



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

Ref: SBI/CC/DB&T-Consumer/TI&SP/RFE/2024-25/03

Date: 24.01.2025

Name and Address of the Principal Office:

Deputy General Manager (T, I, & Spl. Projects),
Digital Banking & Transformation - Consumer,
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 - 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 online/ Print on: e-tendering website - https://etender.sbi/ Bank website - https://bank.sbi Newspaper Publication												
3a	Last date for requesting clarification	Any clarification/queries pertaining to RFE process beyond 12th February 2025, 17:00 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 05:00 PM (time) on 16th March 2025 (date)												
6	Address for submission of Bids and contact details for vendor support	Address for submission of Bids - https://etender.sbi/SBI/ For registration at e-tender website, please send email to: etender.support@sbi.co.in Vendor Support (Email ID & Contact Details) - <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Sl</th> <th>Name</th> <th>Mobile No.</th> <th>Email ID</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Abhik Pramanik</td> <td>7859800609</td> <td>abhik.p@eptl.in</td> </tr> <tr> <td>2</td> <td>Nandan Valera</td> <td>9081000427</td> <td>nandan.v@eptil.in</td> </tr> </tbody> </table>	Sl	Name	Mobile No.	Email ID	1	Abhik Pramanik	7859800609	abhik.p@eptl.in	2	Nandan Valera	9081000427	nandan.v@eptil.in
Sl	Name	Mobile No.	Email ID											
1	Abhik Pramanik	7859800609	abhik.p@eptl.in											
2	Nandan Valera	9081000427	nandan.v@eptil.in											
7	Bidder Contact Details	Bidder to provide following information: <ol style="list-style-type: none"> 1. Name of the Company 2. Contact Person (s) 3. Mailing address along with Pin Code (Registered & Corporate) 4. Telephone number with STD code 5. Mobile Number (s) 6. e-mail ID (s) 												

Part-I

S.N.	INDEX	PAGE NO
1	INVITATION TO BID	5
2	DISCLAIMER	6
3	DEFINITIONS	7
4	ELIGIBILITY CRITERIA	8
5	EVALUATION CRITERIA	9
6	SCOPE OF WORK	10
7	EMPANELMENT PERIOD	11
8	CLARIFICATION AND AMENDMENTS ON RFE	11
9	CONTENTS OF BID DOCUMENTS	12
10	BID PREPARATION AND SUBMISSION	12
11	DEADLINE FOR SUBMISSION OF BIDS	13
12	MODIFICATION AND WITHDRAWAL OF BIDS	13
13	BID INTEGRITY	13
14	BIDDING PROCESS FOR EMPANELMENT	14
15	TECHNICAL EVALUATION	14
16	CONTACTING THE BANK	14
17	WAIVER OF RIGHTS	15
18	BANK'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS	15
19	SERVICES	15
20	RIGHT TO VERIFICATION	15
21	SUB-CONTRACTING	16
22	VALIDITY OF EMPANELMENT	16
23	LIMITATION OF LIABILITY	16
24	CONFIDENTIALITY	17
25	BIDDER'S OBLIGATIONS AS BIDDER	17
26	INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP	17
27	CONFLICT OF INTEREST	17
28	CODE OF INTEGRITY AND DEBARMENT/BANNING	19
29	DISPUTE/ ARBITRATION	21
30	GOVERNING LANGUAGES	21
31	NOTICES	21

Part-II

APPENDIX	INDEX
A	BID FORM
B	EVALUATION CRITERIA
C	BIDDER'S ELIGIBILITY CRITERIA
D	BIDDER DETAILS
E	NON-DISCLOSURE AGREEMENT
F	TECHNICAL CAPABILITY REQUIREMENTS & SCOPE OF WORK
G	PROFORMA OF EMPANELMENT LETTER TO BE ISSUED BY THE BANK
H	QUERY FORMAT FOR BIDDERS
I	FORMAT FOR SUBMISSION OF CLIENT REFERENCES
J	FORMAT FOR SUBMISSION OF SELF DECLARATION

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 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. General 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 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 or Digital Capability Partners (DCP).
- 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 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.
2. 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.

3. 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 and Appendix – F(i) to F(iv)**.

The bidders are required to score at least 60% 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 Innohub website (<https://innohub.sbi/>) 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 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 FinTech/ DCPs Companies in various categories is mentioned below

Sl. No.	Category	Indicative Requirement
1	Voice Bots / Conversational IVR	<ul style="list-style-type: none"> • Outbound Voice bot: Collections, Sales, and Service calls. • Inbound Voice bot: Response for queries of customer for specific use-cases. • To do basic calculations, validations which are required during the call such EMI/NMI, EMI of a loan, maturity amount of a fixed deposit etc. • Send sms / Emails as instructed <p>The details are mentioned in Appendix – F(i)</p>
2	Chat bot	<ul style="list-style-type: none"> • State-of-art Chat bot solution offering an interactive dialog interface and having capability of auto-answering customer/user queries. • Chat bot must use Machine Learning and Natural Language Processing (NLP) algorithms to train itself with variety of questions asked by users. Also, assisted training and re-training options should be available <p>The details are mentioned in Appendix-F(ii)</p>
3	Speech Analysis	The details are mentioned in Appendix F - (iii)
4	Generative AI	<ul style="list-style-type: none"> • Real Time Agent Assist (RTAA) / Co-pilot • Enhance output of Voicebots (using Generative AI) • Email Management & Response • Customer Interaction Management • Real Time Translation & Transcript • Schedule Custom Training • Complaint Management • Scheduling appointments <p>The details are mentioned in Appendix – F(iv)</p>

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

7. EMPANELMENT PERIOD:

- i. 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.
- ii. 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 Bank's e-tender 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-Consumer/TI&SP/RFE/2024-25/03 dated 24.01.2025**. 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.
 - (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 bid for the entire package on a single responsibility basis for Solutions/services it proposes to be empanelled 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. Wilful 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:

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:

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:

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 have 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

Appendix-A

BID FORM – For Empanelment

[On Company's letter head]

Date: _____

To:

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

Dear Sir,

Ref: RFE No. SBI/CC/DB&T-Consumer/TI&SP/RFE/2024-25/03 dated 24.01.2025

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 2025

(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.

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

1. General Evaluation Criteria

Sl.	Experience / Employees & case studies of relevant experience of projects as per context of this RFE	Criteria	Max. Marks	Marks	
1a	Total no. of employees on rolls (Self-certification)	# of employees	50-125	1	
			126-300	3	
			>300	6	
1b	Total no. of employees on rolls in India (Self-certification)	# of employees	26-75	1	
			76-150	3	
			>150	6	
1c	Number of completed years of operations in India as on 31st March 2024 (COI)	# of years	<2	1	
			>2-6	3	
			>6	6	
1d	Number of experience references that the vendor can provide (format as per Appendix-I)	# of references	2	1	
			3-4	3	
			5-7	5	
			>7	7	
*1e	Completeness of approach and proposed methodology demonstrated in response to the RFE (Demo/Presentation)	Standing Committee Evaluation	Presentation, Demo etc.	20	0-20
			Total	45	

Sl.	Evaluation Criteria- Parameters	Vendor's response	Max. Marks	Marks
2	Deployment Options			
a	Deployment only in Vendor's Cloud Instance	Self-Certification	10	1
b	Apart for Vendor's Cloud, deployment supported in Bank's instance in 3rd Party Cloud (e.g. GCP, Azure, AWS, etc.)			3
d	Any type of Cloud deployment supported incl. Bank's Cloud / Bank's instance in 3rd Party Cloud (e.g. GCP, Azure, AWS, etc.)			7
e	In-house deployment & any type of Cloud deployment supported			10
3	Back-end technologies used			
a	Only Conversational AI (i.e., NLP)	Self-Certification	10	4
b	Only Generative AI			7

c	Combination of Both			10
4	The bidder should have implemented AI / ML based Solutions			
a	In the Past 1-3 Year	Self-Certification	5	1
b	In the Past 3-5 Year			3
c	More than 5 Year			5
5	Total revenue (Rs. in Crs) from AI / ML based solutions in past 1 year			
a	> 2-8	Certification letter/Audit Report	5	1
b	> 8-50			3
c	> 50			5
6	Profitability (PAT) in past years			
a	Last FY only	Certification letter/Audit Report	5	1
b	Previous 2-3 FY			3
c	> for more than 3 FY continuously			5
		Total	35	

* **Point 1e.** The evaluation shall be done by the Standing Committee basis the approach, methodology, presentation submitted by the bidder, along with demo of the solution, etc., if any proposed.

Important: Further, **Each Specific Evaluation Criteria** from **Appendix F (i) to F (iv)** has their respective **General Evaluation Criteria** apart from the above-mentioned **General Evaluation Criteria**. The marks for those General Evaluation criteria shall be clubbed with score of above-mentioned General Criteria to arrive at Final Score.

2. Specific Evaluation Criteria

Kindly refer Appendix F(i) to F(iv)

Appendix-CBidder's Eligibility Criteria

Sl. No.	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted (whichever applicable)
Eligibility Criteria for FinTech/ Digital Capability Partner			
a.	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
b.	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 under this Policy		Certificate of Incorporation
c.	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.
d.	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)		Bidder should specifically confirm on their letter head in this regard as per Appendix-I
e.	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.
f.	Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this 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.		Bidder should specifically certify in Appendix-A in this regard.
g.	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
h.	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.

Appendix-D**Bidder Details****Details of the Bidder**

Sl. 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**

Appendix-E**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 willful 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) 2025 at _____ (place)

For and on behalf of _____

Name		
Designation		
Place		
Signature		

For and on behalf of _____

Name		
Designation		
Place		
Signature		

Appendix-F**Technical Capability Requirements & Scope of Work (SoW)**

SI No	Particulars	Requirements/ Remarks
1	Description of Product/Services	<p>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.</p> <p>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</p> <p>Project Staffing Plan: If the Services are based on time & material basis, describe the projected/agreed staffing plan</p> <p>Service Performance and Delivery Methodology: Describe the project execution methodology, if applicable</p>
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 Requirements with existing systems	<p>a) Requirements of data conversion.</p> <p>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</p>

		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	<p>a) 24 * 7* 365 days per year, online support facility</p> <p>b) The expected time of resolution should be average ... minutes per call. (Bidder should input this details)</p> <p>c) Escalation process should be in place for unresolved issues</p> <p>d) Bidder support staff should be well trained to effectively handle queries raised by the Bank customer / employees etc</p> <p>e) Bidder should have ability to generate MIS reports periodically for example: Volume of calls / per day, resolution % per day etc.</p> <p>f) Considering expected number of call request --- / day, the help desk should be manned with ---- of persons dedicated to work for the Bank.</p>
7	MIS Report Generation requirement	<p>a) User-defined reports</p> <p>b) Dashboard requirements etc.</p>
8	In case of Transaction System	<p>a) Audit trail requirement</p> <p>b) Audit logs reporting & analysis tool</p> <p>c) Solution should support 'x' number of transactions per second/per minute with 'y' number of concurrent users etc</p> <p>Note: Values for 'x' & 'y' to be provided by bidders.</p>
9	Performance Requirements	Uptime requirement etc.
10	Scalability Requirements	<p>a) To be scalable as per Bank's future requirement.</p> <p>b) The number of users / branches who will be utilizing the Software Solution should be clearly specified.</p>
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.

In the scope of work (SoW) mentioned in **Annexure – F(i) to Annexure – F (iv)** of this RFE, the bidder must provide the response against each requirement type.

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

Readily Deployable / Minor Customization Required	Additional Development / Major Customization Required	Absent / Cannot be customized
2	1	0

Appendix -F (i)

Scope of Work - Voice Bots / Conversational IVR:		
SI No	Requirement	Requirement Type
1	Outbound Voice bot: Collections, Sales, and Service calls.	Mandatory
2	Inbound Voice bot: Response for select queries of customer on which Voice bot is trained. For rest of the queries / customer intents, Voice bot will redirect the call to corresponding IVR node or Agent (as per the cases)	Mandatory
3	The voice should be clear and like human. A soft skilled Indian style persona to be developed for the Voice bot to make the interactions more engaging & humane.	Mandatory
4	<p>The Voice bot (both Inbound / Outbound) should be able to integrate with existing Contact Centre set-up and Bank IT Infrastructure (APIs, Database, etc.) to fulfil the following requirements:</p> <ul style="list-style-type: none"> - The Voice bot should be able to consume the information provided during the call transfer from the Contact Centre to Voice bot - The Voice bot should be able to transfer call to specific IVR / Agent node with details of intent identified during the conversation. - The Voice bot should be able to fetch information from Bank's system and upload information / dispositions, collected during call, back to the Bank's applications/ database. (E.g., LAMS, CRM) - The Voice bot should be able to cater pre-specified Service Requests / transactions. 	Mandatory
5	The detailed reports /dashboard of Voice bot calls should be available.	Mandatory
6	The Voice bot should be able to do basic calculations, validations which are required during the call.	Mandatory
7	The Voice bot solution should work optimally with different Indian accents, age groups, and various noise conditions.	Mandatory
8	The Voice bot should be able to send SMS in pre-specified format.	Mandatory
9	Service to be made available for the Bank to fetch call recordings / call transcripts on request. Also, the recordings / transcripts can be transferred, archived & purged as per requirement of the Bank	Mandatory
10	The Voice bot should be able to send Email, WhatsApp, and Voice messages in pre-specified format.	Desired
11	The Voice bot solution is expected to have ability to handle interruption (Take customer input while Voice bot is responding).	Desired
12	The Voice bot solution is expected have ability to handle multiple intents and take a new intent & remember old one when interrupted.	Desired

The Score of below mentioned General Evaluation criteria of Voice bot shall be clubbed with General Evaluation score in Appendix B, to arrive at total score. Use “Annexure – J” to submit the below declaration.

SI No	Voice bot Evaluation Criteria - Parameters	Max. Score	Marks
1	Experience of implementation in atleast one Indian Scheduled Commercial Bank		Mandatory
2	Outbound Call Volumes Processed (per month) – till September'24		
	> 15 Lacs-30 Lacs	10	4
	> 30 Lacs-60 Lacs		7
	> 60 lacs		10
3	Inbound Call Volumes Processed (per month) - till September'24		
	> 15 Lacs - 35 Lacs	10	4
	> 35 Lacs - 70 Lacs		7
	> 70 Lacs		10
4	No. of Indian Languages deployed (Period of deployment > 2 months)		
	Hindi, English & Hinglish (Hindi with common English words)	10	4
	Hindi, English & Hinglish (Hindi with common English words) +3		7
	Hindi, English & Hinglish (Hindi with common English words) +8		10

The Serial No 1 is mandatory to apply in this category. The evaluation shall be carried out of those bidders who fulfills Serial No 1 criteria.

Appendix -F (ii)

Scope of Work – Chat bot		
SI No	Requirement	Requirement Type
1	State-of-art Chatbot solution offering an interactive dialog interface and having capability of auto-answering customer/user queries.	Mandatory
2	Chatbot must use Machine Learning and Natural Language Processing (NLP) algorithms to train itself with variety of questions asked by users. Also, assisted training and re-training options should be available.	Mandatory
3	<p>The Chat bot should be able to integrate with Bank’s Knowledge Base, CRM, IT applications, and Bank IT Infrastructure (APIs, Database, etc.) to fulfil the following requirements:</p> <ul style="list-style-type: none"> - The Chat bot should be able to support customer authentication using Mobile Number & OTP, Customer / Account / Debit Card Details, or any other credentials (e.g. MPIN / SIM Binding) as specified by the Bank. Also, it should be able to multi-factor authentication. - Chatbot should be able to automatically analyze the User query / request, extract relevant information and respond to the user. The response can be predefined text, a text retrieved from a knowledge base that contain different answers, a contextualized piece of information based on data the user has provided, data stored in enterprise systems, the result of an action that the chatbot performed by interacting with one or more backend application. In - In case of ambiguity, chat bot should be able to ask a disambiguating question that helps the chatbot to correctly understand the user’s query /request. - The Chat bot should be able to cater pre-specified Service Requests / transactions and provide status of Service Requests / Transactions, etc basis the verification status of customer - The Chat bot should be able to do basic calculations, validations which are required during the chat. It should also make of utilities provided by the Bank in various webpages / mobile applications (e.g. EMI calculator) - The Chat bot should be able upload information / dispositions, collected during chat, back to the Bank’s applications/ database. (e.g. CRM, DEMS) 	Mandatory
4	The Chat bot should be able to support (can be hosted) multiple channels e.g. Bank’s website, Mobile Applications, Bank’s WhatsApp and Social Media interfaces, etc.	Mandatory
5	The Chat bot should be able to generate chat transcripts for future reference both for User and the Bank	Mandatory
6	Apart from supporting text messages from the customers, the Chat bot should be able to offer list of options related to different area for ease of user navigation. Further, the list of options offered by the Chatbot should be dynamic basis the channel, device, user, etc.	Mandatory

7	The Chat bot should be able to integrate with LLM (Large Language Model) / Generative AI for supporting complex conversations	Mandatory
8	The Chat bot should allow the transfer of Chat (along with transcript) to support Agents for pre-defined / unsupported conversations. Post transfer, the bot should stop (chat) for these users.	Mandatory
9	The detailed reports/dashboard of Chatbot interactions should be available	Mandatory
10	The Chatbot should support context memory where bots store intelligent context and runs conversations based on this context.	Mandatory
11	The Chat bot should be able to send SMS, Email, WhatsApp messages in pre-specified format.	Mandatory
12	The Chat bot should have various security features e.g. end-to-end encryption, masking of PII data, Firewalls, authentication time-outs, etc. (Vendor to ensure that all the Information Security requirements specified by Bank or it's auditor are fulfilled)	Mandatory
13	The Chat bot should support upload of document and images for specified conversations	Mandatory
14	The Chat bot should track location of the device and make use of it for specified situations / conversations.	Mandatory
15	The Chat bot should provide typing and delay indicator	Mandatory
16	The Chat bot should support voice messages (Speech to Text feature)	Mandatory
17	Chat bot may contain features like User Typing Control, Customized Help/Error Message, Max Tries.	Mandatory
18	The Chat bot should capture customer feedback post conversation.	Mandatory
19	The Chat bot should be able to send Email / Voice mail	Desired
20	The Chat bot should be able to provide user sentiment analysis and user satisfaction score.	Desired
21	The Chat bot should be able to offer language switch and provide multi-lingual support in the same chat	Desired

The Score of below mentioned General Evaluation criteria of Chat bot shall be clubbed with General Evaluation score in Appendix B, to arrive at total score. Use “Annexure – J” to submit the below declaration.

SI No	Chat bot General Evaluation Criteria - Parameters	Max. Score	Marks
1	Experience of implementation in atleast one Indian Scheduled Commercial Bank		Mandatory
2	Chat Volumes Processed (No. of Chat instances per month) – till September'24		
	> 5 Lacs-10 Lacs	10	4
	> 10 Lacs-25 Lacs		7
	> 25 lacs		10
3	No. of Indian Languages deployed (Period of deployment > 2 months)		
	Hindi, English & Hinglish (Hindi with common English words)	10	4
	Hindi, English & Hinglish (Hindi with common English words) +3		7
	Hindi, English & Hinglish (Hindi with common English words) +8		10

The Serial No 1 is mandatory to apply in this category. The evaluation shall be carried out of those bidders who fulfills Serial No 1 criteria.

Appendix -F (iii)

Scope of Work - Speech Analysis		
SI No	Requirement	Requirement Type
1	Call driver Reports:	Mandatory
	Identify & share the volume distribution with drill-down available for Call category, sub-category and sub-subcategory based on various filters (e.g., Date & Time range / Language / Agent groups, etc).	
2	Able to categorize the interactions into various groups e.g., Service Request, Complaint, Enquiry, Feedback & Suggestions, Request tracking, follow-up etc. and display the same in form of reports based on various filters (e.g., Date & Time range / Language / Agent groups, etc).	Mandatory
	Trend Reports: It shows trend of Agent-Customer interactions over specified period basis various filters. It can be of various types e.g.,	
	· Call Category / Sub-Category / Sub Sub-Category Trend	
	· Word Trend report (Segregation based on Agent spoken words and Customer spoken words should be available)	
3	· Word-cloud (combination of multiple words used in a phrase by Agent & Customer) trend	Mandatory
	Average Handling Time (AHT) analysis: It should facilitate analysis of call handling time parameters e.g.,	
	· Average Handling Time (AHT)	
	· Average Hold Time during the call	
	· Average Silence Time (no conversation in call for specified time e.g., > 5 seconds)	
· Long Call Analysis etc.		
4	Repeat Call Analysis using conversational data & meta data, if available	Mandatory
5	Evaluate C-Sat score (basis emotion / sentiment analysis). It should also be able to provide details Agent level & call-level analysis	Mandatory
6	Evaluate Call Quality Score of calls for select parameters (Agent level analysis of various Call Quality & SLA parameters)	Mandatory
7	Negative word analysis	Mandatory
8	Analysis of effective Sales / Collection calls	Mandatory
9	Analysis of key objections placed by callers during Sales / Collection calls	Mandatory
10	Agent level analysis of various parameters e.g., High Call transfer / Branch redirections, call interruptions, adherence to the process etc.	Mandatory
11	Support comparison of Interactions (e.g., words / word cloud used in Best Performing Agents v/s Low performing Agent's interactions)	Desired
12	Provide transcript of calls with bifurcation of words spoken by Agent / Contact Centre Associate / Voicebot and words spoken by the caller	Desired

The Score of below mentioned General Evaluation criteria of Speech analysis shall be clubbed with General Evaluation score in Appendix B, 1 to arrive at total score. Use “Annexure – J” to submit the below declaration.

SI No	Speech Analysis General Evaluation Criteria - Parameters	Max. Score	Marks
1	Experience of implementation in atleast one Indian Scheduled Commercial Bank		Mandatory
2	Call Volumes Processed (per month) – till September’ 24		
	> 40 Lacs - 75 Lacs	10	4
	> 75 Lacs - 1.2 Crores		7
> 1.2 Crores	10		
3	No. of Indian Languages deployed (Period of deployment > 2 months)		
	Hindi, English & Hinglish (Hindi with common English words)	10	4
	Hindi, English & Hinglish (Hindi with common English words) +3		7
Hindi, English & Hinglish (Hindi with common English words) +8	10		

The Serial No 1 is mandatory to apply in this category. The evaluation shall be carried out of those bidders who fulfills Serial No 1 criteria.

Appendix -F(iv)

Scope of Work- Generative AI		
SI No	Real Time Agent Assist (RTAA) / Co-pilot	Requirement Type
1	Auto-populate the script / text response from Knowledge Management System (KMS) & other knowledge base (e.g., bank's website, manuals, etc.) based on customer query.	Mandatory
2	Suggest the process to be followed by the Agent	Mandatory
3	Placement of controls in Agent interface e.g. Must say points/ actions highlighted to the Agent.	Mandatory
4	Auto wrap-up of calls / mark the details in the system	Mandatory
5	Advise products /services based on analytics/ conversation that can be pitched to the customer.	Desired
6	Real Time Emotion analysis.	Desired
7	Auto populate to the agent if KYC is due /SI is due/Insurance or collateral is due	Desired
8	Analyze customer sentiment during the call and accordingly, alert the Agent or suggest for escalation.	Desired
9	Aid Agent in handling service requests, transactions, complaint and lead enquiry /registrations, etc if needful integrations with applications / systems are enabled.	Desired
10	Display of script / text response in language preferred by Agent	Desired
SI No	Enhance output of Voicebots (using Generative AI)	Requirement Type
1	Increase the number of Use Cases covered and enhance the resolution rate of Voice bot	Mandatory
2	Lower the training time of Voice bot and reduce dependency on the manual training	Mandatory
3	Arrange response of complex queries through Voicebots which involves calculation and reference back to script / system and transaction data	Mandatory
4	Increase in number of Languages covered by Voice bot	Desired
5	Train Voicebots to handle Service requests, lead registration, Complaint registration / status and transactions, if needful enablers (e.g., APIs) are provided.	Desired
6	Arrange response to out of context queries.	Desired
SI No	Email Management & Response	Requirement Type
1	Summarize the contents email wherein it should take care of attached files (in the email) and trailing emails, if required. In the email summary, it should clearly identify the intents (e.g., enquires, service requests, complaints) stated by the sender in the email and highlight the same to the Maker / Checker screen.	Mandatory
2	Draft the response or create response templates for the Agent. For this purpose, integration with Bank's Knowledge Management Solution, Bank's CRM & other systems will be required.	Mandatory
3	The tool should be able to mark disposition CRM portal, if required	Desired

4	Allocation of emails based on Agent expertise. Also, the application should be able to recognize emails wherein escalation is required.	Desired
5	The tool should be able to mark register Leads, Service requests and Complaints in CRM, if required	Desired
SI No	Customer Interaction Management	Requirement Type
1	Present summary of past customer interactions across all channels /applications (e.g., Contact Centre, Email, SMS, ATM, INB, UPI, Branch, Cases / Leads generated in CRM, PRM alerts, etc.)	Mandatory
2	Advise the Agents about the cause of call and suggest probable action in inbound calls. Share pre-alerts / information that may be used in outbound calls.	Mandatory
SI No	Real Time Translation & Transcript	Requirement Type
1	Translate the voice in real-time so that interaction between Customer and Agent using different languages can be facilitated	Mandatory
2	The tool should be able to identify the language based on the words spoken by customer	Mandatory
3	The application should facilitate Real Time Call Transcript which can be utilized by other systems	Mandatory
4	The tool may also facilitate real time translation of content suggested by RTAA / Co-pilot	Desired
SI No	Schedule Custom Training	Requirement Type
1	Facilitate custom coaching plans basis Agents score on various Call quality parameters	Mandatory
2	Create custom training / test schedule basis Agent shift	Mandatory
3	Allow briefing based on processes /teams	Desired
4	System should support Person to Person training and automated e-learning	Desired
SI No	Real Time Management based on Compliance & Quality parameters	Requirement Type
1	Real time monitoring of Contact Centre Agent on the basis of parameters set-up by Compliance as listed below:	Mandatory (a to e)
	a. Greet the customer on call opening	
	b. State that call is being recorded	
	c. Validate the customer identity and then proceed with the call	
1	d. Should not be rude over the call	Desired (f to g)
	e. Request customer to submit CSAT wherever applicable	
	f. Apologize for the inconvenience	
1	g. Adherence to the script	Desired (h)
	h. Any other compliance parameters which are specific to call type / process	
2	Real time monitoring of Contact Centre Agent on the basis of Quality parameters set-up as listed below:	Mandatory (a to d)
	a. Not acknowledging to the customer, if one has said something.	
	b. Agent not allowing customer to speak	
	c. Agent jumping to the conclusive remark without taking confirmation from	

	customer d. Taking long pause while answering to the customer	
	e. Customer asking any specific thing like ROI, EMI etc. Whereas agent not replying to the specific query and going on saying scripted items. f. Not using punctuation over the call like not using comma, full stop and keep on saying in same flow. g. Pace of tone/ speech is not understandable e.g. talking too fast h. Lacking politeness over the call i. Talking something absurd over the call.	Desired (e to i)
3	The application should alert the Agent via screen pop-up (or other modes) about the non-adherence	Mandatory
4	System should provide Agent-wise and interaction wise dashboards	Desired
SI No	Complaint Management	Requirement Type
1	Provide solutions to the customers for various tech and operational issues basis the inputs provided to the application	Mandatory
2	Populate existing Complaint numbers along with details / status to the agent	Mandatory
3	Lodge a new complaint via CRM	Mandatory
SI No	Scheduling appointments	Requirement Type
1	Auto schedule appointments in the CRM as per customer convenience	Mandatory

The Score of below mentioned General Evaluation criteria of Gen AI shall be clubbed with General Evaluation score in Appendix B, to arrive at total score. Use “Annexure – J” to submit the below declaration.

SI No	Gen AI - Evaluation Criteria- Parameters	Max. Score	Marks
1	Experience of implementation in Banking Sector		Mandatory
2	Voice Interactions Processed (Minutes per month)-till September’ 24		
	> 20 Lacs - 60 Lacs	10	4
	> 60 Lacs - 1.2 Cr		7
	> 1.2 Cr		10
3	No. of Interactions (e.g., Chat, Email, etc.), excluding. Voice Interactions, processed (Minutes per month) – till September’ 24		
	> 5 Lacs - 20 Lacs	10	4
	> 20 Lacs - 40 Lacs		7
	> 50 Lacs		10
4	No. of Indian Languages deployed (Period of deployment > 2 months)		
	Hindi, English & Hinglish (Hindi with common English words)	10	4
	Hindi, English & Hinglish (Hindi with common English words) +4		7
	Hindi, English & Hinglish (Hindi with common English words) +10		10

The Serial No 1 is mandatory to apply in this category. The evaluation shall be carried out of those bidders who fulfill Serial No 1 criteria.

Appendix -G

**PROFORMA OF EMPANELMENT LETTER TO BE ISSUED BY THE BANK
AFTER SUCCESSFUL EMPANELMENT**

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

Appendix-I**Format for Submission of Client References (on letter head)****To whosoever it may concern****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)

Name & Signature of authorized signatory

Seal of Company

Appendix-J**Format to submit Call / Interaction Volume on monthly basis (Self Declaration Basis)**

SI No	Name of the Client	Process Type (call / Voice / Email / Chat etc)	Call / Interaction volume per month	Technology* (Voice-bot, Speech Analytics, Gen AI)	Client SPOC (For reference#) Name, Mob & Email

* For Chat bot, Voice-bot & Speech Analytic, it may be specified whether it is based on conversational AI or Gen AI or using blend of both.

For verification & audit, Bank may seek references from the Clients mentioned in the above declaration.

The bidder should clearly specify the category for which Appendix – J is being submitted.

Name & Signature of authorized signatory

Seal of Company