information with respect to any of the foregoing matters. All and every information received by the parties and marked confidential hereto shall be assumed to be confidential information unless otherwise proved. It is further agreed that the information relating to the Bank and its customers is deemed confidential whether marked confidential or not.

15.2 All information relating to the accounts of the Bank’s customers shall be confidential information, whether labeled as such or otherwise.

15.3 All information relating to the infrastructure and Applications (including designs and processes) shall be deemed to be Confidential Information whether labeled as such or not.

Service provider personnel/resources responsible for the project are expected to take care that their representatives, where necessary, have executed a Non-Disclosure Agreement to comply with the confidential obligations under this Agreement.

15.4 Each party agrees that it will not disclose any Confidential Information received from the other to any third parties under any circumstances without the prior written consent of the other party unless such disclosure of Confidential Information is required by law, legal process or any order of any government authority. Service provider, in this connection, agrees to abide by the laws especially applicable to confidentiality of information relating to customers of Banks and the banks per-se, even when the disclosure is required under the law. In such event, the Party must notify the other Party that such disclosure has been made in accordance with law; legal process or order of a government authority.

15.5 Each party, including its personnel, shall use the Confidential Information only for the purposes of achieving objectives set out in this Agreement. Use of the Confidential Information for any other purpose shall constitute breach of trust of the same.

15.6 Each party may disclose the Confidential Information to its personnel solely for the purpose of undertaking work directly related to the Agreement. The extent of Confidential Information disclosed shall be strictly limited to what is necessary for those particular personnel to perform his/her duties in connection with the Agreement. Further each Party shall ensure that each personnel representing the respective party agree to be bound by obligations of confidentiality no less restrictive than the terms of this Agreement.

15.7 The non-disclosure obligations herein contained shall not be applicable only under the following circumstances:

- (i) Where Confidential Information comes into the public domain during or after the date of this Agreement otherwise than by disclosure by receiving party in breach of the terms hereof.
- (ii) Where any Confidential Information was disclosed after receiving the written consent of disclosing party.
- (iii) Where receiving party is requested or required by law or by any Court or governmental agency or authority to disclose any of the Confidential Information, then receiving party will provide the other Party with prompt notice of such request

or requirement prior to such disclosure.

(iv) Where any Confidential Information was received by the receiving party from a third party which does not have any obligations of confidentiality to the other Party.

(v) Where Confidential Information is independently developed by receiving party without any reference to or use of disclosing party's Confidential Information.

15.8 Receiving party undertakes to promptly notify disclosing party in writing any breach of obligation of the Agreement by its employees or representatives including confidentiality obligations. Receiving party acknowledges that monetary damages may not be the only and / or a sufficient remedy for unauthorized disclosure of Confidential Information and that disclosing party shall be entitled, without waiving any other rights or remedies, to injunctive or equitable relief as may be deemed proper by a Court of competent jurisdiction.

15.9 Service Provider shall not, without the Bank's prior written consent, make use of any document or information received from the Bank except for purposes of performing the services and obligations under this Agreement.

15.10 Any document received from the Bank shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of Service Provider's performance under the Agreement.

15.11 Upon expiration or termination of the Agreement, all the Bank's proprietary documents, customized programs partially or wholly completed and associated documentation, or the Bank's materials which are directly related to any project under the Agreement shall be delivered to the Bank or at the Bank's written instruction destroyed, and no copies shall be retained Service provider without the Bank's written consent.

15.12 The foregoing obligations (collectively referred to as "Confidentiality Obligations") set out in this Agreement shall survive the term of this Agreement and for a period of five (5) years thereafter provided Confidentiality Obligations with respect to individually identifiable information, customer's data of Parties or software in human-readable form (e.g., source code) shall survive in perpetuity.



## 16. TERMINATION

16.1 The Bank may, without prejudice to any other remedy for breach of Agreement, by written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part:

1.1.1 If Service Provider fails to deliver any or all the obligations within the time period specified in the Agreement, or any extension thereof granted by the Bank;

1.1.2 If Service Provider fails to perform any other obligation(s) under the Agreement;

1.1.3 Violations of any terms and conditions stipulated in the RFP;

1.1.4 On happening of any termination event mentioned herein above in this Agreement.

Prior to providing a written notice of termination to Service Provider under clause 17.1 (i) to 17.1 (iii), the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, the Bank shall have right to initiate action in accordance with above clause.

16.2 The Bank, by written notice of not less than 90 (ninety) days, may terminate the Agreement, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period). In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.

16.3 In the event the bank terminates the Agreement in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner, as it deems appropriate, software or services similar to those undelivered and subject to clause 21 Service Provider shall be liable to the Bank for any excess costs for such similar software or services. However, Service provider, in case of part termination, shall continue the performance of the Agreement to the extent not terminated.

16.4 The Bank shall have a right to terminate the Agreement immediately by giving a notice in writing to Service Provider in the following eventualities:

- (i) If any Receiver/Liquidator is appointed in connection with the business of

Service Provider or Service Provider transfers substantial assets in favour of its creditors or any orders / directions are issued by any Authority / Regulator which has the effect of suspension of the business of Service Provider.

- (ii) If Service Provider applies to the Court or passes a resolution for voluntary winding up of or any other creditor / person files a petition for winding up or dissolution of Service Provider.
- (iii) If any acts of commission or omission on the part of Service Provider or its agents, employees, sub-contractors or representatives, in the reasonable opinion of the Bank tantamount to fraud or prejudicial to the interest of the Bank or its employees.
- (iv) Any document, information, data or statement submitted by Service Provider in response to RFP, based on which Service Provider was considered eligible or successful, is found to be false, incorrect or misleading.

16.5 In the event of the termination of the Agreement Service Provider shall be liable and responsible to return to the Bank all records, documents, data and information including Confidential Information pertains to or relating to the Bank in its possession.

16.6 In the event of termination of the Agreement for material breach, Bank shall have the right to report such incident in accordance with the mandatory reporting obligations under the applicable law or regulations.

16.7 Upon termination or expiration of this Agreement, all rights and obligations of the Parties hereunder shall cease, except such rights and obligations as may have accrued on the date of termination or expiration; the obligation of indemnity; obligation of payment ;confidentiality obligation; Governing Law clause; Dispute resolution clause; and any right which a Party may have under the applicable Law.

## 17. DISPUTE REDRESSAL MACHANISM & GOVERNING LAW

17.1 All disputes or differences whatsoever arising between the parties out of or in connection with this Agreement (including dispute concerning interpretation) or in discharge of any obligation arising out of the Agreement (whether during the progress of work or after completion of such work and whether before or after the termination of this Agreement, abandonment or breach of this Agreement), shall be settled amicably.

17.2 If the parties are not able to solve them amicably within 30 (thirty) days after dispute occurs as evidenced through the first written communication from any Party notifying the other regarding the disputes, either Party [the Bank or Service Provider] shall give written notice to other party clearly setting out there in, specific dispute(s) and/or difference(s), and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the Parties.

17.3 In the absence of consensus about the single arbitrator, the dispute may be referred to an arbitration panel; one to be nominated by each Party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws and the arbitration shall be conducted in accordance with the Arbitration and Conciliation Act, 1996.

17.4 Service Provider shall continue work under the Agreement during the arbitration proceedings, unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.

17.5 Arbitration proceeding shall be held at **Mumbai**, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

17.6 This Agreement shall be governed by laws in force in India. Subject to the arbitration clause above, all disputes arising out of or in relation to this Agreement, shall be subject to the exclusive jurisdiction of the courts at **Mumbai** only.

17.7 In case of any change in applicable laws that has an effect on the terms of this Agreement, the Parties agree that the Agreement may be reviewed, and if deemed necessary by the Parties, make necessary amendments to the Agreement by mutual agreement in good faith, in case of disagreement obligations mentioned in this clause shall be observed.

## **18. POWERS TO VARY OR OMIT WORK**

18.1 No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the Agreement shall be made by Service provider except as directed in writing by Bank. The Bank shall have full powers, subject to the provision herein after contained, from time to time during the execution of the Agreement, by notice in writing to instruct Service Provider to make any variation without prejudice to the Agreement. Service Provider shall carry out such variations and be bound by the same conditions, though the said variations occurred in the Agreement documents. If any suggested variations would, in the opinion of Service Provider, if carried out, prevent them from fulfilling any of their obligations under the Agreement, they shall notify the Bank, thereof, in writing with reasons for holding such opinion and Bank shall instruct Service Provider to make such other modified variation without prejudice to the Agreement. Service Provider shall carry out such variations and be bound by the same conditions, though the said variations occurred in the Agreement documents. If Bank confirms their instructions Service Provider's obligations will be modified to such an extent as may be mutually agreed. If such variation involves extra cost, any agreed difference in cost occasioned by such variation shall be mutually agreed between the parties. In any case in which Service Provider has received instructions from the Bank as to the requirement of carrying out the altered or additional substituted work, which either then or later on, will in the opinion of Service Provider, involve a claim for additional payments, such additional payments shall be mutually agreed in line with the terms and conditions of the order.

18.2 If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of reduction in payment to be made to Service Provider, before Service provider proceeding with the change.

## 19. WAIVER OF RIGHTS

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

## 20. LIMITATION OF LIABILITY

20.1 The maximum aggregate liability of Service Provider, subject to clause 21.3, in respect of any claims, losses, costs or damages arising out of or in connection with this Agreement shall not exceed the total Project Cost.

20.2 Under no circumstances shall either Party be liable for any indirect, consequential or incidental losses, damages or claims including loss of profit, loss of business or revenue.

20.3 The limitations set forth in Clause 21.1 shall not apply with respect to:

- (i) claims that are the subject of indemnification pursuant to Clause 12<sup>10</sup> (infringement of third party Intellectual Property Right);
- (ii) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider;
- (iii) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations ;
- (iv) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the

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<sup>10</sup> Please see Clause 12 'IPR Indemnification'

notice of Service Provider.

For the purpose of clause 21.3(ii) “Gross Negligence” means any act or failure to act by a party which was in reckless disregard of or gross indifference to the obligation of the party under this Agreement and which causes injury, damage to life, personal safety, real property, harmful consequences to the other party, which such party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act for which such Party is legally liable. Notwithstanding the forgoing, Gross Negligence shall not include any action taken in good faith.

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

## **21. FORCE MAJEURE**

21.1 Notwithstanding anything else contained in the Agreement, neither Party shall be liable for any delay in performing its obligations herein if and to the extent that such delay is the result of an event of Force Majeure.

21.2 For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major, acts of Government in their sovereign capacity, impeding reasonable performance of Service Provider and /or sub-contractor but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.

21.3 If Force Majeure situation arises, the non-performing Party shall promptly notify to the other Party in writing of such conditions and the cause(s) thereof. Unless otherwise

agreed in writing, the non-performing Party shall continue to perform its obligations under the Agreement as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

21.4 If the Force Majeure situation continues beyond 30 (thirty) days, either Party shall have the right to terminate the Agreement by giving a notice to the other Party. Neither Party shall have any penal liability to the other in respect of the termination of this Agreement as a result of an event of Force Majeure. However, Service Provider shall be entitled to receive payments for all services actually rendered up to the date of the termination of this Agreement.

## 22. NOTICES

22.1 Any notice or any other communication required to be given under this Agreement shall be in writing and may be given by delivering the same by hand or sending the same by prepaid registered mail, postage prepaid, telegram or facsimile to the relevant address set forth below or such other address as each Party may notify in writing to the other Party from time to time. Any such notice given as aforesaid shall be deemed to be served or received at the time upon delivery (if delivered by hand) or upon actual receipt (if given by postage prepaid, telegram or facsimile).

22.2 A notice shall be effective when it is delivered or on the effective date of the notice, whichever is later.

22.3 The addresses for Communications to the Parties are as under.

(a) In the case of the Bank

(b) In case of Service Provider

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

22.4 In case there is any change in the address of one Party, it shall be promptly communicated in writing to the other Party.

### 23. GENERAL TERMS & CONDITIONS

23.1 TRAINING: Service Provider shall train designated Bank officials on the configuration, operation/ functionalities, maintenance, support & administration for Software, application architecture and components, installation, troubleshooting processes of the proposed Services as mentioned in this Agreement

23.2 PUBLICITY: Service Provider may make a reference of the Services rendered to the Bank covered under this Agreement on Service provider's Web Site or in their sales presentations, promotional materials, business plans or news releases etc., only after prior written approval from the Bank.

23.3 SUCCESSORS AND ASSIGNS: This Agreement shall bind and inure to the benefit of the Parties, and their respective successors and permitted assigns.

23.4 NON-HIRE AND NON-SOLICITATION: During the term of this Agreement and for a period of one year thereafter, neither Party shall (either directly or indirectly through a third party) employ, solicit to employ, cause to be solicited for the purpose of employment or offer employment to any employee(s) of the other Party, or aid any third person to do so, without the specific written consent of the other Party. However, nothing in this clause shall affect the Bank's regular recruitments as per its recruitment policy and not targeted to the employees of Service provider.

23.5 SEVERABILITY: The invalidity or unenforceability of any provision of this Agreement shall not in any way effect, impair or render unenforceable this Agreement or any other provision contained herein, which shall remain in full force and effect.

23.6 MODIFICATION: This Agreement may not be modified or amended except in writing signed by duly authorized representatives of each Party with express mention thereto of this Agreement.

23.7 ENTIRE AGREEMENT: The following documents along with all addenda issued thereto shall be deemed to form and be read and construed as integral part of this Agreement and in case of any contradiction between or among them the priority in which a document would prevail over another would be as laid down below beginning from the highest priority to the lowest priority:





- (i) This Agreement;
- (ii) Annexure of Agreement;
- (iii) Rate Order No. \_\_\_\_\_ dated \_\_\_\_\_; and
- (iv) RFP

23.8 PRIVACY: Neither this Agreement nor any provision hereof is intended to confer upon any person/s other than the Parties to this Agreement any rights or remedies hereunder.

23.9 DUE AUTHORISATION: Each of the undersigned hereby represents to the other that she/ he is authorized to enter into this Agreement and bind the respective parties to this Agreement.

23.10 COUNTERPART: This Agreement may be executed in duplicate and each copy is treated as original for all legal purposes.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed by their duly authorized representatives as of the date and day first mentioned above.

**State Bank of India**

\_\_\_\_\_ **Service Provider**

**By:**  
**Name:**  
**Designation:**  
**Date:**

**By:**  
**Name:**  
**Designation:**  
**Date:**

WITNESS:

1.

1.

2.

2.

**ANNEXURE-A**

**DELIVERABLES/SCOPE OF WORK**

1. Description of Deliverables:

*[Identify each individual component of the Deliverables, including equipment and software, by name and version.]*

2. Specifications, Performance Standards, and Functional Requirements:

*[Include here all of the specifications, performance standards, and functional requirements for the Deliverables that are important to the Bank. Be certain to include run and operator response times (if applicable) which are part of the Acceptance criteria discussed in this agreement.]*

2.1 *Service Provider undertakes and warrants to provide technical support with resolution time frame as per the matrix given below:*

| <i>Severity</i>          | <i>Description</i> | <i>Response Time</i> | <i>Resolution time</i> |
|--------------------------|--------------------|----------------------|------------------------|
| <i>Critical</i>          |                    |                      |                        |
| <i>High/Major</i>        |                    |                      |                        |
| <i>Medium/</i>           |                    |                      |                        |
| <i>Low/Minor</i>         |                    |                      |                        |
| <i>Very Low/Cosmetic</i> |                    |                      |                        |

3. Documentation:

*[Identify here all user manuals and other documentation concerning the Software.]*

4. Place of Service<sup>11</sup>

|    |       |
|----|-------|
| 1. | _____ |
| 2. | _____ |

<sup>11</sup>Brief description of place of service

5. Standard Services

Standard services to be delivered under this agreement are illustratively listed below:-

*The details of services, their responsibilities and availability to be described----*

1.....

2.....

6. Maintenance/ Upgrades

6.1 Service Provider shall maintain and upgrade the Software during the warranty and support period so that the Software shall, at all times during the warranty and support period, meet or exceed the specifications in the Project Documents and the performance requirements as set forth in this Agreement. Service provider shall, at no cost to the Bank, promptly correct any and all errors, Deficiencies and defects in the Software.

6.2 Service Provider shall have the operational maintenance obligations (e.g., telephone support, problem resolution, on-site services) as mentioned in Annexure A. *<kindly add operational maintenance obligation with deliverables>*

7. Correction of Deficiencies in Deliverables

7.1 If Service provider is unable to correct all Deficiencies preventing acceptance of a deliverable or meet the performance requirements, for which Service provider is responsible within the timelines as mentioned in this Agreement, the Bank may at its discretion:

- a) Without prejudiced to the Bank's other rights under this Agreement, allow Service provider to continue its efforts to make corrections; or
- b) Accept the deliverable with its Deficiencies and reach agreement with Service provider on an equitable reduction to Service provider's charges for developing such deliverable to reflect the uncorrected Deficiencies; or
- c) Terminate this Agreement for cause in accordance with Clause 17 (except that the Bank is under no obligation to provide Service provider any further opportunity to cure) and recover its damages as set forth in this Agreement.

8. Service Milestones<sup>12</sup>

| Milestones <sup>13</sup> related to in-scope services and/or components includes<br><Strike off whichever is not applicable>:- |                                  |                                       |
|--------------------------------------------------------------------------------------------------------------------------------|----------------------------------|---------------------------------------|
| Service Category                                                                                                               | Milestone                        | Duration (in months/weeks/days/hours) |
| Development<br><Strike off if not applicable>                                                                                  | <Brief description of milestone> | <mention the duration >               |
| Delivery                                                                                                                       | <Brief description of milestone> | <mention the duration >               |
| Installation                                                                                                                   | <Brief description of milestone> | <mention the duration >               |
| Configuration                                                                                                                  | <Brief description of milestone> | <mention the duration >               |
| User Acceptance Testing                                                                                                        | <Brief description of milestone> | <mention the duration >               |
| Documentation                                                                                                                  | <Brief description of milestone> | <mention the duration >               |
| Training                                                                                                                       | <Brief description of milestone> | <mention the duration >               |
| Live in Production                                                                                                             | <Brief description of milestone> | <mention the duration >               |

9. Risk Management

a. Service Provider shall identify and document the risk in delivering the Services. Service Provider shall identify the methodology to monitor and prevent the risk, and shall also document the steps taken to manage the impact of the risks.

b. Service Request<sup>14</sup>

<sup>12</sup> The Purpose of this clause is identify any assumption made for this agreement.

<sup>13</sup> Assumptions may include items including how the services will be used in future, projected growth rates that may impact how services are to be delivered and future changes that were considered but not included in the agreement

<sup>14</sup> The purpose of this clause is to document the process and timeframe for responding to the service requests.

**ANNEXURE-B**

INFRASTRUCTURE MANAGEMENT METRICS *<strike off which ever in not applicable>*

(a) Service metric for Recovery Time objective (RTO) *<strike off if not applicable>*

| SL no. | Service level category                                      | Service level object                                                                                                                      | Measurement range/criteria                                                                                         |
|--------|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| 1.     | RTO during disaster for shifting to <i>&lt;Place&gt;</i> DC | <i>&lt;.....&gt;</i><br>(requirement to be filled by the concerned dept.)/ 4 hours <i>&lt;strike off which ever in not applicable&gt;</i> | <i>&lt;.....&gt;</i> <i>&lt;to be filled in by the concerned dept. depending on the criticality of service&gt;</i> |

(b) SLA for Recovery Point Objective *<strike off if not applicable>*

| SL no. | Service level category                                   | Service level object                                                                                                                                            | Measurement range/criteria                                                                                         |
|--------|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| 1.     | RPO during disaster for shifting to <i>&lt;Place&gt;</i> | <i>&lt;.....&gt;</i> (requirement to be filled by the concerned dept.)/ 99.999% of PR site data recovery <i>&lt;strike off which ever in not applicable&gt;</i> | <i>&lt;.....&gt;</i> <i>&lt;to be filled in by the concerned dept. depending on the criticality of service&gt;</i> |

(c) INFRASTRUCTURE SUPPORT METRICS *<strike off if not applicable>*

| Activities                        |              | Severity | Response Time (mins) | Resolution Time (mins) | Measurement Criteria |
|-----------------------------------|--------------|----------|----------------------|------------------------|----------------------|
| Operational Task                  | Details      |          |                      |                        |                      |
| <i>&lt;to be filled in by the</i> | <i>.....</i> | Level 1  | <i>.....</i>         | <i>.....</i>           | <i>&lt;.....&gt;</i> |



| Activities                                                                                    |                | Severity    | Response Time (mins) | Resolution Time (mins) | Measurement Criteria                                                                                      |
|-----------------------------------------------------------------------------------------------|----------------|-------------|----------------------|------------------------|-----------------------------------------------------------------------------------------------------------|
| Operational Task                                                                              | Details        |             |                      |                        |                                                                                                           |
| <i>concerned dept. depending on the criticality of service&gt;</i>                            | .....          | Level 2     | .....                | .....                  | <i>.....&lt;br&gt;to be filled in by the concerned dept. depending on the criticality of service &gt;</i> |
|                                                                                               | .....          | Level ....n | .....                | .....                  |                                                                                                           |
| <i>&lt;to be filled in by the concerned dept. depending on the criticality of service&gt;</i> | .....<br>..... | Level 1     | .....                | .....                  |                                                                                                           |
|                                                                                               | .....          | Level 2     | .....                | .....                  |                                                                                                           |
|                                                                                               | .....          | Level.....n | .....                | .....                  |                                                                                                           |

ANNEXURE-C

APPLICATION DEVELOPMENT & MAINTENANCE METRIC.

| Impact Level | Description/Measure | Response Time                                                                    | Resolution Time                                                                  |
|--------------|---------------------|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| Level 1      | Low impact          | <to be filled in by the concerned dept. depending on the criticality of service> | <to be filled in by the concerned dept. depending on the criticality of service> |
| Level 2      | Medium impact       | <to be filled in by the concerned dept. depending on the criticality of service> | <to be filled in by the concerned dept. depending on the criticality of service> |
| .....        | .....               |                                                                                  |                                                                                  |
| Level.....   | Highest impact      | <to be filled in by the concerned dept. depending on the criticality of service> | <to be filled in by the concerned dept. depending on the criticality of service> |

| Urgency Level | Description/Measure             | Response time                                                                    | Resolution time                                                                  |
|---------------|---------------------------------|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| Level 1       |                                 | <to be filled in by the concerned dept. depending on the criticality of service> | <to be filled in by the concerned dept. depending on the criticality of service> |
| Level 2       |                                 | <to be filled in by the concerned dept. depending on the criticality of service> | <to be filled in by the concerned dept. depending on the criticality of service> |
| .....         |                                 |                                                                                  |                                                                                  |
| Level.....    | To be performed on top priority | <to be filled in by the concerned dept. depending on the criticality of service> | <to be filled in by the concerned dept. depending on the criticality of service> |

*<Priorities are to be filled in by the concerned dept. depending on the criticality of service>*

|        | Urgency Level |            |            |            |            |
|--------|---------------|------------|------------|------------|------------|
|        |               | Level 1    | Level 2    |            | Level n    |
| IMPACT | Level 1       | Priority A | Priority A |            | Priority C |
|        | Level 2       | Priority A | Priority B |            | Priority D |
|        | ....          |            | Priority J | Priority K | Priority L |
|        | Level....     | Priority L | Priority M | Priority N | Priority O |
|        |               |            |            |            |            |





**ANNEXURE-D**

SERVICE DESK SUPPORT METRIC *<strike off if not applicable>*

| SL no. | Service level category                                                     | Service level object                                                                                                                                 | Measurement range/criteria                                                                                 |
|--------|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| 1.     | Call type level 1, <i>&lt;strike off which ever in not applicable&gt;</i>  | <i>&lt;.....(requirement)/ call escalated by sbi service desk to .....service provider’s team&gt;&lt;strike off which ever in not applicable&gt;</i> | <i>&lt;.....&gt;&lt;to be filled in by the concerned dept. depending on the criticality of service&gt;</i> |
|        | Call type level 12, <i>&lt;strike off which ever in not applicable&gt;</i> | <i>&lt;.....(requirement)/ call escalated by sbi service desk to .....service provider’s team&gt;&lt;strike off which ever in not applicable&gt;</i> | <i>&lt;.....&gt;&lt;to be filled in by the concerned dept. depending on the criticality of service&gt;</i> |

SERVICE LEVEL REPORTING/ FREQUENCY<sup>15</sup> *<strike off if not applicable>*

*<Describe the service level reporting frequency and methodology>*

| Report Name | Interval | Recipient | Responsible |
|-------------|----------|-----------|-------------|
|             |          |           |             |
|             |          |           |             |

<sup>15</sup>The purpose of this section is to document reports used to measure service levels. These reports must align with the service measurement and should support these measurements.

SERVICE REVIEW MEETING<sup>16</sup> *<strike off if not applicable>*

Service Review meeting shall be held annually/ half yearly. The following comprise of the Service Review Board:

- President,
- Members.....

---

<sup>16</sup>The purpose of this section to describe the frequency of meeting and composition of service review board.

**ANNEXURE-E**

ESCALATION MATRICS<sup>17</sup> *<strike off if not applicable>*

| Service level Category                | Response/Resolution Time | Escalation thresholds           |                 |                 |                 |
|---------------------------------------|--------------------------|---------------------------------|-----------------|-----------------|-----------------|
|                                       |                          | Escalation Level 1              |                 | Escalation..... |                 |
|                                       |                          | Escalation to                   | Escalation Mode | Escalation to   | Escalation Mode |
| Production Support                    |                          | <Name, designation contact no.> |                 |                 |                 |
| Service Milestones                    |                          | <Name, designation contact no.> |                 |                 |                 |
| Infrastructure Management             |                          | <Name, designation contact no.> |                 |                 |                 |
| Application Development & Maintenance |                          | <Name, designation contact no.> |                 |                 |                 |
| Information Security                  |                          | <Name, designation contact no.> |                 |                 |                 |
| Service Desk Support                  |                          | <Name, designation contact no.> |                 |                 |                 |

<sup>17</sup> To ensure that the service beneficiary receives senior management attention on unresolved issues, Service Provider operates a problem escalation procedure in order that any unresolved problems are notified to Service Provider management personnel on a priority basis dependent upon the impact and urgency of the problem.

**ANNEXURE-F**

<Under mentioned are proposed penalty metrics, they are required to be customized by the concerned dept.> <strike off whichever is not applicable>

**PENALTY FOR NON PERFORMANCE OF SLA**

| <b>Service level category</b>                                                 | <b>SLA Measure</b>                                             | <b>Penalty Calculation</b>           |
|-------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------------|
| Application Uptime/Downtime/ RTO/RPO <strike off whichever is not applicable> | <delay in minutes / hours /days>< to be provided by the dept.> |                                      |
| Delivery Schedule                                                             | <Delay ( in working days)>< to be provided>                    |                                      |
| Installation                                                                  | <delay in minutes / hours /days>< to be provided by the dept.> |                                      |
| User Acceptance Testing                                                       | <delay in minutes / hours /days>< to be provided by the dept.> |                                      |
| Live in Production                                                            | <delay in minutes / hours /days>< to be provided by the dept.> |                                      |
| Periodical training                                                           | <Delay ( in working days)>< to be provided>                    | .....<For each resource not trained> |
| Source Code                                                                   | <Delay ( in working days)>< to be provided>                    |                                      |
| Non-availability of staff                                                     |                                                                |                                      |
| Reports/                                                                      |                                                                |                                      |

PENALTY FOR EVERY ITEMS, Penalty at the rates given below:

| Category of defect | Service Area | Penalty |
|--------------------|--------------|---------|
| Minor              |              |         |
| Medium             |              |         |
| Major              |              |         |
| Critical           |              |         |

PENALTY FOR NON PERFORMANCE AT HELP DESK

| Service Area | SLA measurement                                                                                                   | Penalty % on _____<br><to be provided by the dept.,> |                                                                   | Calculate penalty on           |
|--------------|-------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|-------------------------------------------------------------------|--------------------------------|
|              |                                                                                                                   | 0 %                                                  | _____ % (for every 1% shortfall from the stipulated service level |                                |
| Help Desk    | Time taken for resolution of calls<br>(99.9% of the calls should be resolved within the stipulated response time) | More than or equal to 99.9 % of service level        | Less than 99.9 % of service level                                 | <to be provided by the dept.,> |

**ANNEXURE G**

**Transition & Knowledge Transfer Plan**

**1. Introduction**

- 1.1 This Annexure describes the duties and responsibilities of Service Provider and the Bank to ensure proper transition of services and to ensure complete knowledge transfer.

**2. Objectives**

- 2.1 The objectives of this annexure are to:
- 2.1.1 ensure a smooth transition of Services from Service Provider to a New/Replacement SERVICE PROVIDER or back to the Bank at the termination or expiry of this Agreement;
  - 2.1.2 ensure that the responsibilities of both parties to this Agreement are clearly defined in the event of exit and transfer; and
  - 2.1.3 ensure that all relevant Assets are transferred.

**3. General**

- 3.1 Where the Bank intends to continue equivalent or substantially similar services to the Services provided by Service Provider after termination or expiry the Agreement, either by performing them itself or by means of a New/Replacement SERVICE PROVIDER, Service Provider shall ensure the smooth transition to the Replacement SERVICE PROVIDER and shall co-operate with the Bank or the Replacement SERVICE PROVIDER as required in order to fulfil the obligations under this annexure.
- 3.2 Service Provider shall co-operate fully with the Bank and any potential Replacement SERVICE PROVIDERs tendering for any Services, including the transfer of responsibility for the provision of the Services previously performed by Service Provider to be achieved with the minimum of disruption. In particular:
- 3.2.1 during any procurement process initiated by the Bank and in anticipation of the expiry or termination of the Agreement and irrespective of the identity of any

potential or actual Replacement SERVICE PROVIDER, Service Provider shall comply with all reasonable requests by the Bank to provide information relating to the operation of the Services, including but not limited to, hardware and software used, inter-working, coordinating with other application owners, access to and provision of all performance reports, agreed procedures, and any other relevant information (including the configurations set up for the Bank and procedures used by Service Provider for handling Data) reasonably necessary to achieve an effective transition, provided that:

- 3.2.1.1 Service Provider shall not be obliged to provide any information concerning the costs of delivery of the Services or any part thereof or disclose the financial records of Service Provider to any such party;
  - 3.2.1.2 Service Provider shall not be obliged to disclose any such information for use by an actual or potential Replacement SERVICE PROVIDER unless such a party shall have entered into a confidentiality agreement; and
  - 3.2.1.3 whilst supplying information as contemplated in this paragraph 3.2.1 Service Provider shall provide sufficient information to comply with the reasonable requests of the Bank to enable an effective tendering process to take place but shall not be required to provide information or material which Service Provider may not disclose as a matter of law.
- 3.3 In assisting the Bank and/or the Replacement SERVICE PROVIDER to transfer the Services the following commercial approach shall apply:
- 3.3.1 where Service Provider does not have to utilise resources in addition to those normally used to deliver the Services prior to termination or expiry, Service Provider shall make no additional Charges. The Bank may reasonably request that support and materials already in place to provide the Services may be redeployed onto work required to effect the transition provided always that where the Bank agrees in advance that such redeployment will prevent Service Provider from meeting any Service Levels, achieving any other key dates or from providing any specific deliverables to the Bank, the Bank shall not be entitled to claim any penalty or liquidated damages for the same.
  - 3.3.2 where any support and materials necessary to undertake the transfer work or any costs incurred by Service Provider are additional to those in place as part of the proper provision of the Services the Bank shall pay Service Provider

for staff time agreed in advance at the rates agreed between the parties and for materials and other costs at a reasonable price which shall be agreed with the Bank.

- 3.4 If so required by the Bank, on the provision of no less than 15 (fifteen) days' notice in writing, Service Provider shall continue to provide the Services or an agreed part of the Services for a period not exceeding **6 (Six)** months beyond the date of termination or expiry of the Agreement. In such event the Bank shall reimburse Service Provider for such elements of the Services as are provided beyond the date of termination or expiry date of the Agreement on the basis that:
- 3.4.1 Services for which rates already specified in the Agreement shall be provided on such rates;
- 3.4.2 materials and other costs, if any, will be charged at a reasonable price which shall be mutually agreed between the Parties.
- 3.5 Service Provider shall provide to the Bank an analysis of the Services to the extent reasonably necessary to enable the Bank to plan migration of such workload to a Replacement SERVICE PROVIDER provided always that this analysis involves providing performance data already delivered to the Bank as part of the performance monitoring regime.
- 3.6 Service Provider shall provide such information as the Bank reasonably considers to be necessary for the actual Replacement SERVICE PROVIDER, or any potential Replacement SERVICE PROVIDER during any procurement process, to define the tasks which would need to be undertaken in order to ensure the smooth transition of all or any part of the Services.
- 3.7 Service Provider shall make available such Key Personnel who have been involved in the provision of the Services as the Parties may agree to assist the Bank or a Replacement SERVICE PROVIDER (as appropriate) in the continued support of the Services beyond the expiry or termination of the Agreement, in which event the Bank shall pay for the services of such Key Personnel on a time and materials basis at the rates agreed between the parties.
- 3.8 Service Provider shall co-operate with the Bank during the handover to a Replacement SERVICE PROVIDER and such co-operation shall extend to, but shall not be limited to, inter-working, co-ordinating and access to and provision of all operational and performance documents, reports, summaries produced by



Service Provider for the Bank, including the configurations set up for the Bank and any and all information to be provided by Service Provider to the Bank under any other term of this Agreement necessary to achieve an effective transition without disruption to routine operational requirements.

#### **4. Replacement SERVICE PROVIDER**

4.1 In the event that the Services are to be transferred to a Replacement SERVICE PROVIDER, the Bank will use reasonable endeavors to ensure that the Replacement SERVICE PROVIDER co-operates with Service Provider during the handover of the Services.

#### **5. Subcontractors**

5.1 Service Provider agrees to provide the Bank with details of the Subcontracts (if permitted by the Bank) used in the provision of the Services. Service Provider will not restrain or hinder its Subcontractors from entering into agreements with other prospective service providers for the delivery of supplies or services to the Replacement SERVICE PROVIDER.

#### **6. Transfer of Configuration Management Database**

6.1 **6 (six)** months prior to expiry or within **2 (two)** week of notice of termination of this Agreement Service Provider shall deliver to the Bank a full, accurate and up to date cut of content from the Configuration Management Database (or equivalent) used to store details of Configurable Items and Configuration Management data for all products used to support delivery of the Services.

#### **7. Transfer of Assets**

7.1 **6 (six)** months prior to expiry or within **2 (two)** week of notice of termination of the Agreement Service Provider shall deliver to the Bank the Asset Register comprising:

7.1.1 a list of all Assets eligible for transfer to the Bank; and

7.1.2 a list identifying all other Assets, (including human resources, skillset requirement and know-how), that are ineligible for transfer but which are essential to the delivery of the Services. The purpose of each component and

the reason for ineligibility for transfer shall be included in the list.

- 7.2 Within **1 (one)** month of receiving the Asset Register as described above, the Bank shall notify Service Provider of the Assets it requires to be transferred, (the “Required Assets”), and the Bank and Service Provider shall provide for the approval of the Bank a draft plan for the Asset transfer.
- 7.3 In the event that the Required Assets are not located on Bank premises:
- 7.3.1 Service Provider shall be responsible for the dismantling and packing of the Required Assets and to ensure their availability for collection by the Bank or its authorised representative by the date agreed for this;
- 7.3.2 any charges levied by Service Provider for the Required Assets not owned by the Bank shall be fair and reasonable in relation to the condition of the Assets and the then fair market value; and
- 7.3.3 for the avoidance of doubt, the Bank will not be responsible for the Assets.
- 7.4 Service Provider warrants that the Required Assets and any components thereof transferred to the Bank or Replacement SERVICE PROVIDER benefit from any remaining manufacturer’s warranty relating to the Required Assets at that time, always provided such warranties are transferable to a third party.

## **8. Transfer of Software Licenses**

- 8.1 **6 (six)** months prior to expiry or within **2 (two)** week of notice of termination of this Agreement Service Provider shall deliver to the Bank all licenses for Software used in the provision of Services which were purchased by the Bank.
- 8.2 On notice of termination of this Agreement Service Provider shall, within **2 (two)** week of such notice, deliver to the Bank details of all licenses for SERVICE PROVIDER Software and SERVICE PROVIDER Third Party Software used in the provision of the Services, including the terms of the software license agreements. For the avoidance of doubt, the Bank shall be responsible for any costs incurred in the transfer of licenses from Service Provider to the Bank or to a Replacement SERVICE PROVIDER provided such costs shall be agreed in advance. Where transfer is not possible or not economically viable the Parties will discuss alternative licensing arrangements.
- 8.3 Within **1 (one)** month of receiving the software license information as described above, the Bank shall notify Service Provider of the licenses it wishes to be

transferred, and Service Provider shall provide for the approval of the Bank a draft plan for license transfer, covering novation of agreements with relevant software providers, as required. Where novation is not possible or not economically viable the Parties will discuss alternative licensing arrangements.

## **9. Transfer of Software**

9.1 Wherein State Bank of India is the owner of the software, **6 (six)** months prior to expiry or within **2 (two)** weeks of notice of termination of this Agreement Service Provider shall deliver, or otherwise certify in writing that it has delivered, to the Bank a full, accurate and up to date version of the Software including up to date versions and latest releases of, but not limited to:

- (a) Source Code (with source tree) and associated documentation;
- (b) application architecture documentation and diagrams;
- (c) release documentation for functional, technical and interface specifications;
- (d) a plan with allocated resources to handover code and design to new development and test teams (this should include architectural design and code 'walk-through');
- (e) Source Code and supporting documentation for testing framework tool and performance tool;
- (f) test director database;
- (g) test results for the latest full runs of the testing framework tool and performance tool on each environment; and

**10. Transfer of Documentation**

10.1 6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement Service Provider shall deliver to the Bank a full, accurate and up-to date set of Documentation that relates to any element of the Services as defined in Annexure A.

**11. Transfer of Service Management Process**

11.1 6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement Service Provider shall deliver to the Bank:

- (a) a plan for the handover and continuous delivery of the Service Desk function and allocate the required resources;
- (b) full and up to date, both historical and outstanding Service Desk ticket data including, but not limited to:
  - (1) Incidents;
  - (2) Problems;
  - (3) Service Requests;
  - (4) Changes;
  - (5) Service Level reporting data;
- (c) a list and topology of all tools and products associated with the provision of the Software and the Services;
- (d) full content of software builds and server configuration details for software deployment and management; and
- (e) monitoring software tools and configuration.

**12. Transfer of Knowledge Base**

12.1 6 (six) months prior to expiry or within 2 (two) week of notice of termination of this Agreement Service Provider shall deliver to the Bank a full, accurate and up to date cut of content from the knowledge base (or equivalent) used to troubleshoot issues arising with the Services but shall not be required to provide information or material which Service Provider may not disclose as a matter of law.

### 13. Transfer of Service Structure

13.1 6 (six) months prior to expiry or within 2 (two) weeks' notice of termination of this Agreement Service Provider shall deliver to the Bank a full, accurate and up to date version of the following, as a minimum:

- (a) archive of records including:
  - (1) Questionnaire Packs;
  - (2) project plans and sign off;
  - (3) Acceptance Criteria; and
  - (4) Post Implementation Reviews.
- (b) programme plan of all work in progress currently accepted and those in progress;
- (c) latest version of documentation set;
- (d) Source Code (if appropriate) and all documentation to support the services build tool with any documentation for 'workarounds' that have taken place;
- (e) Source Code, application architecture documentation/diagram and other documentation;
- (f) Source Code, application architecture documentation/diagram and other documentation for Helpdesk; and
- (g) project plan and resource required to hand Service Structure capability over to the new team.

### 14. Transfer of Data

14.1 In the event of expiry or termination of this Agreement Service Provider shall cease to use the Bank's Data and, at the request of the Bank, shall destroy all such copies of the Bank's Data then in its possession to the extent specified by the Bank.

14.2 Except where, pursuant to paragraph 14.1 above, the Bank has instructed Service Provider to destroy such Bank's Data as is held and controlled by Service Provider, 1 (one) months prior to expiry or within 1 (one) month of termination of this Agreement, Service Provider shall deliver to the Bank:

- 14.2.1 An inventory of the Bank's Data held and controlled by Service Provider, plus any other data required to support the Services; and/or

14.2.2 A draft plan for the transfer of the Bank's Data held and controlled by Service Provider and any other available data to be transferred.

**15. Training Services on Transfer**

15.1 Service Provider shall comply with the Bank's reasonable request to assist in the identification and specification of any training requirements following expiry or termination. The purpose of such training shall be to enable the Bank or a Replacement SERVICE PROVIDER to adopt, integrate and utilize the Data and Assets transferred and to deliver an equivalent service to that previously provided by Service Provider.

15.2 The provision of any training services and/or deliverables and the charges for such services and/or deliverables shall be agreed between the parties.

15.3 Subject to paragraph 15.2 above, Service Provider shall produce for the Bank's consideration and approval 6 (six) months prior to expiry or within 10 (ten) working days of issue of notice of termination:

15.3.1 A training strategy, which details the required courses and their objectives;

15.3.2 Training materials (including assessment criteria); and

15.3.3 a training plan of the required training events.

15.4 Subject to paragraph 15.2 above, Service Provider shall schedule all necessary resources to fulfil the training plan, and deliver the training as agreed with the Bank.

15.5 SERVICE PROVIDER shall provide training courses on operation of licensed /open source software product at Bank's Contact Centre Premises, DC/DR locations etc., at such times, during business hours as Bank may reasonably request. Each training course will last for \_\_\_\_\_ hours. Bank may enroll up to \_\_\_\_\_ of its staff or \_\_\_\_\_ employees of the new/replacement service provider in any training course, and Service Provider shall provide a hard copy of the Product (licensed or open sourced) standard training manual for each enrollee. Each training course will be taught by a technical expert with no fewer than \_\_\_\_\_ years of experience in operating \_\_\_\_\_ software system. SERVICE PROVIDER shall provide the \_\_\_\_\_ training without any additional charges.

## 16. Transfer Support Activities

16.1 **6 (six)** months prior to expiry or within **10 (ten)** Working Days of issue of notice of termination, Service Provider shall assist the Bank or Replacement SERVICE PROVIDER to develop a viable exit transition plan which shall contain details of the tasks and responsibilities required to enable the transition from the Services provided under this Agreement to the Replacement SERVICE PROVIDER or the Bank, as the case may be.

16.2 The exit transition plan shall be in a format to be agreed with the Bank and shall include, but not be limited to:

- 16.2.1 a timetable of events;
- 16.2.2 resources;
- 16.2.3 assumptions;
- 16.2.4 activities;
- 16.2.5 responsibilities; and
- 16.2.6 risks.

16.3 Service Provider shall supply to the Bank or a Replacement SERVICE PROVIDER specific materials including but not limited to:

- (a) Change Request log;
- (b) entire back-up history; and
- (c) dump of database contents including the Asset Register, problem management system and operating procedures. For the avoidance of doubt this shall not include proprietary software tools of Service Provider which are used for project management purposes generally within Service Provider's business.

16.4 Service Provider shall supply to the Bank or a Replacement SERVICE PROVIDER proposals for the retention of Key Personnel for the duration of the transition period.

16.5 On the date of expiry Service Provider shall provide to the Bank refreshed versions of the materials required under paragraph 16.3 above which shall reflect the position as at the date of expiry.

16.6 Service Provider shall provide to the Bank or to any Replacement SERVICE PROVIDER within **14 (fourteen)** Working Days of expiry or termination a full and complete copy of the Incident log book and all associated documentation recorded by Service Provider till the date of expiry or termination.

16.7 Service Provider shall provide for the approval of the Bank a draft plan to transfer or complete work-in-progress at the date of expiry or termination.

**17. Use of Bank Premises**

17.1 Prior to expiry or on notice of termination of this Agreement, Service Provider shall provide for the approval of the Bank a draft plan specifying the necessary steps to be taken by both Service Provider and the Bank to ensure that the Bank's Premises are vacated by Service Provider.

17.2 Unless otherwise agreed, Service Provider shall be responsible for all costs associated with Service Provider's vacation of the Bank's Premises, removal of equipment and furnishings, redeployment of SERVICE PROVIDER Personnel, termination of arrangements with Subcontractors and service contractors and restoration of the Bank Premises to their original condition (subject to a reasonable allowance for wear and tear).

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**XXXXX**  
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Appendix -L

NON-DISCLOSURE AGREEMENT

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

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

And

\_\_\_\_\_ a private/public limited company/LLP/Firm ~~<strike off whichever is not applicable>~~ incorporated under the provisions of the Companies Act, 1956/ Limited Liability Partnership Act 2008/ Indian Partnership Act 1932 ~~<strike off whichever is not applicable>~~, having its registered office at \_\_\_\_\_ (hereinafter referred to as “\_\_\_\_\_” which expression shall unless repugnant to the subject or context thereof, shall mean and include its successors and permitted assigns) of the OTHER PART;

And Whereas

1. \_\_\_\_\_ is carrying on business of providing \_\_\_\_\_, has agreed to \_\_\_\_\_ for the Bank and other related tasks.

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

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

**1. Confidential Information and Confidential Materials:**

- (a) “Confidential Information” means non-public information that Disclosing Party designates as being confidential or which, under the circumstances surrounding disclosure ought to be treated as confidential. “Confidential Information” includes, without limitation, information relating to developed, installed or purchased Disclosing Party software or hardware products, the information relating to general architecture of Disclosing Party’s network, information relating to nature and content of data stored within network or in any other storage media, Disclosing Party’s business policies, practices, methodology, policy design delivery, and information received from others that Disclosing Party is obligated to treat as confidential. Confidential Information disclosed to Receiving Party by any Disclosing Party Subsidiary and/ or agents is covered by this agreement
- (b) Confidential Information shall not include any information that: (i) is or subsequently becomes publicly available without Receiving Party’s breach of any obligation owed to Disclosing party; (ii) becomes known to Receiving Party free from any confidentiality obligations prior to Disclosing Party’s disclosure of such information to Receiving Party; (iii) became known to Receiving Party from a source other than Disclosing Party other than by the breach of an obligation of confidentiality owed to Disclosing Party and without confidentiality restrictions on use and disclosure; or (iv) is independently developed by Receiving Party.
- (c) “Confidential Materials” shall mean all tangible materials containing Confidential Information, including without limitation written or printed documents and computer disks or tapes, whether machine or user readable.

**2. Restrictions**

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

may disclose confidential information to such Sub-Contractor subject to such Sub Contractor giving the Bank an undertaking in similar terms to the provisions of this clause. Any breach of this Agreement by Receiving Party's Covered Person or Sub-Contractor shall also be constructed a breach of this Agreement by Receiving Party.

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

3. **Rights and Remedies**

- (a) Receiving Party shall notify Disclosing Party immediately upon discovery of any unauthorized used or disclosure of Confidential Information and/ or Confidential Materials, or any other breach of this Agreement by Receiving Party, and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.
- (b) Receiving Party shall return all originals, copies, reproductions and summaries of Confidential Information or Confidential Materials at Disclosing Party's request, or at Disclosing Party's option, certify destruction of the same.
- (c) Receiving Party acknowledges that monetary damages may not be the only and / or a sufficient remedy for unauthorized disclosure of Confidential Information and that disclosing party shall be entitled, without waiving any other rights or remedies (including but not limited to as listed below), to injunctive or equitable relief as may be deemed proper by a Court of competent jurisdiction.
- i. Suspension of access privileges
  - ii. Change of personnel assigned to the job
  - iii. Termination of contract

- (d) Disclosing Party may visit Receiving Party's premises, with reasonable prior notice and during normal business hours, to review Receiving Party's compliance with the term of this Agreement.

4. **Miscellaneous**

- (a) All Confidential Information and Confidential Materials are and shall remain the sole and of Disclosing Party. By disclosing information to Receiving Party, Disclosing Party does not grant any expressed or implied right to Receiving Party to disclose information under the Disclosing Party's patents, copyrights, trademarks, or trade secret information.
- (b) Confidential Information made available is provided "As Is," and disclosing party disclaims all representations, conditions and warranties, express or implied, including, without limitation, representations, conditions or warranties of accuracy, completeness, performance, fitness for a particular purpose, satisfactory quality and merchantability provided same shall not be construed to include fraud or wilful default of disclosing party.
- (c) Neither party grants to the other party any license, by implication or otherwise, to use the Confidential Information, other than for the limited purpose of evaluating or advancing a business relationship between the parties, or any license rights whatsoever in any patent, copyright or other intellectual property rights pertaining to the Confidential Information.
- (d) The terms of Confidentiality under this Agreement shall not be construed to limit either party's right to independently develop or acquire product without use of the other party's Confidential Information. Further, either party shall be free to use for any purpose the residuals resulting from access to or work with such Confidential Information, provided that such party shall maintain the confidentiality of the Confidential Information as provided herein. The term "residuals" means information in non-tangible form, which may be retained by person who has had access to the Confidential Information, including ideas, concepts, know-how or techniques contained therein. Neither party shall have any obligation to limit or restrict the assignment of such persons or to pay royalties for any work resulting from the use of residuals. However, the foregoing shall not be deemed to grant to either party a license under the other party's copyrights or patents.
- (e) This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. It shall not be modified except by a written agreement dated subsequently to the date of this Agreement and signed by both parties. None of the provisions of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of Disclosing Party, its agents, or employees, except by an instrument in writing signed by an authorized officer of Disclosing Party. No waiver

of any provision of this Agreement shall constitute a waiver of any other provision(s) or of the same provision on another occasion.

- (f) In case of any dispute, both the parties agree for neutral third party arbitration. Such arbitrator will be jointly selected by the two parties and he/she may be an auditor, lawyer, consultant or any other person of trust. The said proceedings shall be conducted in English language at Mumbai and in accordance with the provisions of Indian Arbitration and Conciliation Act 1996 or any Amendments or Re-enactments thereto. Nothing in this clause prevents a party from having recourse to a court of competent jurisdiction for the sole purpose of seeking a preliminary injunction or any other provisional judicial relief it considers necessary to avoid irreparable damage. This Agreement shall be governed by and construed in accordance with the laws of Republic of India. Each Party hereby irrevocably submits to the exclusive jurisdiction of the courts of Mumbai.
- (g) Subject to the limitations set forth in this Agreement, this Agreement will inure to the benefit of and be binding upon the parties, their successors and assigns.
- (h) If any provision of this Agreement shall be held by a court of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions shall remain in full force and effect.
- (i) The Agreement shall be effective from \_\_\_\_\_ ("Effective Date") and shall be valid for a period of \_\_\_\_\_ year(s) thereafter (the "Agreement Term"). The foregoing obligations as to confidentiality shall survive the term of this Agreement and for a period of five (5) years thereafter provided confidentiality obligations with respect to individually identifiable information, customer's data of Parties or software in human-readable form (e.g., source code) shall survive in perpetuity.

5. **Suggestions and Feedback**

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



Dated this \_\_\_\_\_ day of \_\_\_\_\_ (Month) 20\_\_ at \_\_\_\_\_ (place)

For and on behalf of \_\_\_\_\_

|             |  |  |
|-------------|--|--|
| Name        |  |  |
| Designation |  |  |
| Place       |  |  |
| Signature   |  |  |

For and on behalf of \_\_\_\_\_

|             |  |  |
|-------------|--|--|
| Name        |  |  |
| Designation |  |  |
| Place       |  |  |
| Signature   |  |  |

Appendix-M

**Pre-Bid Query Format**  
**(To be provide strictly in Excel format)**

| <b>Vendor Name</b> | <b>Sl. No</b> | <b>RFP Page No</b> | <b>RFP Clause No.</b> | <b>Existing Clause</b> | <b>Query/Suggestions</b> |
|--------------------|---------------|--------------------|-----------------------|------------------------|--------------------------|
|                    |               |                    |                       |                        |                          |
|                    |               |                    |                       |                        |                          |
|                    |               |                    |                       |                        |                          |
|                    |               |                    |                       |                        |                          |

Format for Submission of Client References

To whosoever it may concern

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

Name & Signature of authorised signatory

Seal of Company



Appendix-O

**PRE CONTRACT INTEGRITY PACT**  
***(TO BE STAMPED AS AN AGREEMENT)***

This pre-Bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on \_\_\_\_\_ day of the month of \_\_\_\_\_ 20-- , between, on the one hand, the State Bank of India a body corporate incorporated under the State Bank of India Act, 1955 having its Corporate Centre at State Bank Bhavan, Nariman Point, Mumbai through its IT Contact Centre Department / Office at Global IT Center at sector 11, CBD Belapur, Navi Mumbai, Maharashtra- 400614, (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, its successors) of the First Part

And

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

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

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

NOW, THEREFORE,

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

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

will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

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

**1. Commitments of the BUYER**

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

**2. Commitments of BIDDERS**

- 2.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its Bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:
- 2.2 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

- 2.3 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with State Bank of India for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with State Bank of India.
- 2.4 Wherever applicable, the BIDDER shall disclose the name and address of agents and representatives permitted by the Bid documents and Indian BIDDERS shall disclose their foreign principals or associates, if any.
- 2.5 The BIDDER confirms and declares that they have not made any payments to any agents/brokers or any other intermediary, in connection with this Bid/contract.
- 2.6 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original vendors or service providers in respect of product / service covered in the Bid documents and the BIDDER has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 2.7 The BIDDER, at the earliest available opportunity, i.e. either while presenting the Bid or during pre-contract negotiations and in any case before opening the financial Bid and before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 2.8 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, Bid evaluation, contracting and implementation of the contract.
- 2.9 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 2.10 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 2.11 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 2.12 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

- 2.13 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial Interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.
- 2.14 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

### **3. Previous Transgression**

- 3.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise / Public Sector Banks in India or any Government Department in India or RBI that could justify BIDDER's exclusion from the tender process.
- 3.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

### **4. Earnest Money (Security Deposit)**

- 4.1 While submitting commercial Bid, the BIDDER shall deposit an amount (specified in RFP) as Earnest Money/Security Deposit, with the BUYER through any of the mode mentioned in the RFP / Bid document and no such mode is specified, by a Bank Draft or a Pay Order in favour of State Bank of India from any Bank including SBI . However payment of any such amount by way of Bank Guarantee, if so permitted as per Bid documents / RFP should be from any Scheduled Commercial Bank other than SBI and promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof for making such payment to the BUYER.
- 4.2 Unless otherwise stipulated in the Bid document / RFP, the Earnest Money/Security Deposit shall be valid upto a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.
- 4.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same-without assigning any reason for imposing sanction for violation of this Pact.

4.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

## 5. Sanctions for Violations

5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:

- (i) To immediately call off the pre contract negotiations without assigning any reason and without giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue, unless the BUYER desires to drop the entire process.
- (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
- (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- (iv) To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Base Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding could also be utilized to recover the aforesaid sum and interest.
- (v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- (vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- (vii) To debar the BIDDER from participating in future bidding processes of the BUYER or any of its Subsidiaries for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- (viii) To recover all sums paid, in violation of this Pact, by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- (ix) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- (x) Intimate to the CVC, IBA, RBI, as the BUYER deemed fit the details of such events for appropriate action by such authorities.

- 5.2 The BUYER will be entitled to take all or any of the actions mentioned at para 5.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 5.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

#### 6. Fall Clause

The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry/Department of the Government of India or PSU or any other Bank and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or a Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

#### 7. Independent Monitors

- 7.1 The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors to be given).

|                                                                                                            |                                                                                                                     |
|------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| Name: Dr. Parvez Hayat- IPS(Retd.)<br>E mail: <a href="mailto:phayatips@gmail.com">phayatips@gmail.com</a> | Name: Ms. Minnie Mathew,IAS (Retd.)<br>E mail: <a href="mailto:Minniethew635@gmail.com">Minniethew635@gmail.com</a> |
|------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|

- 7.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 7.3 The Monitors shall not be subjected to instructions by the representatives of the parties and perform their functions neutrally and independently.
- 7.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings. Parties signing

this Pact shall not approach the Courts while representing the matters to Independent External Monitors and he/she will await their decision in the matter.

- 7.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.
- 7.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- 7.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 7.8 The Monitor will submit a written report to the designated Authority of BUYER/Secretary in the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

**8. Facilitation of Investigation**

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

**9. Law and Place of Jurisdiction**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

**10. Other Legal Actions**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

**11. Validity**

- 11.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later.



In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract, with the successful Bidder by the BUYER.

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

12. The parties hereby sign this Integrity Pact at \_\_\_\_\_ on \_\_\_\_\_

For BUYER

Name of the Officer.

Designation

Office / Department / Branch

State Bank of India.

For BIDDER

Chief Executive Officer/

Authorised Signatory

Designation

Witness

1

2

Witness

1.

2.

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



**Appendix-P**

**FORMAT FOR EMD BANK GUARANTEE**

To:  
The Deputy General Manager  
State Bank of India  
I.T. Contact Centre,  
2<sup>nd</sup> floor, Kapas Bhawan  
Sector 11, CBD Belapur  
Navi Mumbai  
Maharashtra-400614

**EMD BANK GUARANTEE FOR**

**OUTBOUND CONTACT CENTRE TECH STACK  
TO STATE BANK OF INDIA TO MEET SUCH REQUIRMENT AND PROVIDE  
SUCH SOFTWARE SOLUTION/ SERVICES AS ARE SET OUT IN THE RFP NO.  
SBI/GITC/IT-Contact Centre/2021/2022/826 dated 02.02.2022**

WHEREAS State Bank of India (SBI), having its Corporate Office at Nariman Point, Mumbai, and Regional offices at other State capital cities in India has invited Request for Proposal to develop, implement and support \_\_\_\_\_(name of Software Solution/ Service) as are set out in the Request for Proposal no. SBI/GITC/IT-Contact Centre/2021/2022/826 dated 02.02.2022.

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

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

**4. NOW THIS GUARANTEE WITNESSETH THAT**

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

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

6. We hereby further agree that –

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



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

Notwithstanding anything contained hereinabove:

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

(b) This Bank Guarantee shall be valid upto .....

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

Yours faithfully,

For and on behalf of

\_\_\_\_\_  
Authorized official of the bank

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

**ABBREVIATIONS**

|         |                                        |
|---------|----------------------------------------|
| ACW     | After Call Work                        |
| AD      | Active Directory                       |
| AHT     | Average Handling Time                  |
| AI      | Artificial Intelligence                |
| API     | Application Programming Interface      |
| ASA     | Average Speed of Answer                |
| ASR     | Automatic Speech Recognition           |
| ATM     | Automated Teller Machine               |
| AUX     | Auxiliary time                         |
| AXL     | Administrative XML Web Service         |
| BHCC    | Busy Hour Call Completions             |
| BOM     | Bill of Material                       |
| BPO     | Business Process Outsourcing           |
| CC      | Contact Centre                         |
| CDR     | Call Detail Report                     |
| CLI     | Caller line Identification             |
| CLI-R   | Caller line identification restriction |
| CMMi    | Capability Maturity Model Integration  |
| CRM     | Customer Relationship Management       |
| CSAT    | Customer Satisfaction                  |
| CSV     | Comma Separated Value                  |
| CTI     | Computer Telephony Interface           |
| CX      | Customer experience                    |
| DAT     | Digital Audio Tape                     |
| DB2     | DataBase2                              |
| DNC     | Do Not Call                            |
| DNIS    | Dialled Number Identification Service  |
| DoT     | Department of Telecommunications       |
| DR & DC | Disaster Recovery                      |
| DSAT    | Dis-satisfied Callers on call          |
| DTMF    | Dual Tone Multi Frequency              |
| EMI     | Equated Monthly Instalments            |
| ERP     | Enterprise Resource Planning           |
| ESB     | Enterprise Service Bus                 |
| FAQ     | Frequently Asked Questions             |
| FIFO    | First In First Out                     |
| FTR     | First Time Resolution                  |
| FTP     | File Transfer Protocol                 |
| GSM     | Global System for Mobile communication |
| GUI     | Graphical User Interface               |
| HDD     | Hard Disk Drive                        |
| HR      | Human Resources                        |
| HTTPS   | Hyper Text Transfer Protocol Secure    |
| ID      | Identity Document                      |
| IM      | Instant Messaging                      |
| IOS     | iPhone Operating System                |
| IP      | Internet Protocol                      |
| IPV6    | Internet Protocol version 6            |

|         |                                                    |
|---------|----------------------------------------------------|
| ISD     | International Subscriber Dialling                  |
| ISO     | International Organisation for Standardization     |
| IST     | Indian Standard Time                               |
| IVR     | Interactive Voice Response                         |
| JB1     | Java Business Integration                          |
| JTAPI   | Java Telephony Application Programming Interface   |
| JV      | Joint Ventures                                     |
| KM      | Knowledge Management                               |
| KPI     | Key Performance Indicator                          |
| LAN     | Local Area Network                                 |
| LCD TV  | Liquid Crystal Display Television                  |
| Mac     | Macintosh                                          |
| MIS     | Management Information System                      |
| ML      | Machine Learning                                   |
| MP3     | MPEG Audio Layer 3                                 |
| MPLS    | Multi-Protocol Label Switching                     |
| MRCP    | Media Resource Control Protocol                    |
| MS      | Micro Soft                                         |
| NAS     | Network-attached storage                           |
| NLP     | Natural Language Processing                        |
| NLSML   | Natural Language Semantics Markup Language         |
| NLU     | Natural language understanding                     |
| NXX     | North American Direct Distance Dealing Number Plan |
| ODBC    | Open Database Connectivity                         |
| OEM     | Original Equipment Manufacturer                    |
| OLAP    | Online Analytical Processing                       |
| OVR     | Outbound Interactive Voice Response                |
| PC      | Personal Computer                                  |
| PCI-DSS | Payment Card Industry - Data Security Standard     |
| PDF     | Portable Document Format                           |
| PII     | Personally identifiable information                |
| PoE     | Power over Ethernet                                |
| POP     | Point of Presence                                  |
| DR      | Disaster Recovery                                  |
| PRI     | Primary Rate Interface                             |
| PSTN    | Public Switch Telephone Network                    |
| PTP     | Promise to Pay                                     |
| QA      | Quality Assurance                                  |
| QM      | Quality Management                                 |
| QMS     | Quality Management System                          |
| QoS     | Quality of Service                                 |
| RBI     | Reserve Bank of India                              |
| RFP     | Request for Proposal                               |
| RM      | Relationship Manager                               |
| RTSA    | Real Time Speech Analytics                         |
| SAN     | Storage Area Network                               |
| SBI     | State Bank of India                                |
| SFTP    | Secure File Transfer Protocol                      |
| SI      | System Integrator                                  |
| SIP     | Session Initiation Protocol                        |
| SIT     | System Integration Testing                         |

|      |                                             |
|------|---------------------------------------------|
| SMPP | Short Message Peer to Peer                  |
| SMS  | Short Message Service                       |
| SOA  | Service-Oriented-Architecture               |
| SOAP | Simple Object Access Protocol               |
| SOP  | Standard Operating Procedure                |
| SQL  | Structured Query Language                   |
| SRGS | Speech Recognition Grammar Specification    |
| SSD  | Solid-State Drive                           |
| SSML | Speech Synthesis Markup Language            |
| SSO  | Single Sign On                              |
| TAPI | Telephony Application Programming Interface |
| TAT  | Turn Around Time                            |
| TCP  | Transmission Control Protocol               |
| TDM  | Time Division Multiplexing                  |
| TRAI | Telecom Regulatory Authority Of India       |
| TTS  | Text to Speech                              |
| UAT  | User Acceptance Testing                     |
| UCID | Universal Call Identifier                   |
| URL  | Uniform Resource Locator                    |
| VIP  | Very Important Person                       |
| VoIP | Voice over Internet Protocol                |
| VPN  | Virtual private network                     |
| VXML | Voice Extensible Markup Language            |
| W3C  | World Wide Web Consortium                   |
| WAN  | Wide area network                           |
| WAV  | Waveform Audio File Format                  |
| WFH  | Work from Home                              |
| XML  | Extensible Markup Language                  |