REQUEST FOR EMPANELMENT (RFE)
OF
STARTUPS, FINTECHS, AND DIGITAL CAPABILITY PARTNERS (DCPs)
FOR
DEVELOPMENT, CUSTOMIZATION, AND INTEGRATION OF DIGITAL SOLUTIONS

Ref: SBI/CC/DB&T/DB&T-Retail/TI&SP/RFE/2024-25/02

Date: 22/07/2024

Name and Address of the Principal Office:

Deputy General Manager (T, I, & Spl. Projects),
Digital Banking &Transformation - Retail,
State Bank of India, Corporate Centre,
Plot No. D-41/1, 2nd Floor,
TTC Industrial Area, MIDC Turbhe,
Navi Mumbai-400705

Schedule of Events

Sl. No.	Particulars	Remarks
1	Contact details of issuing department	Deputy General Manager (T.I and Special Projects) Digital Banking &Transformation - Retail State Bank of India, Corporate Centre, Plot No. D-41/1, 2nd Floor, TTC Industrial Area, MIDC Turbhe, Navi Mumbai. Pin code: 400705 Phone: 022-39545809
2	RFE Document Availability including changes/amendments if any to be issued	This is an open RFE and will be published both online/ Print on: e-tendering website - https://etender.sbi/SBI/ Bank website - https://bank.sbi Newspaper Publication
3a	Last date for requesting clarification	Any clarification/queries pertaining to RFE process beyond 07/08/2024, 5:00 PM will not be entertained on e-tender portal. (https://etender.sbi/SBI/) All communications regarding points / queries requiring clarifications shall be submitted on https://etender.sbi portal only
3b	Clarifications & Amendments	If deemed necessary, the Bank may seek clarifications on any aspect from bidders. However, that would not entitle the bidder to Change or cause any change in the substances of the bid already submitted. The bidder may be asked to give presentation for the purpose of clarification of the bid.
5	Last date and time for Bid submission	Up to 5:00 PM (time) on 23/08/2024 (date)
6	Address for submission of Bids and contact details for vendor support	Address for submission of Bids - https://etender.sbi/SBI/ Vendor Support (Email ID & Contact Details) - etender.support@sbi.co.in

Sr. No	Name	Mobile No.	Email ID
1	Utkarsh Pal	6352632098	utkarsh@eptl.in
2	Mubassera Mansuri	7859800621	mubassera@eptl.in
3	Sandhya Vekariya	6352631968	sandhya@eptl.in
4	Trupti Patel	6352631766	trupti.p@eptl.in

7	Bidder Contact Details	Bidder to provide following information: 1. Name of the Company 2. Contact Person 3. Mailing address with Pin Code 4. Telephone number and Fax Number 5. Mobile Number 6. e-mail ID

	RFE for onboarding of Startups, Fintechs and DCPs	**SBI**

Part-I

Part-II

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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, etc.) of State Bank of India, branches/other offices, available at various locations and managed by the Bank (collectively referred to as **State Bank Group or 'SBG'** hereinafter). This Request for Empanelment (RFE) has been issued by **the Bank** on behalf of **SBG** for empanelment of Startups, Fintechs & Digital Capability Partners (DCP).

ii. In order to meet the Software Solution/ service requirements, the Bank proposes to invite online Bids from the eligible Bidders for empanelment as per details/scope of work mentioned in **Appendix-F** of this RFE document.

iii. Bidder shall mean any entity (i.e. juristic person) who meets the eligibility criteria given in **Appendix-C** of this RFE and willing to provide the Software Solution/ service as required in this RFE and subsequent Request for Quote (RFQ) to be floated by the Bank. The interested Bidders who agree to all the terms and conditions contained in this RFE may submit their Bids with the information desired in this RFE. Consortium bidding is not permitted under this RFE.

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

v. The purpose of SBI behind this RFE is to seek a detailed technical proposal for empanelment of bidders for the Software Solution/ service desired in this RFE. The proposed Software Solution/ Services must have the capabilities to integrate with Bank's existing infrastructure seamlessly, as and when the Bank desires to avail these services under RFQs.

vi. This RFE 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 RFE 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 proposal in response to this RFE. The criteria and the actual process of evaluation of the responses to this RFE and subsequent empanelment of the successful Bidder(s) will be entirely at Bank's discretion. This RFE 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 RFE.

viii. The RFE document shall be in two parts viz. Eligibility Evaluation & Category Specific Technical Evaluation.

ix. **A bidder may apply in more than one category provided they fulfill respective eligibility criteria. If applying for more than one category, separate Category Specific Technical Evaluation Form should be submitted for each applied category.**

2. DISCLAIMER:

i. The information contained in this RFE, 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 RFE.

ii. This RFE is not an offer by State Bank of India, but an invitation to receive responses from the eligible Bidders.

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

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 RFE or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFE 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 RFE.

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

vii. The issue of this RFE does not imply that the Bank is bound to select a Bidder or to empanel 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 purchase order and/or its acceptance thereof by the successful Bidder as defined in Award Criteria and Award of Contract in this RFE.

viii. Bank reserves the right of discretion to change, modify, add to or alters any or all of the provisions of this RFE and/or the bidding process at any stage of the process of bidding/ RFE, without assigning any reasons whatsoever. Such change will be published on e-tender website (https://etender.sbi/SBI/) and it will become part and parcel of RFE.

ix. Bank reserves the right to reject any or all the RFEs received in response to this RFE document at any stage without assigning any reason whatsoever and without being liable for any loss/injury that Bidder might suffer due to such reason. The decision of Bank shall be final, conclusive, and binding on all the parties directly or indirectly connected with the bidding process.

3. DEFINITIONS:

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

i. **"The Bank/ Bank/ SBI"** '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"** means an eligible entity/firm submitting the Bid in response to this RFE.

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

iv. **'RFE'** means Request for Empanelment published by State Bank of India for Empanelment of Fintechs companies.

v. **"Bidder/ Vendor"** is the successful Bidder found eligible as per eligibility criteria set out in this RFE, whose Bid has been accepted and who has emerged as successful for empanelment.

vi. **Software Solution/ Services/ System – "Software Solution" or "Services" or "System"** means all software products, services, scope of work and deliverables to be provided by a Bidder as described in the RFE and include services ancillary to the development of the solution, such as installation, commissioning, integration with existing systems, provision of technical assistance, training, certifications, auditing and other obligation of Bidder covered under the RFE.

4. Eligibility Criteria

Note: The detailed Eligibility Criteria is attached as an **Appendix C**

1. Eligibility criteria for Indian Start-ups

a. The Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, GOI has issued G.S.R. 127 (E) notification dated the 19th February 2019, in supersession of the Gazette Notification No. G.S.R. 364 (E) dated 11th April 2018, as modified vide Gazette Notification No. G.S.R. 34 (E) dated 16th Jan 2019, which states that an entity should be considered a Start-up if it fulfils all of the following conditions. An entity shall be considered as a Start-up:

   i. Up to a period of ten years from the date of incorporation / registration, if it is incorporated as a private limited company (as defined in the Companies Act, 2013) or registered as a partnership firm (registered under section 59 of the Partnership Act, 1932) or a limited liability partnership (under the Limited Liability Partnership Act, 2008) in India.
   ii. Turnover of the entity for any of the financial years since incorporation / registration has not exceeded one hundred crore rupees.
   iii. Entity is working towards innovation, development or improvement of products or processes or services, or if it is a scalable business model with a high potential of employment generation or wealth creation.

An entity shall cease to be a Start-up on completion of ten years from the date of its incorporation / registration or if its turnover for any previous year exceeds one hundred crore rupees.

b. Those entities which have obtained Certificate of Recognition as Start-up based on the G.S.R Notification 127(E) dated 19.02.2019 from the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, GOI shall be considered for engagement.

c. Any changes/ modifications/ amendments with respect to definition of Start-ups issued by DPIIT through their notifications in the future will also be applicable to the Bank's definition of Start-ups accordingly.

d. Additional guidelines for recognition of Start-ups dated as per Government of India notification dated 05.07.2021 are as under:
   i. **Merger/ Demerger/ Acquisition/ Amalgamation/ Absorption:** Resultant entity or entities formed due to merger demerger/ acquisition/ amalgamation/ absorption/will not be recognized as Startup.

However, merger or amalgamation under section 233 of the Companies Act, 2013 between any of the following class of companies will be allowed subject to fulfilment of norms of DPIIT Notification by the resultant company:

    (a) Two or more start-up companies; or

    (b) One or more start-up company with one or more small company

Where "small company" means a company, other than a public company,

- Paid-up share capital of which does not exceed fifty lakh rupees or such higher amount as may be prescribed which shall not be more than five crore rupees; or
- Turnover of which as per its last profit and loss account does not exceed two crore rupees or such higher amount as may be prescribed which shall not be more than twenty crore rupees:

For two or more merged start-up companies:

- The date of incorporation / registration of the oldest company will be considered for calculation of the age of the company and the age of the company to not exceed ten years from the date of incorporation / registration
- Summation of the turnover of the merged companies for all the operational years to not exceed one hundred crore rupees in any of the operational years

  ii. **Compromise/ Arrangement:** Entities formed due to compromise/ arrangement as provided under the Companies Act, 2013 will not be recognized as Startup.

  iii. **Conversion:** Conversion of an entity from one form to another shall not be a bar for availing recognition subject to the fulfilment of condition provided in sub-section (3) of section 80-IAC of the Income- tax Act, 1961.

The date of incorporation / registration of the original entity will be considered for calculation of the age of the entity and the age of the entity to not exceed ten years from the date of incorporation / registration

  iv. **Holding including foreign holding, Subsidiary including foreign subsidiary, Joint Ventures, entities incorporated outside territory Indian Territory:**

- Holding/Subsidiary Companies will not be permitted for recognition. Any startup becoming holding/subsidiary of any company after recognition will be derecognized.
- Any entity formed by Joint Venture will not be recognized. Any Startup entering any Joint Venture will be derecognized.
- Entities incorporated outside India will be ineligible for recognition

- Shareholding by Indian promoters in the startup should be at least 51%, as per Companies Act, 2013 and SEBI (ICDR) Regulations, 2018.

v. **Name Change:** Changes in the name of a recognized Startup necessitated under the relevant provisions of the applicable Act will be permitted. The benefits will be applicable starting from the original date of incorporation / registration or commencement of business by the original entity, whichever is earlier.

vi. **CIN/LLPIN Change:** Changes necessitated in CIN/LLPIN due to (a) change in domicile State, or (b) due to conversion as in para-3 above, (c) change in industry/ sector subject to cancellation of existing certificate, shall be permitted subject to approval obtained as per the relevant act. The benefits will be applicable starting from the original date of incorporation/registration or commencement of business by the original entity, whichever is earlier. Changes in CIN/LLPIN for any other reasons will not be permitted.

vii. **Incorporating additional entities:** Incorporating additional entities having similar address with same production line/services and at least one common director/ designated partner/partner will not be recognized as startup.

viii. **Common directorship/partnership:** Recognition of an entity having common director/designated partner/ partner with any other entity shall be allowed to the extent permissible under the provisions of the Companies Act, 2013. Related party transaction shall not be allowed except transactions on arm's length basis.

ix. **Regulatory Areas:** Entities operating in domains specifically prohibited by law shall not be recognized.

x. **Sole Proprietorship:** A sole proprietorship is not eligible to apply for recognition. If a sole proprietorship changes its type of entity into a type permissible for recognition, then the recognition will be granted from date of commencement of business of the sole proprietorship.

2. **Eligibility criteria for FinTechs and other Digital Capability Partners**

i. The entity should have been incorporated in India for at least two years as on the date on which it is being considered for engagement.

ii. The entity should have a minimum net worth of Rs.100 lakh as per its latest audited balance sheet.

iii. The entity should be engaged in innovation, development or improvement of products or processes or services with a scalable business model having a high potential of business generation, savings in cost of operations, reduction in

risk, improvement in compliance, increase in operational efficiency, etc. for the Bank and / or its subsidiaries and joint ventures through use of contemporary and/or futuristic technologies.

iv. The entity should be using new / emerging / next generation technologies including, but not limited to, Artificial Intelligence, Machine Learning, Natural Language Processing, Robotic Process Automation, Blockchain, Digital Currencies and Tokens, Internet of Things, Big Data, Predictive Analytics, Cognitive Analytics, Nextgen Encryption and Cryptography and Digital Marketing.

v. The product / service / solution being offered should not infringe any patent, trademarks, copyrights, or such other Intellectual Property Rights. The entity must ensure that the application / product / solution, code, artefacts, scripts, etc. offered by them have been developed by them and not copied, pilfered, hacked, transferred, or procured from any other company or individual(s).

vi. The entity should be willing to put in escrow the source code, logic, protocols, artefact, design, architecture, code binaries, complete technical solution documentation of the product / software / application / services including the base and customized software and any other related items, necessary to run the application, as per the escrow arrangement with the Bank at the beginning of the engagement and the escrow agreement will include subsequent enhancements as well.

vii. The entity should be agreeable to providing training and complete product knowledge transfer to the Bank's team.

viii. The entity should not be a defaulter of any bank / financial institution.

ix. The products/ services offered by the entity must be technologically ready for deployment.

3. The entity should submit a declaration at the time of consideration for empanelment as well as for RFQ / award of contract, detailing the names of their officials, Role, Current position, date of joining, date of resignation /superannuation/job end date.

The term official may be construed to mean Directors (including member of Board of Directors) / Officers / Advisors / Employees / Consultants etc., who may have held any position / role in the entity in the last five years and had also held any post in State Bank of India (Regular / Contractual), in the past / currently.

4. The above-mentioned eligibility criteria are illustrative in nature and not exhaustive. Bank will have the right to include additional eligibility conditions for assessment of Startup/FinTech/Digital Capability Partners.

5. EVALUATION CRITERIA

The bids received in response to this RFE shall be evaluated by the Bank, as per the evaluation matrix mentioned in **Appendix B**.

The bidders are required to score at least 70% of the total score in each criteria (General and Specific). However, the Bank at its discretion may modify the cut-off scores for one or both parameters and/ or for one or more categories. The same will be done through corrigendum.

The bidders may be required to make a presentation/ solution demonstration for screening or evaluation. The presentation can cover the following areas:

   a. Brief about the company
   b. Specialization of the bidder in various domain areas specified by the Bank
   c. Proposed offerings in the specified categories, along with demonstrations
   d. Business outcomes from deployment at other clients

The bidder should be in readiness to demonstrate its Product/Services under Proof of Concept (PoC)/ Technical Evaluation (TE) while applying for RFE.

The bidders need to register themselves on the Bank's API hub website (https://apihub.sbi/portal/) to check the feasibility of using the readily available API's with the Bank.

6. SCOPE OF WORK:

i. Through this RFE, the Bank is looking to empanel various start up/FinTechs/Digital Capability Partner. The selection of the bidder will depend on the Bank's requirements and the availability of relevant experience and expertise from the bidder.

ii. The broad scope of work for inviting Request for Empanelment (RFE) for empanelment of Start-ups/ FinTech/ DCPs Companies in various categories is mentioned below

Sr. No.	Category	Indicative Requirement
1	**Preventive Fraud Risk Management (PFRM)**	· Preventive Fraud Risk Management solution to mitigate the risk of fraudulent activities within its operations. · This solution should provide robust tools and processes to identify, assess, and prevent fraudulent behaviour, ensuring the integrity and security of the organization's financial transactions and data.
2	**Environmental, Social, and Governance (ESG)**	· Instant overview of the carbon footprint offered as part of the mobile banking usage behaviour · Integrate carbon foot-printing and offsetting into everyday banking experience.
3	**Rewards Management**	· To provide an engaging and rewarding experience for customers · Fostering loyalty and increasing customer engagement with offered rewards program.
4	**Property Aggregator**	· Inclusion of comprehensive listings and images of properties across India, comprising flats, individual houses, and land parcels with a bifurcation of New and Resale properties. · Categorize the properties based on their approval status from the State Bank of India (SBI) and other major Bank / NBFC's in the industry. · Ensure that the aggregator provides a valid RERA registration number for the properties listed. · Provide detailed property information, including pricing, accurate address with postal code, total floors,

| | | configurations, possession date, and floor plan, developer wise list of properties.

· Aggregator may also have capability to maintain database management of property details and prices with an auto-update feature. |
|---|---|---|
| 5 | **Car Aggregator** | · Car prices to be mapped with respect to the state when customer selects make, model, variant.

· Price and car details to be updated as per the market and aggregator should be capable of providing accurate and latest information as per OEM.

· Aggregator may also have capability to maintain database management of car details and prices with an auto-update feature.

· Inclusion of a comprehensive listings & images encompassing various car models and their respective variants offered by all Original Equipment Manufacturers (OEMs).

· Display of ex-showroom and on road prices for the aforementioned car models and variants. |
| 6 | **Collection & Recovery** | · To automate debt collection workflows, reduce delinquencies, and provide insights into borrower behaviour.

· Offer segmentation and personalization using borrower profiles and repayment patterns, multi-channel communication |
| 7 | **UPI 123** | UPI services on feature phone through IVR Solution (Interactive Voice Recognition) System. |
| 8 | **Content Localization (Translate & Transliterate)** | Translating/ Transliterating the interface by adapting images, text, and functionalities to suit the cultural preference and behaviors of the target audience. |

Note: The detailed Scope of Work for above categories are attached as an **Appendix F (i to viii).** Failure to meet the requirements marked as Mandatory under SoW will lead to disqualification.

7. EMPANELMENT PERIOD:

If selected, the empanelment will be valid for a period of 3 years from the date of empanelment. Irrespective of the period, the empanelment will deem to be operative until close of assigned projects, and hence agencies deploying resources will be required to ensure the availability of resources until completion of the work in hand or till the extended period as per the respective project terms and conditions, if any project is awarded to the empaneled vendor pursuant to RFQ or otherwise.

The Bank may conduct review of empaneled vendors at an interval decided by the Bank and any of the conditions of this empanelment may be revisited during the review. Based on the review, the Bank may terminate empanelment of any of the vendors. If at any time it is found that the information provided for empanelment is false or if irregularities shown by the bidder, Bank shall reserve the right to remove such vendors from the empaneled list without giving any prior notice to the vendor in advance.

8. CLARIFICATION AND AMENDMENTS ON RFE:

i. Bidder requiring any clarification on RFE may notify the Bank in writing strictly as per the format given in **Appendix-H** online through pre-bid event (hosted in etender website) within the date/time mentioned in the Schedule of Events.

ii. The queries received and response of the Bank thereof will be conveyed to the Bidders.

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

iv. No request for change in commercial/legal terms and conditions, other than what has been mentioned in this RFE or any addenda/corrigenda or clarifications issued

in connection thereto, will be entertained and queries in this regard, therefore will not be entertained.

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

9. CONTENTS OF BID DOCUMENT:

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

ii. Failure to furnish all information required in this RFE or submission of Bid not responsive to this RFE 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 RFE 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 RFE 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.

10. BID PREPARATION AND SUBMISSION:

i. The Bid is to be submitted on portal of e-Procurement agency for **providing** documents/information in response to the **RFE No. SBI/CC/DB&T/DB&T-Retail/TI&SP/RFE/2024-25/02 dated 22.07.2024.** 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 RFE along with page numbers.

(b) Bid covering letter/Bid form on the lines of **Appendix-A** on Bidder's letter head.

(c) Specific response with supporting documents in respect of Eligibility Criteria and technical eligibility criteria on the lines of **Appendix-C & Appendix-F.**

(d) Bidder's details as per **Appendix-D** on Bidder's letter head.

(e) Audited financial statement and profit and loss account statement as mentioned in **Part-II**.

(f) 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.

(g) If applicable, copy of registration certificate issued by competent authority as mentioned in Eligibility Criteria under **Appendix-C.**

ii. Bidders may please note:

(a) The Bidder should quote for the entire package on a single responsibility basis for Solutions/services it proposes to be empaneled for.

(b) While submitting the Bid, literature on the Solutions/services should be segregated and kept together in one section.

(c) Care should be taken that the 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 RFE 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 RFE. DSC should be in the name of the authorized signatory. It should be in corporate capacity (that is in Bidder capacity).**

(f) 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

(g) The Bidder may also be asked to give presentation for the purpose of clarification of the Bid.

(h) The Bidder must provide specific and factual replies to the points raised in the RFE.

(i) 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.

(j) All the enclosures (Bid submission) shall be serially numbered.

(k) 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.

(l) 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. 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.

iii. Any Bid received after the deadline for submission of Bids prescribed, will be rejected.

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, 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.

13. BID INTEGRITY:

i. 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.

14. BIDDING PROCESS FOR EMPANELMENT:

i. All the Bids received up to the specified time and date will be considered by the Bank for evaluation, subject to Bidders satisfying eligibility criteria and agree to comply with all the terms and conditions specified in the RFE.

ii. The Bank will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed and 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.

iii. Prior to the detailed evaluation, the Bank will determine the responsiveness of each Bid to the RFE. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the RFE as a whole, without any deviation.

iv. The Bank's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.

v. After opening of the Bids and preliminary evaluation, some or all the Bidders may be asked to make presentations on the categories Bid for empanelment.

vi. The Bank can ask for a Proof of Concept (PoC)/ Technical Evaluation (TE). **Any cost incurred by the Bidder for conducting such PoC /TE will not be borne by the Bank.**

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.

15. TECHNICAL EVALUATION:

i. Technical evaluation will include evaluation of technical information submitted as per 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 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 Bank's environment or as advised by the Bank. .

ii. During evaluation 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 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.

16. CONTACTING THE BANK:

i. 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.

17. WAIVER OF RIGHTS:

i. Each Party agrees that any delay or omission on the part of the other Party to exercise any right, power or remedy under this RFE 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.

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

i. 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.

19. SERVICES:

   i. All professional services necessary to successfully implement the proposed Software Solution will be part of the RFE/Contract.
  ii. The Bidder should also submit as part of 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.
  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 maintenance support for Hardware/ Software/ Operating System/ Middleware over the entire period of contract.
 vii. All product updates, upgrades & patches shall be provided by the Bidder/ Bidder free of cost during warranty and AMC/ ATS/ S&S period.
viii. Bidder shall provide legally valid Software Solution. The detailed information on license count and type of license shall also be provided to the Bank.
  ix. 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.

20. 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.

21. SUBCONTRACTING:

As per scope of this RFE if onboarded subsequently, sub-contracting is not permitted.

22. VALIDITY OF EMPANELMENT:

The empanelment will be valid for a period of 3 years from the date of empanelment provided that the Bank may at any time during the empanelment period terminate the empanelment by providing written notice of 30 (thirty) days to vendor. Irrespective of the period, the empanelment will deem to be operative until close of assigned projects, and hence agencies deploying resources will be required to ensure the availability of resources until completion of the work in hand or till the extended period as per the project terms and conditions.

Bank may issue RFQ to empanelled vendor as per the actual requirements time to time. However, please note that empanelment of vendors should not be treated as a

contract for the proposed work and the Bank reserves its right to select any of the empanelled vendor or otherwise for proposed work at its discretions.

Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPP-MII Order) and any revision thereto will also be applicable to the RFE/RFQ.

23. LIMITATION OF LIABILITY:

i. 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.

ii. 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 Wilful Misconduct of Bidder,
   c. damage(s) occasioned by Bidder 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 Bidder.

For the purpose of this clause, **"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 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 RFE, 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.

24. CONFIDENTIALITY:

Confidentiality obligation shall be as per Non-disclosure agreement **(Appendix – E).**

25. BIDDER'S OBLIGATIONS AS BIDDER:

i. Bidder 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. Bidder 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. Bidder 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 Bidder's negligence. Bidder will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.

iv. Bidder is responsible for activities of its personnel or sub-contracted personnel (where permitted) and will hold itself responsible for any misdemeanors.

v. Bidder 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-E** of this RFE.

26. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP:

i. The Intellectual Property Rights for the product / services offered by the Bidder should be owned by them. The bidder must ensure that the application / product / solution, code, artefacts, scripts, etc. offered by them have been developed by them and not copied, pilfered, hacked, transferred, or procured from any other company or individual(s).

ii. For any technology / Software / solution developed/used/supplied by Bidder for performing Services or licensing and implementing Software and solution for the Bank as part of this RFE, Bidder 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 Bidder.

27. 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.

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 RFE.

iii. For the purposes of this RFE, 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.

28. 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 RFE 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 empanelment process or to otherwise influence the empanelment process;

(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 RFE 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 empanelment 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 empanelment process shall be considered against delinquent Vendors/Bidders:

(a) Debarment from participation including removal from empanelled list

Debarment of a delinquent Vendor (including their related entities) for a period (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 herein above, 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/RFE 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 RFE 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.

(b) **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.

29. DISPUTES RESOLUTION

All disputes or differences whatsoever arising between the parties out of or in connection with the Empanelment process (including dispute concerning interpretation) 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, the same shall be referred to and be subject to the jurisdiction of competent Courts of Mumbai only. The competent Courts in Mumbai, Maharashtra shall have exclusive jurisdiction in this regard.

30. GOVERNING LANGUAGE:

The governing language shall be English.

31. NOTICES:

Any notice given by one party to the other pursuant to this Empanelment shall be sent to 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.

Part-II

BID FORM – For Empanelment
[On Company's letter head]

Date: _____

To:
< Address of tendering office >

Dear Sir,
Ref: RFE No. SBI/CC/DB&T/DB&T-Retail/TI&SP/RFE/2024-25/02 dated 22/07/2024

We have examined the above RFE, 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, test, commission and support the desired Software Solution detailed in this RFE as and when the Bank requests. We shall abide by the terms and conditions spelt out in the RFE.

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 RFE.
  ▪ 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 bidding for empanelment (and, if empaneled) 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 RFE. 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 RFE 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 RFE document, read with its amendments/clarifications provided by the Bank.

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

viii. We hereby certify that on the date of submission of Bid for this RFE, we do not have any past/ present litigation which adversely affect our participation in this RFE 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. We also certify that we have not been disqualified / debarred / terminated on account of poor or unsatisfactory performance and/or blacklisted by any Scheduled Commercial Bank / Public Sector Undertaking / State or Central Government or their Agencies / Departments at any time, during the last 3 years.

ix. We hereby certify that we (participating in RFE as OEM)/ our OEM have a support center and level 3 escalation (highest) located in India.

x. 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.

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 RFE.

xii. If our Bid is accepted, we undertake to **participate in RFE exercise for empanelment** at our cost, when called upon by the Bank to do so**.**

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

Dated this .... day of 2024

_____

(Signature)　　　　　　*(Name)*　　　　　*(In the capacity of)*

Duly authorised to sign Bid for and on behalf of

_____

Seal of the company.

Appendix-B

EVALUATION CRITERIA

The bid will be evaluated using the evaluation categories mentioned below. Detailed evaluation parameters with their weightages have been provided in the sections below for your reference.

S. No.	Evaluation Category	Marks
1	General Evaluation Criteria	70%
2	Specific Evaluation Criteria	30%

1. General Evaluation Criteria

Sl. No.	Parameter	Max. Marks	Evaluation Matrix				
1a	No. of Implementations of proposed solution **in Bank or financial institutions in India** - Only contracts of >6 months to be considered - Deployment of the last 3 years eligible (from RFE Submission date)	10	# of completed projects	Marks	**Applicant's Customers' Avg. Balance Sheet Size (Mar'23) (Rs in Crs)**		
					< 500	**INR 500 - 1000 Cr**	**>INR 1000 Cr**
				1-4	2	4	6
				5-8	6	7	8
				> 8	8	9	10
1b	No. of Implementations of proposed solution **in India in institutions other than a Bank or financial institution** - Only contracts of >6 months to be considered - Deployment of the last 3 years eligible (from RFE Submission date)	10	# of completed projects	Marks	**Applicant's Customers' Avg. Balance Sheet Size (Mar'23) (Rs in Crs)**		
					<INR 500 Cr	**INR 500 - 1000 Cr**	**>INR 1000 Cr**
				1-4	2	4	6
				5-8	6	7	8
				> 8	8	9	10
1c	No. of Implementations of proposed solution **in Bank or financial institutions outside India** - Only contracts of >6 months to be considered - Deployment of the last 3 years eligible (from RFE Submission date) (Foreign currency contracts to be converted to INR as per prevailing rates on RFE release date)	10	# of completed projects	Marks	**Applicant's Customers' Avg. Balance Sheet Size (Mar'23) (Rs in Crs)**		
					<INR 500 Cr	**INR 500 - 1000 Cr**	**>INR 1000 Cr**
				1-4	2	4	6
				5-8	6	7	8
				> 8	8	9	10

				Marks	Applicant's Customers' Avg. Balance Sheet Size (Mar'23) (Rs in Crs)		
					<INR 500 Cr	INR 500 - 1000 Cr	>INR 1000 Cr
1d	No. of Implementations of proposed solution **in institutions other than a Bank or financial institution, outside India** - Only contracts of >6 months to be considered - Deployment of the last 3 years eligible (from RFE Submission date) (Foreign currency contracts to be converted to INR as per prevailing rates on RFE release date)	5	**# of completed projects**	1-4	2	4	6
				5-8	6	7	8
				> 8	8	9	10
1e	Total no. of employees on rolls	5	**# of employees**	5-15	3		
				16-40	4		
				>40	5		
1f	Experience and certification of the Bidder **(e.g. ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, ISO 27001:2013, CMMI, COPC OSP, International Standard on Assurance Engagements (ISAE) 3402, Security Organization Controls (SOC) 1 & 2 Type II, HITRUST, EU GDPR Compliant etc.)**	10	**# of certifications**	1-3	3		
				3-5	7		
				>6	10		
1g	Number of completed years of operations in India as on 31st March 2024	10	**# of years**	<3	4		
				>=3 and <=6	7		
				>6	10		
1h	Completeness of approach and proposed methodology demonstrated in response to the RFE	10	**Standing Committee Evaluation**	0-10	10		
	Total	70					

2. Specific Evaluation Criteria

Kindly refer Appendix F(i)- F(viii)

Appendix-C

Bidder's Eligibility Criteria

S. No.	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted (whichever applicable)
1.	**Eligibility Criteria for Indian Start-up**		
a.	The "Certificate of Recognition" as a "Start-up" from the Ministry of Commerce and Industry (Department of Industrial Policy and Promotion) The bidder should be recognized by Department for Promotion of industry and internal trade (DPIIT)		1. Certificate of Incorporation issued by Registrar of Companies along with 2. Copies of Memorandum of Association 3. Copies of Articles of Association 4. Shareholding pattern 5. Partnership Deed registered by Registrar of Firms or other competent authority should be obtained in case of Partnership Firm. 6. Certificate of Incorporation issued by Registrar in case of LLP. PAN, TAN, GSTIN Certificate and any other tax related document if applicable is required to be submitted along with the eligibility Bid.
b.	The entity should not be more than 10 years since the date of incorporation		Certificate of Incorporation
c.	The turnover of the Start-up should not be greater than Rs. 100 crores from the year of commencement in any financial year.		Certificate from the Chartered Accountant with UDIN to be submitted.
2.	**Eligibility Criteria for FinTech/ Digital Capability Partner**		
d.	The minimum networth of the FinTech/ Digital Capability Partner should have a minimum net worth of Rs.100 lakh.		Copy of the latest audited balance sheet
e.	The entity should have been incorporated in India for at least two		Certificate of Incorporation

	years as on the date on which it is being considered for engagement under this Policy		
3.	**Eligibility Criteria for both Indian Start-up & FinTech/ Digital Capability Partners**		
f.	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 **Appendix-A** in this regard and provide copy of registration certificate issued by competent authority wherever applicable.
g.	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects. (Start and End Date of the Project to be mentioned) in the past		Bidder should specifically confirm on their letter head in this regard as per **Appendix-I**
h.	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 RFE 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.
i.	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		Bidder should specifically certify in **Appendix-A** in this regard.

	Central Government or their agencies/ departments on the date of submission of bid for this RFE and also certify that they have not been disqualified / debarred / terminated on account of poor or unsatisfactory performance and/or blacklisted by any Scheduled Commercial Bank / Public Sector Undertaking / State or Central Government or their Agencies / Departments at any time, during the last 3 years.		
j.	Entity is either working towards innovation, development or improvement of products or processes or services or provide solutions that can further help the bank in financial inclusion in a significant way or it has a scalable business model with a potential of generating employment.		Self-declaration on the company's letterhead should be submitted
k.	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.

Bidder Details

Details of the Bidder

S. No.	Particulars	Details
1.	Name of the Company	
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) Email Address g) Board Resolution enclosed (Y/N)	
9.	Particulars of the SPOC of the Bidder a) Name b) Designation c) Address d) Phone Number (Landline) e) Mobile Number f) Email Address	
10.	Technology Competence	
11.	External Ratings	
12.	Accreditations	
13.	Promoters' Qualifications	

Name & Signature of authorised signatory

Seal of Company

<div align="right">**Appendix-E**</div>

NON-DISCLOSURE AGREEMENT

(To be stamped)

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 Digital Banking & Transformation - Retail 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, and 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) 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) *2024* at _____ (place)

For and on behalf of _____

Name		
Designation		
Place		
Signature		

For and on behalf of _____

Name		
Designation		
Place		
Signature		

Technical Capability Requirements & Scope of Work (SoW)

Sl No	Particulars	Requirements/ Remarks
1	Description of Product/Services	Describe the Product/Services to be supplied/performed in as much detail as possible. Identify the work place where the product/services will be supplied/performed and any key personnel that must be assigned to the project. Separate the Services into phases if applicable. Out-of Scope work and Assumptions: Describe any specific components of the Services traditionally considered as implied but specifically agreed to be excluded from the scope of Supplier's responsibility Project Staffing Plan: If the Services are based on time & material basis, describe the projected/agreed staffing plan Service Performance and Delivery Methodology: Describe the project execution methodology, if applicable
2	Description of Deliverables	Be specific and only list those tangible Deliverables that will be provided to the Bank and list of Documents to be provided along with Deliverables. Training & Training Plan (if applicable) everything else should only be described in the section on Services.
3	Third-Party Components	Should describe all third-party items and materials to be included or provided as part of any Deliverables
4	Term of the Project - Project Schedule; Milestones and delivery locations	Include dates for start and completion of each phase of the Product/Services, and for delivery of each of the Deliverables with delivery locations
5	Integration / Migration	a) Requirements of data conversion.

	Requirements with existing systems	b) Specific requirement related to Transition from one platform to another platform **for example**: use of software/hardware pertaining to old platform to new platform without any additional cost to the Bank c) Specific requirement related to integration of proposed solution with the Bank's current security and operations management systems like SOC, PIMS, DLP, AD, ITAM, Centralized Key Management System, NAC etc. to be mentioned
6	Help Desk Requirements	a) 24 * 7* 365 days per year, online support facility b) The expected time of resolution should be average ---- minutes per call. (Bidder should input this details) c) Escalation process should be in place for unresolved issues d) Bidder support staff should be well trained to effectively handle queries raised by the Bank customer / employees etc e) Bidder should have ability to generate MIS reports periodically for example: Volume of calls / per day, resolution % per day etc. f) Considering expected number of call request --- / day, the help desk should be manned with ---- of persons dedicated to work for the Bank.
7	MIS Report Generation requirement	a) User-defined reports b) Dashboard requirements etc.
8	In case of Transaction System	a) Audit trail requirement b) Audit logs reporting & analysis tool c) Solution should support 'x' number of transactions per second/per minute with 'y' number of concurrent users etc Note: Values for 'x' & 'y' to be provided by bidders.
9	Performance Requirements	Uptime requirement etc.

10	Scalability Requirements	a) To be scalable as per Bank's future requirement. b) The number of users / branches who will be utilizing the Software Solution should be clearly specified.
11	Regulatory / Compliance Requirements	To be defined as per project requirement.
12	Security Requirements	To be defined as per project requirement in consultation with ISD.
13	Limited Trial / Pilot Requirements	To be defined as per project requirement.
14	Review and Testing; Acceptance	Describe the review and testing process and indicate its timelines. Where possible, specify the acceptance testing that Bank will perform on each Deliverable
15	Backup system / POC / test & training system / DR system	To be defined as per project requirement.
16	Training	Specify training requirement explicitly for project/solution proposed ex: - Number of officials to be trained, type of training, period of training, cost of training etc.

Based on the Scope of Work (SoW) for mentioned 8 categories of this RFE, the evaluation will be carried out as per the below Scoring Matrix:

Readily Deployable	Customizable	Absent / Cannot be customized
2	1	0

Note: For Specific Evaluation criteria, the final score will be converted to weighted average of 30 out of 100 and rest 70 is defined for General Evaluation Criteria.

Scope of Work - Preventive Fraud Risk Management

Sl No	Requirements	Requirement Type
1	Bidder should be able to: i. Implement a Fraud Risk Management solution to capture usage patterns associated with the Digital Banking journeys and Transaction Acquiring infrastructures (e.g., YONO/YONO lite, Internet Banking) ii. Implement Risk Engine based on: • Usage Parameters, Patterns captured by the proposed solution, • Parameters, Patterns, Profiles, etc., captured by the Bank's application and Transaction acquiring infrastructures to identify potential threats. (like YONO/YONO lite, Internet Banking etc.,) iii. Facilitate the implementation of Adaptive Authentication iv. Provide an Integrated Operations Portal v. Provide an Indicators of Compromise IP Repository	Mandatory
2	Proposed solution should be able to do Fingerprinting of both Device and User.	Mandatory
3	Fingerprinted data should as far as possibly be maintained at the User's device.	Mandatory
4	Proposed solution should have Indicators of Compromise 'IP Repository' with following details i) Virtual Private Network (VPN) IPs ii) TOR (The Onion Routing) IPs iii) Proxy IPs iv) Malicious IPs v) Blacklisted IPs	Mandatory
5	Proposed solution should be capable of capturing the below details i. IP of the User ii. Geolocation (Continent, Country, State/ County, City and ZIP/PIN Code) iii. Latitude and Longitude coordinates iv. ISP Details v. User Device details (Browser, Operating System, etc.,) vi. Keystroke Dynamics vii. Mouse Movement Use Patterns viii. Touch Interaction Use Patterns ix. Sensor Use Patterns (Gyroscope, Accelerometer, etc.,) Analytics x. Malware Presence (If Possible, with limited permission available) xi. Device Jail Breaking and Roofing xii. Screen Sharing	Mandatory
6	Keystroke Dynamics and Touch Interaction Use Patterns should be learnt to determine 'Form Familiarity' of the user	Mandatory
7	All the parameters must be captured & processed only with the consent of the Customer	Mandatory

8	If due to Denial of permissions by Customers, certain Data are unable to be captured then the same must be recorded and customer preference should be stored.	Mandatory
9	Proposed solution should integrate & facilitate capturing of usage patterns associated with the Journeys of YONO, YONO Lite applications.	Mandatory
10	Proposed Solution would facilitate Challenge response authentication mechanisms (CRAM) through Bank's applications	Mandatory
11	Data management policies of the Bank should be followed.	Mandatory
12	There would be no limit on the number of Policies/Rules that the Bank can Create, Configure, Remove, Update, Revert and no additional cost would be paid by the Bank in this regard	Mandatory
13	Dashboards and Reports: a) Bidder should be able to provide Dashboards and reports as per the Bank's needs b) Dashboards should be able to populate even 'Live Data' c) Solution should be able to generate reports in real time as well as scheduled d) Solution should be able to generate all type of reports in pdf, csv and excel format. e) Dashboards and Reports should have filters as per the requirements of the Bank. f) Option to send Reports in automated way based on specified criteria should be supported by the proposed solution and these Reports should be made configurable in Graphical User Interface (GUI).	Mandatory
14	IP and Geolocation mapping Database, APIs should be published and available for Bank's use without any additional cost to the Bank.	Mandatory
15	Geolocation and coordinates (Latitude & Longitude) should be 99% accurate. Any deviation should be captured and stored alongside the fingerprinting details.	Mandatory
16	IP and Geolocation mapping Database should be available as part of the proposed solution and the same should be available to be queried over Integrated operations portal.	Mandatory
17	Proposed solution should have the ability to Blacklist and Whitelist: Users, IPs, Devices, etc.,	Mandatory
18	Proposed solution to have step-up/step-down authentication or any functionality calls as per Bank's requirement.	Mandatory
19	Implementation details like Architecture (Business, Data and Technology), Risk scoring Policy/Rules methodology would be decided by the Bank during the implementation phases.	Mandatory
20	Proposed solution should have compatibility with following browsers: Google Chrome, Safari, Microsoft Edge, Mozilla Firefox, and 'Compatibility' referred here implies 'All versions of Browsers released from Jan-01, 2018 onwards.	Mandatory
21	For Mobile based Interaction, proposed solution should be compatible from 'Android OS 6' and 'Apple iOS 9' onwards.	Mandatory
22	Bidder should ensure that their Application/Services upgrade is always compatible in any system	Mandatory

23	'Indicators of compromise IP Repository' containing above information should be updated every 24 hours or as per the Bank's requirement in the mode approved by the Bank	Mandatory
24	All relevant activities including but not limited to Code Customizations, Development of APIs/SDKs, Providing Java Scripts, Environment Simulation, Integration Support, etc., which are required to capture usage patterns & facilitate adaptive authentication in Bank's Applications, should be provided by the Bidder at no additional cost to the Bank.	Mandatory
25	Bidder should capture various data points including alternate data sources such as Demographic & Financial Data, social media, and Mobile Advertising IDs.	Mandatory
26	Bidder should be able to detect and mitigate customer fraud using advanced analytical techniques.	Mandatory
27	Bidder should be able to protect financial institutions customer base and loan portfolios from fraud.	Mandatory
28	Bidder should be able to implement robust customer due diligence and verification processes.	Mandatory
29	Bidder should be able to ensure adherence to relevant regulations and guidelines for fraud detection and prevention.	Mandatory
30	Bidder should be able to provide comprehensive identity verification using advanced techniques like OCR, biometrics, and document checks.	Mandatory
31	Bidder should be able to comply with compliance with KYC (Know Your Customer) and AML (Anti-Money Laundering) regulations.	Mandatory
32	Option to Add/Delete information in the 'Indicators of Compromise IP Repository' through integrated operational Portal 'should be provided by the Bidder; and these changes should follow Bank's guidelines and policies.	Mandatory
33	The Bidder to ensure that the proposed solution should be able to provide: 　i.　An integrated Operations portal (GUI driven) to manage operations, compliance, and security related activities. 　ii.　User and Access Management: 　　• User Management 　　• Role Management 　　• Access Management (including Maker-Checker functionality where applicable) 　iii.　Policy/Rule Management: 　　• Create, Configure, Remove, Update and Revert Policies/Rules 　　• Analyze, Implement and Revert impact of Policies/Rules 　　• Configure validity of Policies/Rules based on Risk Parameters (fixed period, permanent, or variable) 　　• Suggest Policies/Rules with option to Edit, Implement and detect impact 　iv.　Search and Overrides: 　　• Search functionality to drill down by captured/mapped parameters 　　• Ability to manually override profiled data based on feedback and false positives 　v.　Reporting and Monitoring: 　　• Dashboards with live behaviour monitoring	Mandatory

	• Comprehensive reporting • Event management including Alerts Configuration and Escalation matrix vi. Audit and Compliance: • Audit Trail management (search, filter, view, download) • Audit and Compliance management (search, view, filter, generate, configure) vii. Configuration: • Eliminate backend updates through Integrated Operations Portal • Implement ring deployment for all features/services/functionalities	
34	Bidder should be able to provide Real-time fraud detection and prevention using device intelligence, behavioral analytics, and network validation.	Mandatory
35	Bidder should be able to detect money mule activities and other fraudulent transactions.	Mandatory
36	Bidder should be able to provide secure transaction processing with real-time approvals and anomaly detection.	Mandatory
37	Bidder should be able to ensure adherence to industry regulations and standards like ISO 27001:2013	Mandatory
38	Bidder should be able to detect mule activities and behaviour for Individuals using: i. Identity validation ii. Employment Details for Employed & Self-employed iii. Financial Health iv. Mobile, Email, Address intelligence v. Identity & Device Intelligence vi. Digital footprint	Desired
39	Bidder would be responsible to coordinate with Internal & External stakeholders for development, implementation, operational activities, etc.,	Desired
40	Data Minimization approach by design should be opted across the application. i.e., Capture data only what is relevant for Decision making.	Desired
41	Apart from reporting, User classification/ Profile information should be stored by the proposed solution in the way deemed necessary by the Bank.	Desired
42	The parameters used to define the bank's policies and rules should be customizable according to the bank's needs. If these parameters are not readily configurable or available as part of the proposed solution, they should be captured from the customer and/or the bank's applications. This includes transaction acquiring infrastructures (like YONO/YONO Lite, etc.) and should be made available for the bank's decision-making at no additional cost to the bank.	Desired
43	Wherever functionalities are not replicable/restricted in non-Production environments, it is Bidder's responsibility to provide simulation to mimic the production functionality.	Desired
44	Bidder shall also have the responsibility to upgrade and update the solution in part or full to meet the latest Technology standards in terms of Performance, IT security and Operationalization of the solution during the Contract period.	Desired

45	Policies/Rules could be applicable either at the Application level or at the Enterprise level.	Desired
46	Bidder should be able to enhance customer acceptance criteria to minimize exposure to high-risk customers.	Desired
47	Bidder should be able to provide satellite derived data sets for location-based risk detection.	Desired
48	Bidder should be able to provide tokenized intelligence to detect and prevent fraud across the network.	Desired
49	Bidder should be able to provide robust security measures and data protection to safeguard customer information.	Desired

Appendix-F(ii)

Scope of Work – Environmental, Social & Governance

Sl. No	Requirement	Requirement Type
1	Conduct an environmental impact assessment to identify and mitigate potential risks and impacts on the environment.	Mandatory
2	Measurement of carbon footprint using globally acceptable standards.	Mandatory
3	Build and develop templates to ensure periodic emissions calculations are maintained by the Bank.	Mandatory
4	Track finance emission through a dashboard.	Mandatory
5	Integrate carbon foot-printing and offsetting into the everyday banking experience.	Mandatory
6	Solution to estimate daily carbon footprints based on the spending pattern.	Mandatory
7	Vendor should provide a Green Score to users which gives the user a relative indication of their carbon footprint. The score should be based on: • Customer transactional data • Customer non-transactional behaviour (e.g. – visit to branch for a transaction which could have been processed digitally) • Questionnaire • Any other basis that the vendor deems fit	Mandatory
8	Provide summarized and detailed view of per user footprints: • Instant overview of the carbon footprint offered as part of the mobile banking usage behaviour • Filter by time period and category/ source	Mandatory
9	Vendor should show the average Green Score of other users and show insights to the user on how they fair in their carbon footprint. E.g. – classify users in cohort's basis various demographic parameters and show to the user "Other users like you have an average Green Score of 78/100".	Mandatory
10	Provide customers with awareness, insight based on their carbon profile: • Nudges and notifications on the carbon impact • Carbon Benchmarking • Advice on how to spend more sustainably	Mandatory
11	User alternative actions and provides measurable outcomes based on which special rewards or incentives can be awarded.	Mandatory
12	Ability to integrate with Bank's Rewards program to provide the Green rewards to customers.	Mandatory

13	Vendor should be able to design and run a rewards mechanism through which points can be awarded to/deducted from a user's account based on their spending activities (award for spending that has less carbon footprint and deduct for spending that has high carbon footprint)	Mandatory
14	The rewards program should include appropriate tiering and the vendor would be required to manage the tiering program by showing the respective tiers to users, benefits at different tiers, and incentivizing customers to improve their score to earn more points and upgrade their tier.	Mandatory
15	The solution should be able to calculate the impact on Green Score of a customer on a continuous basis, based on transaction carried out by the customer and/or any activity undertaken by the user	Mandatory
16	Ability to provide Carbon Insight either as a stand-alone cloud service or hosted on-premises.	Mandatory
17	Ensuring decarbonization projects are transparent.	Mandatory
18	Providing individuals with mechanisms to track and reduce their carbon footprints.	Mandatory
19	Providing data and insights in order to sway customer purchasing behaviour towards more ESG friendly alternatives and brands.	Mandatory
20	To enable Bank with stronger ESG insights to its customers.	Mandatory
21	Vendor to take address all concerns related to Privacy and Data Security.	Mandatory
22	Calculation methodology, Assumptions used in the calculations, 3rd party document sources used, etc. should be well maintained and auditable.	Mandatory
23	Enhance transparency and disclosure practices, including regular reporting on ESG performance and initiatives	Mandatory
24	Reporting: The vendor would be required to provide insights to the bank on usage, transaction volumes, month on month average score movement of users, etc. (illustrative).	Mandatory
25	The solution should seamlessly integrate with the various user journeys as required by the bank.	Mandatory
26	The vendor should be able to seamlessly integrate with the bank's MarTech vendor and share information relevant for analyzing and recommending relevant products/services to customers.	Mandatory

27	The vendor should be able to integrate with the bank's OMP vendor to list the sustainable brands on the online marketplace of the bank on its app and web.	Mandatory
28	Provide detailed action steps w.r.t. Carbon offsetting and green financial products to improve their score/reduce their carbon footprints • Carbon offsetting via certified program • Eco-friendly financial product offers from the Bank	Desired
29	For customer engagement, solution should have features like engaging in different sustainability initiatives, shopping and deals on sustainable brands, pledging, donations, purchasing carbon credits, educational videos, updating activities like planting a tree, etc. (illustrative) • Promote the use of renewable energy sources and energy-efficient technologies.	Desired
30	Ensure compliance with relevant laws, regulations, and industry standards in the Sustainability/ ESG space. Below is a list of agencies/ standards to be followed (This is not an exhaustive list and is only provided for reference purpose): UNFFF Exiobase European Environment Agency Greenhouse Gas Protocol Verra Ecoinvent EPA – United States Environmental Protection Agency Ademe – Agency for Ecological Transition Global Logistic Emission Council Smart Freight Centre Accreditation ISO 14067, ISO 27001 AICPA SOC 2 Classification of Individual Consumption by Purpose (COICOP)	Desired
31	Developing and facilitating the use of carbon benchmarks and indexes.	Desired
32	Creating trusted infrastructure to facilitate carbon credit trading.	Desired

Scope of Work - Rewards Management

Sl. No	Requirement	Requirement Type
	Earn the Rewards	
1	Generating rewards in form of Coins, vouchers, promocodes & Cashback	Mandatory
2	Real time alerts on earning the rewards	Mandatory
3	Generation of rewards for Online and Offline transaction / goals.	Mandatory
4	Earn rewards via Gamifications (Spin wheels, Scratch Card, Quiz etc.)	Mandatory
5	Ability to offer differentiated rewards as per the categorization of the customer across all trigger points. (Like Premier / wealth customer)	Mandatory
6	Hyper personalize rewards capability on completing the time bound goal achievement.	Mandatory
7	Rewards through referral programs	Mandatory
8	Capability to combine rewards for a family and provide family curated campaigns	Desired
	Burn the Rewards	
9	Real time redemption of rewards	Mandatory
10	Redemption of rewards on online and offline transactions	Mandatory
11	Capabilities to integrate with PG for redemption in part and full points	Mandatory
12	Burn rewards via Gamification	Mandatory
13	Should be able to make donation to charitable trust from reward points	Mandatory
14	Portal / Microsite to be introduced to redeem the points accumulated and should be desktop and mobile compatible	Mandatory
15	Ability to notify customer in advance regarding expiry of points and suggest offers for redemption before expiry.	Mandatory
	Miscellaneous	
16	Unified accrual of rewards via various platform, INB, YONO & YONO Lite	Mandatory
17	Reward program should provide financial incentive to customer to engage with the bank's products and services, Joint venture products, and other web/app sections such as updating the complete profile of user (illustrative)	Mandatory
18	Ability to run cohort based (identified customer segment) campaigns regarding rewards and offers.	Mandatory
19	The Vendor would be required to propose in their rewards program plan, earn and burn rates, which would be approved by the bank and revised on an ongoing basis as per the performance of the program.	Mandatory
20	Reporting: Vendor would be required to provide insights to the bank on performance of rewards program, customer preferences, and transaction volumes by products/categories, data related to the tiering program, etc. (illustrative).	Mandatory
21	Capabilities to integrate through API /file based with Bank's system as well as with existing rewards program.	Mandatory

22	Tie up with more than one payment gateway will be preferred.	Desired

Appendix-F(iv)

	Scope of Work - Property Aggregator	
Sl. No	**Requirement**	**Requirement Type**
	General	
1	Inclusion of comprehensive listings and images of properties across India, comprising flats, individual houses, and land parcels with a bifurcation of New and Resale properties.	Mandatory
2	Categorize the properties based on their approval status from the State Bank of India (SBI) and other major Bank / NBFC's in the industry.	Mandatory
3	Ensure that the aggregator provides a valid RERA registration number for the properties listed.	Mandatory
4	Provide detailed property information, including pricing, accurate address with postal code, total floors, configurations, possession date, and floor plan, developer wise list of properties.	Mandatory
5	Aggregator may also have capability to maintain database management of property details and prices with an auto-update feature.	Mandatory
6	Expand the scope of services to encompass renting a property, home furnishing, interior design, home treatment, and assistance from packers and movers.	Desired
	Reporting	
1	Dashboard to be made available to the Bank for downloading reports - Reports at desired frequencies to be made available via a dashboard with options to download the relevant files.	Mandatory
2	Customization of reports and dashboard to be made available as per the requirements of the Bank	Mandatory
	Security	
1	After a pre-determined time of inactivity (for example, 1 minutes) payment session time out period should be put into place	Mandatory
	Analytics	
1	Solution should offer real time customer transaction/purchase data, providing insights into customer purchase behavior	Mandatory
	Compliance	
1	The solution should be compliant with all the latest guidelines of the regulatory authorities. During the contract period, the FinTech partner must make necessary changes in the solution to meet regulatory requirement changes free of cost.	Mandatory
2	Data Residency: The platform should be entirely hosted in the country 'India'. All data stored on the platform must always reside within the country 'India'.	Mandatory

3	Security events, audit trails and logs for administrators and user activity should be enabled to monitor and detect suspicious activity.	Mandatory
4	Solution provider must manage customer consent and appropriately update the consent framework as and when required by regulators'	Mandatory
5	The proposed solution should comply with the Bank's Data leakage prevention measures / policies. In case the proposed solution requires integration with the bank's systems, the solution provider should have data leakage prevention measures in place.	Mandatory
6	Solution provider must provide, maintain and support its software and subsequent updates, upgrades and bug fixes such that the software is and remains secure from vulnerabilities.	Mandatory
7	The solution should be portable from cloud model to on-premises / Bank's cloud service provider, if required by the Bank.	Mandatory
8	The solution should be responsive in nature and should support all mobile/devices/form factors, browsers and operating systems (Mac, Linux, Windows, Android, iOS etc.).	Mandatory

Appendix-F(v)

Scope of Work - Car Aggregator		
Sl. No	**Requirement**	**Requirement Type**
General		
1	Car prices to be mapped with respect to the state when customer selects make, model, variant.	Mandatory
2	Price and car details to be updated as per the market and aggregator should be capable of providing accurate and latest information as per OEM.	Mandatory
3	Aggregator may also have capability to maintain database management of car details and prices with an auto-update feature	Mandatory
4	Inclusion of a comprehensive listings & images encompassing various car models and their respective variants offered by all Original Equipment Manufacturers (OEMs).	Mandatory
5	Display of ex-showroom and on road prices for the aforementioned car models and variants.	Mandatory
6	Vendor should own the responsibility of data correctness (vehicle details including pictures, pricing, specifications, variants etc.) which is being shared with the Bank. *Vendor may have a direct tie-up with OEMs or have a dedicated data team in place who collect data through multiple sources.*	Mandatory
Reporting		
1	Reports (mutually agreed terms) to be made available to the Bank at desired frequencies.	Desired
Analytics		
1	Solution to offer real time user-behavior and providing insights on the same.	Desired
Compliance		
1	The solution should be compliant with all the latest guidelines of the regulatory authorities. During the contract period, the FinTech partner must make necessary changes in the solution to meet regulatory requirement changes free of cost.	Mandatory
2	Data Residency: The platform should be entirely hosted in the country 'India'. All data stored on the platform must always reside within the country 'India'.	Mandatory
3	Security events, audit trails and logs for administrators and user activity should be enabled to monitor and detect suspicious activity.	Mandatory

4	The proposed solution should comply with the Bank's Data leakage prevention measures / policies. In case the proposed solution requires integration with the bank's systems, the solution provider should have data leakage prevention measures in place.	Mandatory
5	Solution provider must provide, maintain, and support its software and subsequent updates, upgrades and bug fixes such that the software is and remains secure from vulnerabilities.	Mandatory
6	The solution should be portable from cloud model to on-premises / Bank's cloud service provider, if required by the Bank.	Mandatory
7	The solution should be responsive in nature and should support all mobile/devices/form factors, browsers, and operating systems (Mac, Linux, Windows, Android, iOS etc.).	Mandatory
8	Vendor should have multi-lingual capability to display information, atleast in Hindi apart from English	Mandatory
9	Vendor should be able to share Brochure / Price details of selected Car to the user through WhatsApp, either through Vendors' WhatsApp Business account or Bank's WhatsApp channel.	Mandatory
10	Vendor should provide latest User Reviews for the Car selected, atleast for previous 6 months	Mandatory
11	Vendor should provide information on New Car launches (already launched / upcoming launches), preferably with links to launch videos / Launch reviews by Vendor's team (for recently launched cars)	Mandatory
12	Vendor should provide an option to the user for booking test drive at the nearest dealership as per the pin code selected	Desired
13	Vendor should provide information on model/color/variant wise "availability" and "waiting time" of Car chosen by user	Desired
14	Vendor may provide "Challan check" feature	Desired
15	Considering the increasing trend of EV Car purchases, Vendor should provide list of nearest EV charging stations as per pin code selected by the user	Desired

	Scope of Work – Debt Collection & Recovery	
Sl No	**Requirements**	**Requirement Type**
1	Bidder should be able to implement modern technologies such as Artificial Intelligence (AI), Machine Learning (ML), Data Analytics, Predictive Analysis, and Natural Language Processing (NLP) to automate/optimize debt collection workflows and reduce delinquencies.	Mandatory
2	Bidder should be able to provide segmentation and personalization using utilizing borrower demographic profiles, repayment patterns, and response rates to create customized borrower segments and tailor communication strategies accordingly.	Mandatory
3	Bidder should be able to provide multi-channel communication, establishing an Omni channel approach to debt collections, leveraging digital communication tools such as SMS, email, WhatsApp, voice messages, and self-service options to engage with borrowers based on their preferences.	Mandatory
4	Bidder should be able to provide data Analytics insights by predicting borrower behaviour, response patterns, and engagement rates, enabling lenders to refine their collection strategies and improve overall efficiency.	Mandatory
5	Bidder should be able to implement compliance and risk management framework, ensuring adherence to regulatory protocols as per the RBI and other financial regulators to mitigate compliance risks and avoid financial penalties.	Mandatory
6	Bidder should be able to provide Feet on Street (FoS) • Field collection services involves agents visiting the addresses of defaulted customers in person to recover outstanding amounts. • Cheque/Cash Pickup Services: When agents visit customers' addresses to collect outstanding amounts, they should offer multiple payment options like: ➢ Digital payment (via payment link, UPI, mobile banking, net banking) ➢ Payment by visiting the bank branch ➢ Payment by giving a cheque to the agent (who will then submit it to the nearest branch) ➢ Payment in cash (which the agent will deposit at the nearest branch within 24 hours or the next working day)	Mandatory
7	Bidder should be able to provide Tech/ Digital enablers such as: Collection Monitoring System: • Comprehensive solution for collection monitoring, management, and reporting across stakeholders Digital/Smart Apps for Field Agents: • Integrated front-end interfaces for field agents • Provides real-time tracking and journey information • Update status of collection on real time basis Contact Centre Interface: • Integrated front-end interfaces for collection call centre agents Digital Payment Channels for Collection: • Digital journeys and interfaces for self-serve payments by customers Bot Calling:	Mandatory

	• Automated calling to customers as per the script provided by the bank • Used for both reminder calling to regular customers and recovering unpaid balances in case of default	
8	The bidder should be able to automatically send digital communications to all the SMA customers as per the rules defined by bank. Channels as below to be made live on single click: • Push Notifications/SMS/Emails/ WhatsApp messages (Welcome SMS/ Payment reminder / Successful Payment Acknowledgement.) • Payment link • Legal Notices • Issue receipt for money received • Receipt Cancellation • Intimation for customer to update/add their contact details etc.	Mandatory
9	The proposed solution should be able to integrate with Bank's EWS (Early warning system).	Mandatory
10	The bidder should have capability of showing performance of various channels, showing resolution rates of Digital Channel, collection agencies with segregation based on DPD, products, Geographies, overdue slabs etc.	Mandatory
11	The bidder should be certified from ISO 27001:2013 & ISO 27002:2022 certifications and should comply GDPR guidelines.	Mandatory
12	The bidder should be able to implement automated reminders and notifications to alert customers about upcoming payments, overdue amounts, and payment deadlines.	Mandatory
13	The bidder should be able to integrate with leading payment gateways to facilitate seamless transactions and enable customers to make payments using various methods, including net banking, credit/debit cards, UPI, and mobile wallets, etc. for online journeys.	Mandatory
14	The bidder should identify potential risks and challenges associated with the implementation of the digital collection and recovery module, such as technical issues, regulatory changes, and security breaches.	Mandatory
15	The bidder should develop contingency plans and mitigation strategies to address these risks and minimize their impact on the project timeline and objectives.	Mandatory
16	The bidder should develop comprehensive training materials and resources for bank staff and users to familiarize themselves with the digital collection and recovery module.	Mandatory
17	The bidder should provide ongoing technical support and assistance to address any issues or concerns that may arise during implementation and operation.	Mandatory
18	The bidder should ensure seamless integration with existing banking systems, including core banking platforms, CRM software, and data analytics tools.	Mandatory
19	Bidder should be able to integrate with various Banking channels like SMS, IVR, WhatsApp, voice bots, and emails, etc. and provide **phygital** debt collection solutions to cure SMA 0,1 & 2 cases.	Mandatory
20	The bidder should be able to design an automated system for identifying delinquent accounts and initiating recovery processes.	Mandatory

21	The bidder should be able to build in guardrails on collection outreach, with DRA certified agents and regulatory reporting.	Mandatory
22	Bidder should be able to provide data security and compliance with regulatory guidelines, and adherence to SBI's data security requirements.	Mandatory
23	Bidder should be able to provide digital full stack collections platform, digital engagement channels, and managed services for on-the-ground activities like tele calling, CRM and field agent apps and it should be scalable.	Mandatory
24	The bidder should be able to provide AI based score basis behavioural data for dynamic view on propensity to pay.	Desired
25	The bidder should be able to integrate with bot using NLP to have human like engagement powered by speech recognition.	Desired
26	The bidder should be able to provide Humanize borrower relationships by providing a debtor-centric and personalized debt resolution experience and improve resolution rates on stressed assets and minimize non-performing loans (NPLs).	Desired
27	Bidder should be able to enhance customer experience, focusing on providing a frictionless and personalized borrower experience, considering the unique situation of each borrower, and offering tailored debt resolution options.	Desired
28	Demonstrate strong domain expertise and experience in the Indian banking industry, with a proven track record of successful debt collection and recovery.	
29	Establish a comprehensive debt collection and recovery process, including initial stage, legal, and post-legal stages. Manage the legal recovery process, including filing suits, representing the bank in court proceedings, and executing decrees/orders.	Desired
30	Bidder should be able to optimize cost by optimizing the end-to-end recovery workflow, including communication, tele calling, field collections, and legal procedures, to reduce operational costs and achieve economies of scale.	Desired
31	The bidder should collaborate with third-party service providers, such as credit bureaus and legal agencies, to facilitate data exchange and streamline recovery processes.	Desired

	Scope of Work – UPI 123	
Sl No	**Requirements**	**Requirement Type**
1	The proposed solution must comply with NPCI (National Payments Corporation of India) guidelines for UPI123/feature phone payments, RBI (Reserve Bank of India) payment guidelines and Telecom authority and Regulatory guidelines.	Mandatory
2	The Solution should provide Feature Phone Payments	Mandatory
3	The Solution should handle IVR flow, user interaction and connection with Bank switch.	Mandatory
4	The Solution should integrate Server-side common library activities and UPI PIN Encryption as per the guidelines of Regulatory/Statutory/NPCI/Bank.	Mandatory
5	For voice-based payments, the Solution shall be able to support and recognize user's input and there shall be fallback option incase user's voice is not captured.	Mandatory
6	The solution should be able to capture customer's voice/Key inputs during the UPI 123-UPI services on feature phone in IVR Solution session.	Mandatory
7	The Solution should have checks in place so that call conferencing while making the payment is prevented.	Mandatory
8	The vendor must design & size the hardware required (Including Test / Development / Training). The vendor should provide complete information on hardware requirement for end-to-end solution. The vendor should provide the hardware, software and network architecture of the solution offered by means of diagrammatic/pictorial representations, including the project plan for going live. Vendor should also provide security set-up proposed in the solution and various layers of risk identification and mitigation measures.	Mandatory
9	The solution must be enabled to perform post-facto audit of the UPI 123-UPI services on feature phone process (customizable as per the Bank's requirement).	Mandatory
10	The solution shall ensure that the process is a seamless, real-time, and secured, end-to-end encrypted audio interaction with the customer and the quality of the communication adequate to allow identification of the customer beyond doubt (Dependent State Bank of India infrastructure should be explicitly mentioned in the response). The Solution shall have the user related & user input information encrypted. End to End secured communication channel.	Mandatory
11	The solution should able to save the communication securely with date/time stamp.	Mandatory
12	The solution should enable the State Bank of India UPI switch to carry out an authenticity check in order to guard against spoofing and such other fraudulent manipulations.	Mandatory
13	The solution must possess real-time Dashboards capabilities to track UPI 123-UPI services on feature phone activities through IVR Solution.	Mandatory
14	The solution must have a 3rd party Information Security Audit Report by a CERT-in empaneled agency.	Mandatory
15	The solution must be capable of providing tracking dashboards & Reports on the initiated UPI 123-UPI services on feature phone in IVR Solution sessions.	Mandatory

16	Data Residency: The platform should be entirely hosted in the country 'India'. All data stored on the platform must always reside within the country 'India'.	Mandatory
17	Security logging: Security events, audit trails and logs for administrators and user activity should be enabled to monitor and detect suspicious activity.	Mandatory
18	Application Security: Solution provider must provide, maintain and support its software and subsequent updates, upgrades and bug fixes such that the software is and remains secure from vulnerabilities.	Mandatory
19	The solution should be compliant with all the latest guidelines of the regulatory authorities. During the contract period, the successful vendor must make necessary changes in the solution to meet regulatory requirement changes free of cost.	Mandatory
20	The Bank's environment should not be shared with other clients. Bank should have its own segregated environment.	Mandatory
21	The solution should have proper Business Continuity Plan. As part of BCP, the solution should have Data Center & Disaster Recovery Center in different seismic zones and both should be hosted in India.	Mandatory
22	MIS Reports need to be customize as per Bank's requirement.	Mandatory
23	The solution should be able to integrate with Bank's Security Operation Centre for monitoring purpose.	Mandatory
24	The solution should be able to detect if the services are being used by the customer using telecom services.	Mandatory
25	The solution should be portable from cloud model to on premise / Bank's cloud service provider, if required by the Bank.	Mandatory
26	The solution should enable customers to avail IVR Solution based UPI services using feature phone/smart phone. The IVR Solution interaction process should be hassle free for the customer. The IVR Solution interaction request should be initiated by the end customer on the IVR Solution platform being provided for UPI 123-UPI services on feature phone.	Mandatory
27	IP Whitelisting: The solution provider must have the capability of IP whitelisting to restrict platform access from a limited number of known locations / IP addresses both for accessing the service as well as for accessing Platform administrative consoles.	Mandatory
28	The solution should be capable to initiate reconnection in case of call drop.	Mandatory
29	The solution architecture should allow to quickly scale up in case volume surges up. Any limitation to future scalability should be mentioned in the response.	Mandatory
30	The solution should have the ability to compress the audio file with best possible compression technique.	Mandatory
31	The solution must support, rejection reason and drop off if any.	Mandatory
32	The data should be stored in encrypted form with the Bank's encryption key.	Mandatory

33	The solution should able to capture/process customer data via API call from Bank's system.	Mandatory
34	The solution should be able to configure feature phone/voice based UPI journeys and not limited to (Registrations, de-registrations, P2P/P2M Payments, Bill payments, Balance enquiries etc.) separately and capture the response accordingly.	Mandatory
35	Reconciliation System shall be at Par with existing UPI system	Mandatory
36	UPI services flow on IVR Solution should be customizable as per Bank's requirement.	Mandatory
37	Solution should not store UPI payment data, Personal Information and/or Sensitive Personal Data and Information (as defined under the Information Technology Act, 2000), collected or received by them.	Mandatory
38	Solution shall comply with the laws of India, the rules and regulations framed/issued thereunder, circulars and notifications issued by RBI (including Storage of Payment System Data in India dated April 06, 2018), and the procedural guidelines, circulars (including UPI operating circulars no. 115 & 133) and instructions issued by NPCI, as may be applicable to them and/or issued in relation to UPI, from time to time.	Mandatory
39	The solution should be multilingual enabled and support all languages (Assamese, Bengali, Gujarati, Hindi, Kannada, Kashmiri, Konkani, Malayalam, Manipuri, Marathi, Nepali, Odia, Punjabi, Sanskrit, Sindhi, Tamil, Telugu, Urdu, Bodo, Santhali, Maithili and Dogri) as per 8th schedule of constitution and should ask customer for their preferred language and show further instructions in his / her preferred language.	Mandatory
40	The solution should support to provide multilevel disclaimers to the user at their preferred language.	Mandatory
41	Bank should be able to play some product ad to the customer during the waiting time.	Mandatory
42	The solution should provide connection quality indicator for both end (IVR & Customer).	Mandatory
43	Availability of MIS reports in line with the business requirements	Mandatory
44	The solution should be enabled to perform concurrent audit of the UPI 123-UPI services on feature phone, process (customizable as per the Bank's requirement).	Desired
45	The solution must support masking of specific data elements such as Aadhaar number	Desired
46	The solution should able to trigger OTP to the customer during IVR session (if the case may be) and customer can authenticate by reading it during the session.	Desired
47	The solution should have ability to generate and record Transcript for conversation.	Desired

Appendix-F(viii)

	Scope of Work - Content Localization (Translate & Transliterate)	
Sr. No	Requirements	Requirement Type
1	The objective of this RFE/RFP is to localize and translate various content for SBI, ensuring accurate and culturally appropriate communication with the target audience but not limited to: • Website content • Mobile app content • Marketing materials • Product descriptions and brochures • Application forms • Customer communications (account statements, notices, etc.) • User manuals • Legal documents & Training materials • Reports and presentations • Internal documents and training materials • Social media posts and campaigns • Script for Audio & Video Some of the illustrative examples mentioned below but not limited to: o **Screen/UI/UX/Display:** Forms/screens/Pages of the entire Target Application(s) including any customized screens of the Target Application(s) should be completely converted into target language. This should include, Screen text consisting of menus, labels, captions, buttons, and tooltips etc. Configuration and master data consisting of Lists, drop-downs, and combos and customer data using Phonetic Transliteration. o **Reports Display and Printing:** Specific selected reports from the SBI Core Banking/YONO/YONO lite/Internet Banking/ Application & any other Contents including any customized reports of the Bank. Applications should be completely converted into target language maintaining the format exactly as per English.	Mandatory
2	The vendor will be responsible for translating the English content into the target 15 Indian regional languages: Assamese, Bengali, Dogri, Gujarati, Hindi, Kannada, Konkani, Malayalam, Marathi, Meitei (Manipuri), Odia, Punjabi, Tamil, Telugu, and Urdu. Additional Indian regional language services may be required based on project needs while ensuring accuracy in meaning, tone, and context.	Mandatory
3	The vendor will be responsible for ensuring accurate translation and localization of content by following industry best practices and quality assurance processes.	Mandatory
4	The vendor will be responsible for Conducting thorough proof-reading and editing to maintain linguistic accuracy and consistency.	Mandatory
5	The translation of material must be done using proprietary solutions and personnel within the selected vendor, not through automatic translation software such as Google Translate.	Desired

6	The Translation Software should support various file types such as Text, PDF, HTML, and XML, etc.	Mandatory
7	The vendor should have the capability of extracting/converting the material to be translated from one file format into another and return it in the file format as per the Bank's requirement.	Mandatory
8	Any errors in the deliverables must be corrected by the vendor free of charge immediately and corrected text must be submitted/updated immediately.	Mandatory
9	The necessary proof reading of the material translated for its authenticity will be the responsibility of the translating vendor. In case of negligence, it will be the responsibility of the translating vendor.	Mandatory
10	The selected vendor is not permitted to reproduce, reprint, or transmit the content to any third party by any means, including photocopying, photographing, cyclostyling, microfilming, scanning, electronic copying, or any other method.	Mandatory
11	The vendor would be required to translate and transliterate all the static/dynamic pages of Mobile app/website/intranet etc.	Mandatory
12	The Translation Software should be capable of converting screens, reports and prints including customer / employee names, designations and addresses from English to Multiple languages in all varieties of deployment viz., Online, batch and on demand.	Mandatory
13	The Translation Software should be capable of dictionary creation and maintenance of Core Banking Application & any other Applications/screens, reports and prints in Multiple languages.	Mandatory
14	The vendor should be able to deploy software/solution as per the requirement of the bank.	Mandatory
15	The vendor should have the capability to proofread, verify, and vet the contents in all languages as mentioned in Point.No.2 shared by Bank with 100% accuracy of the translation/content.	Mandatory
16	The vendor must ensure that all translated content is linguistically and culturally appropriate, free from controversy, and compliant with the current laws of India. Additionally, vocabulary, grammar, tonality, punctuation, and style should be contextual and suitable as per the requirements.	Mandatory
17	The vendor shall update security patches, upgrades and resolve bugs if any found in the provided application throughout the engagement period.	Mandatory
18	The vendor should ensure that the rich library of words and sentences created during the translation process should be shared with SBI.	Mandatory

Appendix -G

PROFORMA OF EMPANELMENT LETTER TO BE ISSUED BY THE BANK AFTER SUCCESSFUL EMPANELMENT UNDER THE REQUIRED SOFTWARE SOLUTION/ SERVICES CATEGORY

Date:

M/s._____

_____

Sub: Empanelment by the Bank for Your offer of Software Solution/ Services
RFE ref. No. _____ dated _____ for _____

1. With reference to your bid for empanelment with the Bank for offering Solution/Services under the requested category (ies) in pursuant to aforesaid RFE, you have been shortlisted for empanelment under below mentioned category(ies), in accordance with the RFE specifications:

    Description category of the Solution/services

    _____

2. Subject to the terms and conditions of RFE, this Empanelment of Solution/Services will be valid for 3 years from the date of selection, i.e. ………. (DD/MM/YYYY).

3. All other terms and conditions shall be as per the RFE.

Signature   _____

Name   _____

Designation with stamp _____

Appendix-H

Query Format for Bidders

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

<u>**Appendix-I**</u>

<u>**Format for Submission of Client References (on letter head)**</u>

<u>**To whosoever it may concern**</u>

Client Information

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

(Bidders to ensure that separate Appendix I is submitted for each reference they are quoting for evaluation even if it pertains to the same company but for different projects)

<u>**Name & Signature of authorized signatory**</u>

<u>**Seal of Company**</u>