REQUEST FOR EXPRESSION OF INTEREST
FOR PROCUREMENT OF APPLICATION FOR HANDLING CROSS BORDER REMITTANCES UNDER RUPEE DRAWING ARRANGEMENT SCHEME OF RBI

Ref: SBI: GITC: GLS: 37 dated: 12.02.2024

State Bank of India, Global IT Centre
IT – Treasury Support Services Dept.
2nd Floor, A-Wing, L&T Bldg, Seawoods Rly Stn.,
Seawoods, Navi Mumbai – 400 706.

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 EOI)	Name: M R SURESH Designation: Asst. General Manager Email ID: suresh.ramasamy@sbi.co.in Name: Ms Kakoli Mukherjee, AGM(S) kakoli.m@sbi.co.in Contact Address: State Bank of India, Global IT Centre, IT-TSS Dept. 2nd Floor A-Wing, L&T Bldg Seawoods Navi Mumbai 400 706. Contact Number: +91 6384685606
2	Bid Document Availability including changes/amendments if any to be issued	EOI may be downloaded from Bank's procurement website https://etender.sbi/SBI and https://www.sbi.co.in procurement news from 12.02.2024 to 04.03.2024
3	Last date for requesting clarification	Up to 5.00 pm on 23.02.2024 All communications regarding points / queries requiring clarifications shall be given in writing or by e-mail.
4	Clarification Meeting at (venue)	From 3.00 pm to 5.00 pm on 28.02.2024 at IT-TSS Dept. SBI GITC or through an online meeting. The exact mode will be advised subsequently.
5	Clarifications to queries raised at pre-bid meeting will be provided by the Bank.	On 29.02.2024
6	Last date and time for Bid submission	Upto 5.00 pm on 04.03.2024
7	Address for submission of EOI Bids *(Please incorporate details of e-Procurement Agency portal wherein online bid has to be submitted)*	https://etender.sbi/SBI/
8	Date and Time of opening of Technical Bids	4.00 pm on 05.03.2024
11	Tender (Application) Fee	Rs.10,000.00 Amount should be deposited in A/c No: 4897932113433 IFSC: SBIN0011343

<table>
<tr><td></td><td></td><td>Account Name: SUBSIDY INWARD REMITTANCE ACCOUNT
Mode of Transfer: NEFT & RTGS only
(or)
Account Name; System Suspense Branch Parking Account
A/c No. 37608352111
IFSC: SBIN0011343
Branch: OAD, GITC, Belapur
Mode of Transfer : SBI to SBI only (Intra-bank transfer)

Tender fee will be non-refundable.</td></tr>
<tr><td>12</td><td>Contact details of e-Procurement agency appointed for e-procurement</td><td>Procure Tiger Private Ltd. (PTPL)
A 201/208, Wall Street II, Ellisbridge,
<u>AHMEDABAD – 380 006,Gujarat.</u>
Email ID :-
etender.support@sbi.co.in

Contact Numbers :-
<table>
<tr><th>Sr. No</th><th>Name</th><th>Mobile No.</th></tr>
<tr><td>1</td><td>Fahad Khan</td><td>6352631766</td></tr>
<tr><td>2</td><td>Shaikh Nasruddin</td><td>6352632098</td></tr>
<tr><td>3</td><td>Jay Vyas</td><td>9265562819</td></tr>
<tr><td>4</td><td>Mubassera Mansuri</td><td>7859800621</td></tr>
<tr><td>5</td><td>Hiral Purohit</td><td>6352631968</td></tr>
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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 EOI is issued by **the Bank** on behalf of **SBG** for procurement of a solution for handling **Cross Border Remittances Application under RDA**

ii. In order to meet the IT requirements, the Bank proposes to invite online EOI from eligible Bidders wishing to be considered for short listing for participating in bidding process of the proposed procurement.

iii. Bidder shall mean any entity (i.e. juristic person) who meets the eligibility criteria given in **Appendix-B** of this EOI and willing to provide the product and services required by the Bank through RFP process in pursuant to this EOI. The interested Bidders who agree to all the terms and conditions contained in this EOI may submit their Bids with the information desired in this EOI. Consortium bidding is not permitted under this EOI.

iv. Address for submission of online Bids, contact details including email address for sending communications are given in Schedule of Events of this EOI.

v. The objective of this EOI is to identify eligible Bidders who are interested in providing the required product and services and have suitable capacity, capability and experience.

vii. This EOI document shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

viii. Interested Bidders are advised to go through the entire EOI before submission of online Bids to avoid any chance of elimination. The criteria and the actual process of evaluation of the responses to this EOI and subsequent selection of the successful Bidder will be entirely at the Bank's discretion.

2. **BACKGROUND:**

GLS Remittance platform was initially developed by the Bank through a vendor partner and launched in 2003-04 for handling Online remittances under Rupee Drawing Arrangement through tie-up arrangement with Exchange Houses / Banks in the Middle

East. Initially, it was launched under **'SBI Rupee Express'** which is a file-based bulk upload facility. Subsequently, it was developed for API based real time processing of remittances through **'SBI Flash'** product since 2012. The platform is securely integrated with various interfaces like compliance engine, GST engine, Core banking system, Payment gateways like NEFT, IMPS & RTGS, to perform validations, processing of cross border remittances, recovery of charges and sending of notifications through SMS and emails to customers and remittance partners. The above remittance platform is for processing of real time remittances from Pre-funded account of remittance partners and is highly time sensitive as expectation from customers /remittance partners, majorly from Gulf countries for instant credit to beneficiary accounts with SBI as well as with other Banks.

The above applications went through lot many upgrades and customizations over the years based on Compliance as well as Business requirements. Since the above application / software is very old, the Bank is looking for the latest software with cloud native features to provide best-in-class service to our remittance partners. We understand that there are IT Companies handling BFSI segment and Fintech Companies in the market who can provide a custom built 'Off the shelf' Solution to provide a robust remittance platform to meet the Banks' requirement and hence EOI is sought from a suitable vendor having the necessary remittance platform /solution.

The processing of remittances under RDA is being done using the below modules:

1. **Rupee Express**:

   A web-based application which is used by our Remittance partner Banks / Exchange Companies (ECs) in Middle East for remittance to India. The Banks / ECs, upload Transaction(s) files in .CSV file format in GPS System. System performs all the necessary validations viz. a) checking the file format & contents which are acceptable, b) Verification of KYC of beneficiary accounts maintained with SBI and c) validation for OFAC/AML/RBI checks on the transactions. Transactions get processed after positive validation of the various checks and Compliance approval. Entire batch of transactions get processed within near to real time based on batch size.

2. **Rupee Flash & H2H:**

   This is an API based facility to send real time remittances from Abroad to India. Each transaction is transmitted individually by ECs through specific APIs supported by this application. It supports both XML Based and ISO 20022 format API communication. Entire transaction process gets completed within few seconds affording credit to beneficiary accounts on real-time basis.

   The foreign inward remittances are processed for crediting the proceeds to the beneficiary accounts maintained with SBI (Direct Credit) and for beneficiary accounts maintained with other banks are sent through NEFT/RTGS/IMPS.

Bank is looking for a comprehensive and robust application for processing Cross Border Remittances under RDA covering the features mentioned above.

We are floating this Expression of Interest to invite bids from IT vendors who can cater to meet our indicative, and not exhaustive requirement, as stated above.

3. **DISCLAIMER:**

i. The information contained in this EOI, 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 EOI.

ii. This EOI is not an offer by SBI, but an invitation to receive responses from the eligible Bidders.

iii. The purpose of this EOI is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This EOI 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 EOI and where necessary obtain independent advice/clarifications. The bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this EOI.

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 EOI or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the EOI and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this EOI.

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 EOI.

vi. The Bidder is expected to examine all instructions, forms, terms and specifications in this EOI. Failure to furnish all information required under this EOI or to submit a Bid not substantially responsive to this EOI in all respect will be at the Bidder's risk and may result in rejection of the Bid.

vii. The issue of this EOI does not imply that the Bank is bound to select a Bidder or subsequently to award the contract to the shortlisted 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.

4. **DEFINITIONS / ABBRIEVATION:**

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 EOI.

iii. **"Bid"** means the written reply or submission of response to this EOI.

iv. **OEM -** Original Equipment Manufacturer.

v. **SI -** System Integrator

vi. **OFAC** – Office of the Foreign Assets Control

vii. AML – Anti-Money Laundering

5. **ELIGIBILITY AND TECHNICAL CRITERIA/SCOPE OF WORK**:

i. Bid is open to all Bidders who meet the eligibility and technical criteria/scope of work as given in **Appendix-B & Appendix-C** of this EOI. The Bidder has to submit the documents substantiating eligibility criteria as mentioned in this EOI 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 EOI. Bid submitted with options of multiple OEMs shall also be considered Bid submitted on behalf of multiple OEMs.

(b) Either the Bidder on behalf of Principal/OEM or Principal/OEM itself is allowed to Bid, however both cannot Bid simultaneously.

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 EOI/PRE-BID MEETING:**

i. Bidder requiring any clarification on EOI may notify the Bank in writing strictly as per the format given in **Appendix-E** at the address/by e-mail within the date/time mentioned in the Schedule of Events.

ii. All queries to be raised in the pre-bid meeting will relate to the EOI alone and no queries related to detailed analysis of scope of work, payment terms and mode of selection will be entertained. These issues will be amply clarified at the RFP stage.

iii. A pre-Bid meeting will be held in person or online on the date and time specified in the Schedule of Events which may be attended by the authorized representatives of the Bidders interested to respond to this EOI.

iv. The queries received (without identifying source of query) and response of the Bank thereof will be posted on the Bank's website or conveyed to the Bidders.

v. Briefing session: SBI may, at its sole discretion, organize a briefing session to respond to the queries received by the scheduled date and time from the applicants. The exact date, time and location of such session will be communicated through SBI website(s). Applicants may also seek clarifications at the briefing session. All clarifications will be e-mailed to the applicants who raise queries and participate in briefing sessions.

vi. The Bank reserves the right to amend, rescind or reissue the EOI, 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 EOI, 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 EOI 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 EOI or any addenda/corrigenda or clarifications issued in connection thereto.

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

8. **CONTENTS OF EOI DOCUMENT:**

i. The Bidder must thoroughly study/analyse and properly understand the contents of this EOI, its meaning and impact of the information contained therein.

ii. Failure to furnish all information required in this EOI or submission of Bid not responsive to this EOI 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 EOI 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 EOI 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. **BID PREPARATION AND SUBMISSION:**

i. The Bid is to be submitted on portal of e-Procurement agency for EOI **of Procurement of Application for handling Cross border Remittances under RDA** in response to the EOI **No. SBI/GITC/37 dated 12.02.2024**. 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 EOI 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 Tender Fee as specified in this document.
(d) Specific response with supporting documents in respect of Eligibility Criteria as mentioned in **Appendix-B** and technical criteria/scope of work 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, copy of registration certificate issued by competent authority as mentioned in **Sl No 2 of Eligibility Criteria** under **Appendix-B**.

ii. Bidders may please note:

(a) While submitting the Technical Bid, literature on the proposed solution/services should be segregated and kept together in one section.
(b) The Bid document shall be complete in accordance with various clauses of the EOI 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.
(c) 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 EOI. DSC should be in the name of the authorized signatory. It should be in a corporate capacity (that is in Bidder capacity).
(d) If deemed necessary, the Bank may seek clarifications on any aspect of the Bidder. However, that would not entitle the Bidder to change or cause any change in the substances of the Bid already submitted.
(e) The Bidder may also be asked to give a presentation for the purpose of clarification of the Bid.
(f) The Bidder must provide specific and factual replies to the points raised in the EOI.
(g) The Bid shall be typed or written and shall be digitally signed by the Bidder or a person or persons duly authorized.
(h) All the enclosures (Bid submission) shall be serially numbered.

(i) The Bank reserves the right to reject Bids not conforming to above.

10. **DEADLINE FOR SUBMISSION OF BIDS:**

i. Bids must be submitted online on portal of e-Procurement agency by the date and time mentioned in the "Schedule of Events".

ii. In the event of the specified date for submission of Bids being declared a holiday for the Bank, the Bids will be received up to the appointed time on the next working day.

iii. In case the Bank extends the scheduled date of submission of Bid document, the Bids shall be submitted by the time and date rescheduled. All rights and obligations of the Bank and Bidders will remain the same.

11. **MODIFICATION AND WITHDRAWAL OF BIDS:**

i. The Bidder may modify or withdraw its Bid after the Bid's submission, if 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.

12. **BIDDING PROCESS/OPENING OF TECHNICAL BIDS:**

i. All 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 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. Prior to the detailed evaluation, the Bank will determine the responsiveness of each Bid to the EOI. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the EOI in toto, without any deviation.

iii. 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.

iv. After examining the EOI, some or all the Bidders may be asked to make presentation of the solution and demonstrate proof of concept (POC). The Bidder shall bear all costs associated with submission of EOI, presentation/POC desired

by the Bank. The Bank shall not be responsible or liable for any cost thereof, regardless of the conduct or outcome of the process.

v. SBI may shortlist the Bidders who fulfill the eligibility and technical criteria specified in this EOI, have solution/services as per the requirement of the Bank and are agreeing to abide by the terms and conditions of the Bank. Bank's judgment in this regard will be final.

vi. Bank may issue a Request for Proposal (RFP) to shortlisted Bidder for next process of procurement. However, please note that short listing of Bidders should not be treated as a contract for the proposed work.

vii. Nothing contained in this EOI shall impair the Bank's Right to issue 'Open RFP' on the proposed solution/services.

viii. Bidders will be advised about shortlisting of their EOIs or otherwise. However, Bidders will not be provided with information about comparative position of their EOIs with that of others.

13. **CONFLICT OF INTEREST:**

i. Bidder shall not have a conflict of interest (the "Conflict of Interest") that affects the bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified without prejudice to any other right or remedy that may be available to the Bank under the EOI and/ or the subsequent RFP 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 EOI.

iii. For the purposes of this EOI, 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.

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

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

(b) Debarment from participation including removal from empanelled list

Debarment of a delinquent Bidder (including their related entities) for a period (one to two years) from the Bank's procurements including removal from

empanelment, wherever such Bidder is empaneled, due to severe deficiencies in performance or other serious transgressions. Reasons which may justify debarment and/or removal of the Bidder from the list of empaneled vendors are:

- Without prejudice to the rights of the Bank under Clause 14(i) hereinabove, if a Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding Process, such Bidder shall not be eligible to participate in any EOI/RFP issued by the Bank during a period of 2 (two) years from the date of debarment.
- The Bidder fails to abide by the terms and conditions or to maintain the required technical/operational staff/equipment or there is change in its production/service line affecting its performance adversely, or fails to cooperate or qualify in the review for empanelment.
- If Bidder ceases to exist or ceases to operate in the category of requirements for which it is empaneled.
- Bankruptcy or insolvency on the part of the Bidder as declared by a court of law; or
- Banning by Ministry/Department or any other Government agency.
- Other than in situations of force majeure, technically qualified Bidder withdraws from the procurement process or after being declared as successful bidder: (i) withdraws from the process; (ii) fails to enter into a Contract; or (iii) fails to provide performance guarantee or any other document or security required in terms of the RFP documents.
- If the Central Bureau of Investigation/CVC/C&AG or Vigilance Department of the Bank or any other investigating agency recommends such a course in respect of a case under investigation.
- Employs a Government servant or the Bank's Officer within two years of his retirement, who has had business dealings with him in an official capacity before retirement; or
- Any other ground, based on which the Bank considers, that continuation of Contract is not in public interest.
- If there is strong justification for believing that the partners/directors/proprietor/agents of the firm/company has been guilty of violation of the code of integrity or Integrity Pact (wherever applicable), evasion or habitual default in payment of any tax levied by law; etc.

(c) **Banning from Ministry/Country-wide procurements**

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

15. **GOVERNING LANGUAGE:**

The governing language shall be English.

16. **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.

17. **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.

18. **NOTICES:**

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

19. **OTHER TERMS & CONDITIONS**

i. Lodgement of an EOI is evidence of a Bidder's consent to comply with the terms and condition of Request for EOI process and subsequent bidding process. If a Bidder fails to comply with any of the terms, its EOI may be summarily rejected.

ii. Willful misrepresentation of any fact within the Bid will lead to the disqualification of the Bidder without prejudice to other actions that the Bank may take. All the submissions, including any accompanying documents, will become property of the Bank. The Bidders shall be deemed to license, and grant all rights to the Bank, to reproduce the whole or any portion of their Bid document for the

purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.

iii. Bidders must advise the Bank immediately in writing of any material change to the information contained in the EOI application, including any substantial change in their ownership or their financial or technical capacity. Copies of relevant documents must be submitted with their advice. For shortlisted Bidders, this requirement applies until a contract is awarded as a result of subsequent bidding process.

iv. Shortlisted Bidders must not advertise or publish the same in any form without the prior written consent of SBI.

v. Brief overview of the proposed procurement/scope of work given in this document may be further elaborated, viz., more details may be included in the Request for Proposal (RFP) document to be issued as a result of evaluation process of EOIs.

vi. The Bank reserves the right to formulate any terms & conditions while framing the RFP, even if these are in variance with the terms provided in this EOI. Further, the Bidders shall have no claim in this regard.

vii. The Bank shall have the right to cancel the EOI process itself at any time, without thereby incurring any liabilities to the affected Bidders. Reasons for cancellation, as determined by the Bank in its sole discretion include but are not limited to, the following:

   a. Services contemplated are no longer required.
   b. Scope of work not adequately or clearly defined due to unforeseen circumstance and/or factors and/or new developments.
   c. The project is not in the best interest of the Bank.
   d. Any other reason.

PART-II

Appendix –A

BID FORM (TECHNICAL BID)

[On Bidder's letter head]

Date: _____

To:
The Deputy General Manager, IT-TSS,
State Bank of India,
Global IT Centre, IT-TSS Dept. 2nd Floor, A Wing,
L&T Bldg, Seawoods Railway Station, Seawoods,
Navi Mumbai 400 706.

Dear Sir,
Ref: EOI No. SBI:GITC:37: dated 12.02.2024

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

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 EOI.
- We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.

ii. We undertake that, in competing for the above EOI, 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, favors, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Bank, connected directly or indirectly with this EOI process, or to any person, organization or third party related to this EOI in exchange for any advantage in the EOI, evaluation and shortlisting.

iv. We undertake that we will not resort to canvassing with any official of the Bank, connected directly or indirectly with the EOI 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 this EOI. We also accept that in the event of any information / data / particulars proving to be incorrect, the Bank will have the right to disqualify us from the EOI or any subsequent bidding process 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 EOI, read with its amendments/clarifications provided by the Bank.

vii. We understand that you are not bound to accept any Bid you may receive, and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.

viii. We hereby certify that our name does not appear in any "Caution" list of RBI / IBA or any other regulatory body for outsourcing activity.

ix. We hereby certify that on the date of submission of Bid for this EOI, 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.

x. We hereby certify that on the date of submission of the Bid, we do not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order.

xi. We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 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 EOI.

xii. We, further, hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the EOI document.

Dated this ..... day of 202

_____

(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. (Preferably OEM – the bidder must furnish the suitable letter / authorization in case of an SI)		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 – in case of SI both SI and OEM) 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 **Appendix A** in this regard and provide copy of registration certificate issued by competent authority wherever applicable.
3.	The Bidder must have an average annual turnover of minimum Rs.10.00 crore during last 03 (three) financial year(s) i.e. FY 2020-21, FY 2021-22 and FY 2022-23.		Copy of the audited financial statement for required financial years. (Certificate from statutory auditor for preceding/current year may be submitted.)
4.	The Bidder should be profitable organization based on 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 minimum 5 years in providing the required products/services/solution.		Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.

6.	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 2 reputed client references are required)		Bidder should specifically confirm on their letter head in this regard as per **Appendix-F**
7.	Certification Requirements: Application should be complied with OWASP as a minimum-security requirement.		Copy of the Valid Certificate(s) to be provided
8.	Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Bank)		Brief details of litigations, disputes, if any are to be given on Company's letter head.
9.	Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this EOI.		Bidder should specifically certify in **Appendix A** in this regard.
10.	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 **Appendix A** in this regard.

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 2 to 5 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 Sl No 2 to 5 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.

Name & Signature of authorised signatory

Seal of Company

Appendix-C

Technical Criteria/Scope of Work

The Bidder should describe how their solution will meet the required parameters and provide details thereof in their EOI proposal on the following lines:

Solution providers must explicitly mention all details. If the solution is not able to meet some of the parameters mentioned below directly, the solution providers must explicitly mention supporting partner details (if any) and must be able to provide seamless integration to meet the parameters (Though it is not preferred, it will be examined by the bank at its sole discretion, considering the individual weightage for each parameter subject to the adherence of the other terms and conditions mentioned in this EOI)

Applicants should clearly specify whether they adhere to each of the specified functional / technical requirements and features as mentioned in Appendix G -

S.N.	Scope of Work /Technical Criteria (Parameters to be stated below by the procuring Dept.)
1	**Cross Border Transaction Handling Application through Remittance Partner Banks / Exchange Houses & MSBs:** **A. API Based Real Time Remittances (SBI Flash)** XML / ISO 20022 formatted string-based HTTP API request and response through GLS Platform for: i. Transaction validation system (OFAC/RBI/AML and Account validation) and provide a response in XML / ISO 20022 string to remittance partners on real time. ii. Balance enquiry of the Exchange Company Vostro Account. iii. Transactions posting through URL based XML / ISO 20022 string in real time for credit to beneficiary accounts of SBI (Direct Credit) and accounts with other Banks through NEFT/IMPS/RTGS/UPI. iv. System for transaction status enquiry. v. Providing transaction status update to partners vi. Consumption of APIs of partners and onboarding them vii. Latest security features in all URL XML request and response strings and validations:

viii.

- **SSL/Channel Encryption with TLS1.2**
- **Payload Encryption using Hybrid Cryptographic Encryption (Mixture of Symmetric & Asymmetric Encryption)**
- **Ensuring Source Authentication and non-repudiation through IP validation of partners and validation of secret token.**

B. File Based Bulk Remittances (SBI Express)

Pre-defined Transaction File Structure shared with remittance partners for handling bulk remittances to be uploaded in SBI Remittances website with access to remittance partners with all in-built validations and security features.

i. File upload by remittance partners with Maker and Checker facility
ii. Source of files validation (IP, EC Id etc.)
iii. File structure validation
iv. Encryption / Decryption of the files.
v. Integrity / Hash verifications of files.
vi. Transaction validation & Regulatory checks viz. OFAC/RBI/AML checks.
vii. Beneficiary Account validation (for SBI accounts).
viii. Balance enquiry of the Exchange Company Vostro Account.
ix. Transactions posting for credit to beneficiary accounts of SBI (Direct Credit) and accounts with other Banks through NEFT/IMPS/RTGS/UPI.

The brief of the salient features required (but not limited to) are as follows:

1. System for transaction status enquiry.
2. Recovery of Bank's Commission for transactions and generation of invoices to partners as per required periodicity.
3. Generation of various Reports for transactions as per business requirement

	4. Transaction alerts / notifications through SMS/Email /WhatsApp etc. to the stake holders 5. Regulatory Reporting requirements like R-Returns, CBWTR, DWH etc. 6. Parameterizable logic for Transaction limits for monitoring AML limits and other applicable regulatory validations for processing cross border remittances 7. Front-end screens for a. Bank Users having Admin Module as well as Transaction processing/approval for OFAC/AML approval. b. Remittance partner Banks / ECs/MSBs for User Management, Transaction File Upload with Maker & Checker c. 2 Factor Authentication for login purpose as well as file upload for transactions (SMS/ Email/Token etc) 8. Should have capabilities to integrate with Banks' interfaces viz. Core Banking, Compliance Screening, GST & other tax engines, RTGS, NEFT & IMPS interfaces for processing of the foreign inward remittance transactions. 9. Automated reconciliation of failed and returned transactions within specified TAT of each transaction type along with ability to generate daily, weekly, and monthly reconciliation reports as required by operations team.
2	**Foreign Currency Cheque Collections (FCCC):** FCCC system should provide for a. User Creation Module for Maker/Checker roles at Branches and Processing Centre (GLS). b. Lodging of FC Cheques by the branches by Maker c. Approval of the cheques lodged by Checker. d. Generation of Currency-wise / Purpose Code wise Forwarding letter (Cash letter) for each cheque lodged. e. Generation of Currency-wise / Purpose Code wise Summary Report of cheques lodged with forwarding letter. f. Verification and Acknowledgement at Processing Centre (GLS) of the Cheques received.

	g. Generation of Currency-wise & Correspondent Bank wise Master Forwarding letter. h. Processing Module for payment of Cheques on realization i. Recovery of charges j. Reports Module
3	**NRI Document Management Portal:** NRI Document Management System for capturing documents relating to NRI Accounts opening and KYC document / Updation by NRIs & SBI Foreign offices through an online portal and enabling the access through online to the Authorized Users at the Processing Centre for further processing.
4	Cloud Native capability: Application should be cloud-native that could be deployed on private/public cloud, as it is, to capitalize on the inherent characteristics of cloud computing like high scalability, flexibility, and resiliency etc. with full efficiency. Ps. Bank at its sole discretion may decide to go for deployment on Cloud or 'On-prem' physical servers.
5	Full Life Cycle Support: End-to-end ability to support above activities,
6	Workflow configuration, and automation
7	Parameterized architecture for affecting quick changes - Ability to cope with new regulatory requirements
8	Parameterized and configurable accounting rules for various types of transactions - System must be highly flexible and configurable for introducing new products and processes.
9	Integration Capabilities: Must be capable of integrating with bank's other systems and other regulatory database (like Name screening software viz. AMLOCK, PAN, LRS etc) for validation purposes, CBS, EXIM BILLS, Payment Gateways, SWIFT Gateways etc.
10	Integration Workflow Capabilities: Set of capabilities centering on the orchestration layer, integration and synchronization with external systems, third-party execution platforms or service providers
11	Solution Delivery, Ongoing Support. Level 1 onsite support directly by OEM / SI
12	Open Architecture Reference Model: Ability to support and adopt industry standards such as data formats, messages and protocols, integration capabilities, and the provision of an extensible framework of services and standardized processes
13	Record Retention and Purging Functionality: System should be capable enough to store the records as per the bank's policy of record retention at present 10 years. Functionality to archive / retrieve archived records conveniently, with clear segregation of datasets for performance improvements.
14	Integration capabilities with Bank's Single Sign On/ADS for authentication

15	Ability for generation of application-level logs for security, suspicious activities and audit monitoring (in addition to the DB level logs generations) –integration with Bank's SOC
16	System must support encryption with industry standards for data at rest, data in motion and data in use etc.
17	Support of industry standard n-Tier architecture
18	Availability / support for templates for data migration as per bank's requirement.
19	Certifications, if any, like ISO 27001 or similar (desirable)
20	Whether 'Off the Shelf' readymade solution is available

Note: The applicants may please note that the above parameters are only indicative, comprehensive detail may be included in the Request for Proposal (RFP) document to be issued post completion of the EOI process, in case the Bank decides after evaluation of EOIs.

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 a) Name b) Designation c) Address d) Phone Number (Landline) e) Mobile Number f) Fax Number g) Email Address	

Name & Signature of authorised signatory

Seal of Company

Appendix-E

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

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

Appendix-F

Format for Submission of Client References

To whosoever it may concern

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

Appendix - G

Functional Requirements

Instructions : -

NAME OF THE BIDDER	-

Instructions of Filling up of the sheet

1	**"Sl. No." - Serial Number of the Requirement Provided by the Company. Bidder must not change any information in this column**
2	**"System Requirement" - The detailed Requirement. Bidder must not change any information in this column**
3	**"Bidder Response (A/B/C)" - Bidder would be required to provide an appropriate response for the requirement sought as per the following Table**
Bidder Response	
A	Functionality is readily available. ie**. Available - Off the shelf**
B	Functionality not available readily but can be achieved through customization. **Minor customization**
C	Functionality not available. **Major customization / new development**.

Notes to the Bidders:-	
1	In case the Bidder fails to provide a " Bidder Response" against any of the line items the response would be considered as incomplete and may not be scored, at Company's discretion
2	Bidder is expected to provide the response by filling up the columns "Bidder Response (A/B/C)" and "Bidder Clarifications / Comments" only. Bidder is advised not to make any changes to any information on the EOI documents for example insert a row or delete a row or modify any other information like change the functionality required, etc. After incorporating the required information, Bidder must send this in an excel sheet to suresh.ramasamy@sbi.co.in
3	The Bidder's response should be clear and unambiguous.
4	Every requirement needs to be treated as an individual requirement and should not be clubbed with any other requirement and the Bidder needs to provide a "Bidder Response (A/B/C)" for that individual requirement, in case the Bidder clubs the requirements the response would be treated as incorrect .
5	The Evaluation Committee decided by the company would be marking this annexure already entered by the bidder and would be appropriately assigning the final marks. The Company will have the discretion to change the marks against the Bidder's scored line item if the bidder/OEM is not able to showcase the same in Presentation or during site visits.
6	The marks allotted to the responses of the Bidder by the Company after carrying out the above steps above may be reduced to a scale proportionate to the marks allocated for the functional & technical evaluation for the respective module.
7	The Regulatory & statutory authorities mentioned in the excel should be read as Regulatory and statutory authorities as applicable to various asset classes as permitted to Primary Dealers in India.

Appendix - G

A. General : -

Response	Status as per RFP
A	Available - Off the shelf
B	Minor customization
C	Major customization / new development.

Sl. No	System Requirement	Bidder Response (A/B/C)	Bidder Clarifications / Comments
1	**Full Life Cycle Support:** The bidder must have ability to provide full stack on-site support for all the activities related to the proposed system. These includes but not limited to Infra setup and operations support, security configurations support, production support, development and testing support, devops and other related support for adhoc activities.		
2	Solution Delivery, Ongoing Support. Level 1 onsite support directly by OEM / SI		
3	**Parameterized architecture for affecting quick changes -** Ability to cope with new regulatory requirements		
4	**Parameterized and configurable accounting rules for various types of transactions**- System must be highly flexible and configurable for introducing new products and processes.		
5	**Cloud Native capability:** Application should be cloud-native that could be deployed on private/public cloud, as it is, to capitalize on the inherent characteristics of cloud computing like high scalability, flexibility, and resiliency etc. with full efficiency. Ps. Bank at its sole discretion may decide to go for deployment on Cloud or 'On-prem' physical servers.		
6	**Compatible Database , Middleware and OS Compatibility**		
6.1	System should be compatible to be deployed on latest stable RHEL Operating System. OEM Support should be available onsite.		
6.2	System should be compatible to use the underlying database technology as Oracle 19C or any other latest version. OEM Support should be available onsite.		
6.3	System should be compatible to use the underlying Middleware technology as latest stable version of IBM Webshpere or Oracle Weblogic. OEM Support should be available onsite.		
6	**Workflows -** System should have ability for workflow configuration, management and automation.		
7	**Integration Capabilities:** System Must be capable of integrating with bank's other systems and other regulatory database (like Name screening software viz. AMLOCK, PAN, LRS etc) for validation purposes, CBS, EXIM BILLS, Payment Gateways, SWIFT Gateways etc.		

8	**Integration Workflow Capabilities:** Set of capabilities centering on the orchestration layer, integration and synchronization with external systems, third-party execution platforms or service providers		
9	**Open Architecture Reference Model:** Ability to support and adopt industry standards such as data formats, messages and protocols, integration capabilities, and the provision of an extensible framework of services and standardized processes.		
10	**Record Retention and Purging Functionality:** System should be capable enough to store the records as per the bank's policy of record retention at present 10 years. Functionality to archive / retrieve archived records conveniently, with clear segregation of datasets for performance improvements.		
11	Integration capabilities with Bank's Single Sign On/ADS for authentication		
12	Ability for generation of application-level logs for security, suspicious activities and audit monitoring (in addition to the DB level logs generations) –integration with Bank's SOC		
13	System must support encryption with industry standards for data at rest, data in motion and data in use etc.		
14	Support of industry standard n-Tier architecture		
15	Availability / support for templates for data migration as per bank's requirement.		
16	System should be complied with OWASP as a minimum-security requirement. System should be capable and configurable as per applicable IS policy of the Bank and should comply with other supply chain risk management and other applicable regulatory functional/technical compliance guidelines.		
17	The bidder should provide a undertaking to provide all the required documentations as per Bank's functional, technical, compliance or regulatory requirements, as and when required.		
18	**Intellectual property rights** along with source code of the proposed system will remain with Bank.		
19	**Easy User Interface:-**		
i	The system should provide a consistent, easily learned, user friendly interface with functional separation among various users.		
ii	The system should be able to generate alerts, exceptions, and intelligent error messages immediately.		
iii	The system should be able to customize the workflow basis user requirement which includes inclusion of inputs/outputs via email.		
20	**Holiday Calendars:-**		
i	The system should be able to load calendar schedules from internal as well as external source e.g. CCIL/FEDAI/FIMMDA/RBI/NSE/BSE etc .		
iii	The system should have the ability to incorporate national holidays and weekends in the system at least for next 10 years with the capability to convert these into a business day, if required.		
iv	The system should provide the flexibility to mark unscheduled holidays in the system calendar and automate calculations for security settlement and funds settlement should occur based on holidays as per revised calendar(s)		

21	**Free Text field for additional Comments/Announcements/Banners:-** The system should permit entry of free format text or any announcements/banners to be displayed on the home page of the application.		
22	**Interface with Branches:-** The system should be intranet enabled and should provide access to authorized Branch users as per the IT policy of Bank.		
23	**Reporting :-** The system should have the ability		
i	to generate reports based on available data, as per any user-defined format across product verticals based on values and volumes.		
ii	to be flexible in defining structure / fields of each report, by selecting fields from databases of their choice.		
iii	to allow users to specify the exact layout of the required report including location of the fields, header, footer, page numbering, title etc. after basic customization.		
iv	to either print reports or save as viewable files in various formats as per requirements of Bank.		
v	to export extracted data to spreadsheets / databases/ PDF format.		
vi	to provide context sensitive help to guide users to form the reports required by them.		
vii	To help users create required reports through a step-by-step process with the help of report writing wizard		
viii	To generate charts/graphs/analytics on any customized report created by user.		
ix	to allow ad hoc and scheduled generation of each report (e.g. daily, weekly, fortnightly, monthly etc.) as per requirements of Bank.		
x	to define users to whom the report needs to be sent. The output format can be paper (with user defined print option) or electronic - format via email/internet/intranet etc.		
xi	to generate reports in batch processing mode at specified intervals (viz. EOD or BOD etc) and sending the same to the specified recipients automatically.		
xii	to preserve historic reports or user data for any period to be defined in each case		
24	**Audit Trail**		
	The system should have the ability to generate detailed audit trails on a daily basis. At a minimum, the following features should be included:		
i	List of attempted unauthorized logins		
ii	Time of log in and log out		
iii	All transactions need to be time stamped with user ID along with details of modifications, if any		
iv	Audit trail of creation of new users, modification and deletion of users		
v	Details of databases accessed and modified by the users and the administrator System should provide tracking of the client's IP & Network Interface address, if any		
25	**Transaction Audit Trail:-** The system should have the ability to store and track all system events, including corrections and cancellations by multiple criteria (e.g., user, date and time, event type, field(s) changed etc).		

26	**Data Flow:-** Data flows and process associated with the system to be transparent and provide easy access to the model specification and parameters to internal and external auditors and generate reports as per the requirement of Bank. Data is required to be stored for a period of 10 years from the date of cessation of business relationship and made available to the user as and when required.		
27	**Security:- Password Management:-**		
i	The system should have the ability to force password changes at a pre-defined interval.		
ii	The system should ensure that passwords should be at least eight characters, and alphanumeric with appropriate rules on repetition of characters etc.		
iii	The system should disable a user on 3 wrong log-ins. Disabled user can be activated only by administrator.		
28	**Access :-**		
i	The system should allow access only through screens, no access should be allowed at database level to users.		
29	**User restrictions:-**		
	The system should have the ability to classify authorization by means of:		
i	Dealing rights		
ii	Information viewing rights at various levels		
iii	The system should facilitate defining authorization levels for information (e.g., access to information on deals in certain portfolios, against certain counter parties. etc		
iv	The system should have the ability to limit front office users to specific product types based on user ID		
30	**Auto log-out:-**The system should have the ability to auto log out users on user defined idle time		
31	**Encryption:-** Settlement messages should be encrypted before interface with other networks		
32	**Database locking:-** All databases should have database locking features in the situation that there are multiple access and updates on the same record		
33	**User Manual:-** System user manuals should be available to assist the users in implementing various modules		
34	**Model Documentation:-** Documentation on assumptions and empirical data used to estimate the models and circumstances under which models will not work should be provided by the Bidder. (Various error codes and their possible reasons for rectification)		
35	**Quantitative Documentation, Logic and Details:-** The logic and details of assumptions behind the analytics need to be shared with the Company. The details will have to be shared even if there is use of proprietary technology in the platform. Also, any use of concepts or logics in the software need to be backed up by journals/books/industry use/ regulator acceptance. Documentation should be available for proof of concept of mathematical and statistical basis of the valuation and risk measurement models.		

36	**Update in guidelines:-** Any new frameworks/guidelines/circular released (for the modules being implemented) by RBI/regulators during the system implementation phase shall form a part of functional and technical requirements. Vendor should provide the functionality in the system for any changes in existing approaches made by the RBI /regulators for the product modules being implemented by the vendor.		
37	**Futuristic Capability:-** The system should be capable to provide/incorporate any new instruments as introduced/allowed by the regulators viz. RBI/SEBI etc for the Company in the future.		
38	**Record Retention :** System should be capable enough to store the records as per the Company's policy of record retention which will be shared with the selected bidder		

B. API Based Real Time Transaction : -

Response	Status as per RFP
A	Available - Off the shelf
B	Minor customization
C	Major customization / new development.

Sl. No	System Requirement	Bidder Response (A/B/C)	Bidder Clarifications / Comments
1	Transaction validation system (OFAC/RBI/AML and Account validation) and provide a response in XML / ISO 20022 string to remittance partners on real time.		
2	Balance enquiry of the Exchange Company Vostro Account.		
3	Transactions posting through URL based XML / ISO 20022 string in real time for credit to beneficiary accounts of SBI (Direct Credit) and accounts with other Banks through NEFT/IMPS/RTGS/UPI.		
4	System for transaction status enquiry.		
5	Providing transaction status update and status description to partners		
6	Latest security features in all URL XML request and response strings and validations: • SSL/Channel Encryption with TLS1.2 • Payload Encryption using Hybrid Cryptographic Encryption (Mixer of Symmetric & Asymmetric Encryption) • Ensuring Source Authentication and non-repudiation through IP validation of partners and validation of secret token.		
7	Recovery of Bank's Commission for transactions and generation of invoices to partners as per required periodicity.		
8	Generation of various Reports for transactions as per business requirement		
9	Transaction alerts / notifications through SMS/Email /WhatsApp etc. to the stake holders		
10	Regulatory Reporting requirements like R-Returns, CBWTR, DWH etc.		
11	Parameterizable logic for Transaction limits for monitoring AML limits and other applicable regulatory validations for processing cross border remittances		

12	Front-end screens for a. Bank Users having Admin Module as well as Transaction processing/approval for OFAC/AML approval. b. Remittance partner Banks / ECs/MSBs for User Management, Transaction File Upload with Maker & Checker c. 2 Factor Authentication for login purpose as well as file upload for transactions (SMS/ Email/Token etc)		
13	Should have capabilities to integrate with Banks' interfaces viz. Core Banking, Compliance Screening, GST & other tax engines, RTGS, NEFT & IMPS interfaces for processing of the foreign inward remittance transactions.		
14	Automated reconciliation of failed and returned transactions within specified TAT of each transaction type along with ability to generate daily, weekly, and monthly reconciliation reports as required by operations team.		

C. File Based Batch Transactions : -

Response	Status as per RFP
A	Available - Off the shelf
B	Minor customization
C	Major customization / new development.

Sl. No	System Requirement	Bidder Response (A/B/C)	Bidder Clarifications / Comments
1	Pre-defined Transaction File Structure shared with remittance partners for handling bulk remittances to be uploaded in SBI Remittances website with access to remittance partners with all in-built validations and security features.		
2	File upload by remittance partners with Maker and Checker facility		
3	Source of files validation (IP, EC Id etc.)		
4	File structure validation		
5	Encryption / Decryption of the files.		
6	Integrity / Hash verifications of files.		
7	Transaction validation & Regulatory checks viz. OFAC/RBI/AML checks.		
8	Beneficiary Account validation (for SBI accounts).		
9	Balance enquiry of the Exchange Company Vostro Account.		
10	Transactions posting for credit to beneficiary accounts of SBI (Direct Credit) and accounts with other Banks through NEFT/IMPS/RTGS/UPI.		
11	Recovery of Bank's Commission for transactions and generation of invoices to partners as per required periodicity.		
12	Generation of various Reports for transactions as per business requirement		
13	Transaction alerts / notifications through SMS/Email /WhatsApp etc. to the stake holders		
14	Regulatory Reporting requirements like R-Returns, CBWTR, DWH etc.		
15	Parameterizable logic for Transaction limits for monitoring AML limits and other applicable regulatory validations for processing cross border remittances		

16	Front-end screens for a. Bank Users having Admin Module as well as Transaction processing/approval for OFAC/AML approval. b. Remittance partner Banks / ECs/MSBs for User Management, Transaction File Upload with Maker & Checker c. 2 Factor Authentication for login purpose as well as file upload for transactions (SMS/ Email/Token etc)		
17	Should have capabilities to integrate with Banks' interfaces viz. Core Banking, Compliance Screening, GST & other tax engines, RTGS, NEFT & IMPS interfaces for processing of the foreign inward remittance transactions.		
18	Automated reconciliation of failed and returned transactions within specified TAT of each transaction type along with ability to generate daily, weekly, and monthly reconciliation reports as required by operations team.		

D. Foreign Currency CHQ Collection & Purchase Module : -

Response	Status as per RFP
A	Available - Off the shelf
B	Minor customization
C	Major customization / new development.

Sl. No	System Requirement	Bidder Response (A/B/C)	Bidder Clarifications / Comments
1	User Creation Module for Maker/Checker roles at Branches and Processing Centre (GLS).		
2	Lodging of FC Cheques by the branches by Maker		
3	Approval of the cheques lodged by Checker.		
4	Generation of Currency-wise Forwarding letter (Cash letter) for each cheque lodged.		
5	Generation of Currency-wise Summary Report of cheques lodged with forwarding letter.		
6	Verification and Acknowledgement at Processing Centre (GLS) of the Cheques received.		
7	Generation of Currency-wise & Correspondent Bank wise Master Forwarding letter.		
8	Processing Module for payment of Cheques on realization		
9	Recovery of charges		
10	Reports Module		
11	Recovery of Bank's Commission for transactions and generation of invoices as per required periodicity.		
12	Generation of various Reports for transactions as per business requirement		

13	Transaction alerts / notifications through SMS/Email /WhatsApp etc. to the stake holders		
14	Regulatory Reporting requirements like R-Returns, CBWTR, DWH etc.		
15	Parameterizable logic for Transaction limits for monitoring AML limits and other applicable regulatory validations for processing cross border remittances		
16	Should have capabilities to integrate with Banks' interfaces viz. Core Banking, Compliance Screening, GST & other tax engines, RTGS, NEFT & IMPS interfaces for processing of the foreign inward remittance transactions.		
17	Automated reconciliation of failed and returned transactions within specified TAT of each transaction type along with ability to generate daily, weekly, and monthly reconciliation reports as required by operations team.		
18	Apart from the above cheque collection module, system should be capable to provide functionality for purchase of other bank FC Cheques by certain specified branches/circles.		

E. Export Bills Payment Advise Module : -

Response	Status as per RFP
A	Available - Off the shelf
B	Minor customization
C	Major customization / new development.

Sl. No	System Requirement	Bidder Response (A/B/C)	Bidder Clarifications / Comments
1	Functionality for displaying export bills payments advised to the respective branches should be available in front end screens.		
2	System should be capable to read export bills data from file gateway or manual file upload and convert the file data to individual payment advised to respective branches where branches can verify the payment advises displayed in the module with the actual credit in Nostro Accounts through SWIFT payment messages.		

F. NRI DMS Portal : -

Response	Status as per RFP
A	Available - Off the shelf
B	Minor customization
C	Major customization / new development.

Sl. No	System Requirement	Bidder Response (A/B/C)	Bidder Clarifications / Comments
1	NRI Document Management System for capturing documents relating to NRI Accounts opening and KYC document / Updation by NRIs & SBI Foreign offices through an online portal and enabling the access through online to the Authorized Users at the Processing Centre for further processing.		
2	Integration with Banks ADS SSO for providing and filtering access based on employee ID and branch codes.		
3	Front End screen for 1. Foreign Office users for uploading documents. 2. Back office / central office users for downloading / reviewing / processing account opening/KYC requests. 3. Branch users for downloading, reviewing and processing account opening, KYC or any other allowed financial transaction requests.		
4	Storage of documents in encrypted form and decryption of the document for review or download by users.		
5	User management and new user sign up options		

G. Any other online Cross-border remittance product / capabilities : -

Response	Status as per RFP
A	Available - Off the shelf
B	Minor customization
C	Major customization / new development.

The bidder may provide / showcase any other Online Cross-border Remittance product / capabilities available with them which is readily available 'Off the shelf'.