

**REQUEST FOR PROPOSAL**

**FOR**

**DESIGN, DEVELOPMENT, DEPLOYMENT & MAINTENANCE**

**OF**

**IDBI MUTUAL FUND – IDBI BANK INTEGRATION SOLUTION  
(MF-BIS)**

**FOR**

**IDBI ASSET MANAGEMENT LIMITED (IDBI AML)**

**CIN: U65100MH2010PLC199319**

**(An Investment Manager to IDBI Mutual Fund)**

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**RFP Ref. No. IDBIAML/RFP/002**

## **NOTICE INVITING TENDER (NIT)**

Invitations of proposals are invited in two bid system from reputed service providers for a Solution for design, development, deployment & maintenance of IDBI Mutual Fund and IDBI Bank Integration (MF-BIS).

The proposed integrated solution will be implemented at the IDBI Bank Ltd. (CIN: L65190MH2004GOI148838) branches spread across India at more than 1200 locations.

RFP document including terms and conditions, tentative scope of the work & specifications etc can be downloaded from the website of IDBI Asset Management Limited CIN: U65100MH2010PLC199319 i.e. [www.idbimutual.co.in](http://www.idbimutual.co.in) . The last date for submission of the completed bid will be on or before 4 pm **on 16-05-2016** and there will be a pre bid meeting on **06-05-2016** at 11:30 AM. The technical bids will be opened on **16-05-2016** at 4:30 pm in presence of the bidders or their authorized representatives. The undersigned reserves the right to cancel the bid without assigning any reasons.

Sd/-

CFO

IDBI Asset Management Limited

## SECTION I: RFP Data Sheet

### **RFP Ref. No. IDBIAML/RFP/002**

The Time schedule for various events related to Request of Proposal (RFP) is

1	RFP NO.	<b>IDBIAML/RFP/002</b>
2	Request for RFP from Bidders (Date & Availability of RFP documents )	<b>26<sup>th</sup> April, 2016 @ 4.00 PM</b> RFP documents can be downloaded from IDBI AML website <a href="http://www.idbimutual.co.in">www.idbimutual.co.in</a>
3	Last date of receipt of clarifications (if/any) through email (only) at Email ID provided in point 11 of this control sheet.	<b>5<sup>th</sup> May, 2016</b>
4	Pre-Bid Conference (Date & Time)	<b>6<sup>th</sup> May, 2016 @ 11.30 AM</b>
5	Last Date & Time for Submission of RFP	<b>16<sup>th</sup> May, 2016 @ 4.00 PM</b>
6	Address for submitting bids / Postal Address / Pre-bid conference Venue / Venue of Presentation	IDBI Asset Management Limited, 5 <sup>th</sup> floor, Mafatlal Centre, Nariman Point, Mumbai-400 021.
7	Date & Time of opening of Technical Proposals	<b>16<sup>th</sup> May, 2016 @ 4.30 PM</b>
8	Technical Proposal Evaluation: Presentation by Pre-Qualified agencies on Technology, Methodology and deployment approach to be adopted for design & development of Portal Solution	To be communicated later
9	Opening of Commercial Proposals (Date & Time)	To be communicated later.
10	Contact Person Details	1. Parveen Sachdeva, Phone No. 022-66442884, Mobile No. 9920049340. 2. Juhi Srivastava, Phone No. 022-66442815. 3. Amit Bhavsar, Phone No. 022-66442812.
11	Email ID for all communications	<a href="mailto:rfpresponse@idbimutual.co.in">rfpresponse@idbimutual.co.in</a>

## 1.1 Clarification of RFP Documents

Bidder's requiring clarifications on RFP documents may notify either by writing to IDBI AML's address or by sending in their queries by electronic mail to **rfpresponse@idbimutual.co.in**. Queries/clarifications should reach IDBI AML three days prior to the Pre-Bid date provided in RFP datasheet above. IDBI AML will respond to queries/clarifications of the Bidders in writing by publishing the responses on its website. IDBI AML will have the right not to respond to some or any of the queries at its sole discretion. IDBI AML will not entertain any correspondence regarding delay or non-receipt of clarifications/queries.

The queries should necessarily be submitted in the following format:

BIDDER'S REQUEST FOR CLARIFICATION- RFP Ref. No. IDBIAML/RFP/002			
Name of Organization submitting request	Name & position of person submitting request	Complete address of the organization including phone, fax and email points of contact	
Sr.	Bidding Document Reference(s) (section number/page)	Content of RFP requiring clarification	Points of clarification
1.			
2.			

IDBI AML shall provide a complete, accurate, and timely response to all questions to all the bidders. However, IDBI AML makes no representation or warranty as to the completeness or accuracy of any response, nor does IDBI AML undertake to answer all the queries that have been posed by the bidders. All responses given by IDBI AML will be hosted on the website of IDBI AML for benefit of all bidders.

## 1.2.Pre-Bid Meetings

- a. Bidders attending the Pre-Bid meeting must do so at their own cost.
- b. IDBI AML reserves the right to change the time and venue of the Pre-Bids.
- c. IDBI AML reserves the right to change the time and venue of the Pre-Bids with sufficient notice to bidders by hosting the same on the website of IDBI AML
- d. The Venue for the Pre-Bid meeting is as follows:

**IDBI Asset Management Limited,  
5<sup>th</sup> Floor, Mafatlal Centre, Nariman Point, Mumbai-400 021**

### 1.3 IDBI AML's Right to Terminate RFP Process

- a) IDBI AML reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time prior to 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 IDBI AML's action. IDBI AML makes no commitment, expressed or implied that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by IDBI AML. The bidder's participation in this process may result in IDBI AML selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by IDBI AML to execute a contract or to continue negotiations. IDBI AML may terminate negotiations at any time without assigning any reason.
- c) Failure to execute the Agreement with the selected bidder within the defined period may result in award of the same work to another agency at the risk and cost of the Bidder.

### 1.4 Supplementary Information / Corrigendum / Amendment to the RFP

- a) If IDBI AML deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements/corrigendum to this RFP. Such supplemental information will be made available on websites **www.idbimutual.co.in**. Any such supplement shall be deemed to be incorporated by this reference into this RFP.
- b) At any time prior to the deadline (or as extended by IDBI AML) for submission of bids, IDBI AML, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder may modify the RFP document by issuing amendment(s). All bidders will be notified of such amendment(s) by publishing on the websites, and these will be binding on all the bidders.
- c) In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, IDBI AML, at its discretion, may extend the deadline for the submission of bids.

### 1.5 Language of Proposal

The proposal and all correspondence and documents shall be in English. All proposals and accompanying documents received within the stipulated time will become the property of IDBI AML and will not be returned. The hardcopy version will be considered as the official proposal.



## 1.6 Disqualification

The proposal is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:

- a) Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal
- b) During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices
- c) The bidder qualifies the proposal with his own conditions
- d) Proposal is received in incomplete form
- e) Proposal is received after due date and time at the designated venue
- f) Proposal is not accompanied by all the requisite documents
- g) If bidder provides quotation only for a part of the project
- h) Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any
- i) Commercial proposal is enclosed with the same envelope as technical proposal
- j) Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process
- k) In case any one bidder submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional proposals/bidders are withdrawn upon notice immediately.
- l) If the bid security envelope, response to the pre-qualification criteria, technical proposal and the entire documentation (including the hard and soft/electronic copies of the same) submitted along with that contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid.

## 1.7 Acceptance of Single Bid

- a) **Definition of Single bid:** If, consequent to invitation of bids, only one bid is received or consequent to technical evaluation if only one bid is found eligible, such bids shall be termed as single bids for the purposes of this RFP.
- b) **Opening of Single Bids:** If single bid is received, IDBI AML at its sole discretion shall go ahead and open the single bid for further technical evaluation as per this RFP.
- c) **Acceptance of Single qualified bid:** If the single bid is termed as successful during technical evaluation then it may be at complete discretion of IDBI AML to decide either awarding contract in favour of the successful bidder or as it may deem fit.
- d) **Negotiations:** IDBI AML may proceed for negotiations with the successful bidder as it may deem fit in all circumstances.



## SECTION II: INVITATION TO BIDDERS

INVITATION OF PROPOSALS FROM REPUTED SOFTWARE SERVICE PROVIDES FOR DESIGN, DEVELOPMENT, DEPLOYMENT & MAINTENANCE OF MF-BIS SOLUTION FOR IDBI ASSET MANAGEMENT LIMITED (IDBI AML).

### 2.1. Bid Procedure

The Bidder should submit the proposals in two parts:

1. Technical Bid
2. Financial Bid
  - I. Technical part should contain all such details as mentioned in the Bid Document and it should be kept one envelop marked as “TECHNICAL BID”
  - II. Financial part should contain the financial bid inclusive of all admissible taxes, duties and levies etc. it should be kept one envelop marked as “FINANCIAL BID”

Both these separate sealed and superscripted envelops should then be sealed in a third envelop marked as “DESIGN, DEVELOPMENT, DEPLOYMENT & MAINTENANCE OF MF-BIS SOLUTION FOR IDBI AML” (**RFP Ref. No. IDBIAML/RFP/002**).

- III. If both bids are found in one envelope, those offers will be rejected.

Bid Document can be downloaded from website ([www.idbimutual.co.in](http://www.idbimutual.co.in)).

The last date for submission of bid is 06/05/2016 up to 4 pm at the following address: CFO, IDBI Asset Management Limited, 5th floor, Mafatlal Centre, Nariman Point, Mumbai-400021 (India)

The technical bids will be opened on the same day at 4:30 pm before the authorized representatives of the participating bidders. Late / delayed proposals will not be accepted. The Right of acceptance / rejection of any offer shall remain reserved with IDBI AML.

## SECTION III: SCOPE OF WORK

RFP Ref. No. IDBIAML/RFP/002

### 3.1 Project Introduction

IDBI Asset Management Limited CIN: U65100MH2010PLC199319 which is an Investment Manager to IDBI Mutual Fund wants to implement a software based solution with one of its major distributor i.e. IDBI Bank Limited, CIN: L65190MH2004GOI148838 a scheduled commercial bank having presence across India through its branches at more than 1300 locations. This solution would be used by authorized persons of IDBI Bank, so to enable them generating IDBI Mutual Fund application basis information fetched from Core Banking System of the bank. Further, the generated application would be funded from respective bank accounts of them and providing direct credit into the scheme/investment accounts maintained by IDBI Mutual Fund with of the bank.

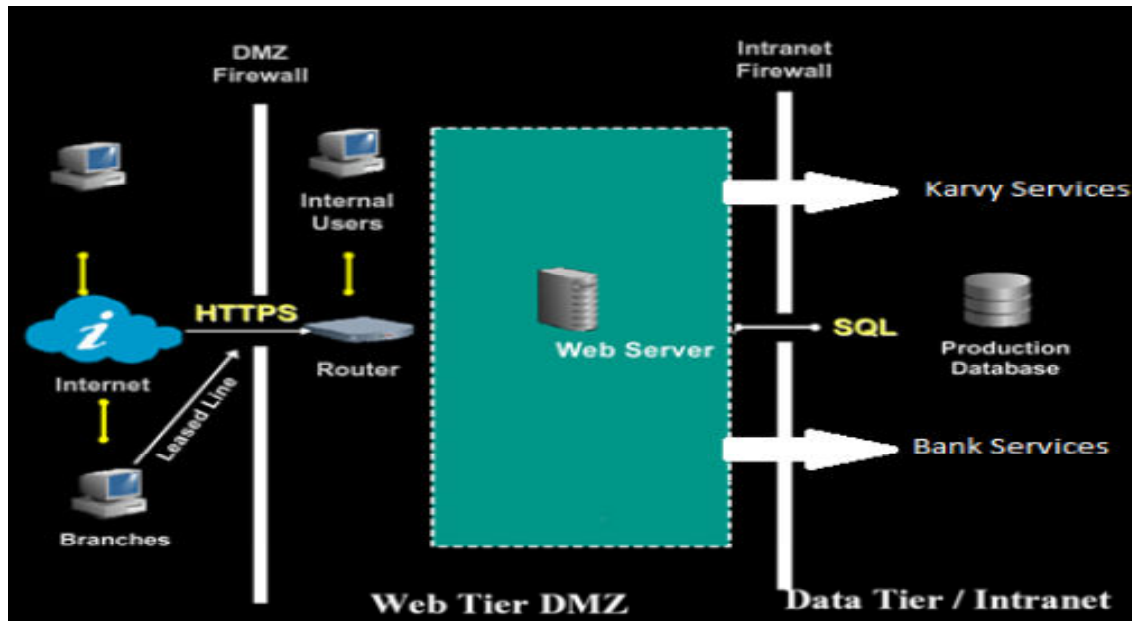
Simultaneously, the captured transactions would be transmitted electronically to Karvy Computershare Pvt. Ltd.(Karvy), who is R&T Service provider to IDBI Mutual Fund.

#### **Advantages of proposed MF-BIS Solution:**

1. Easy of filling up investment application
2. Error free investor personal data ( Data extracted from bank system)
3. Real time access to investor data by branch
4. Download facility of Statement of Account
5. Paper less transaction for additional purchase
6. Accessing past transacted related information for existing investors of IDBI Bank customers of respective branch
7. Online generation of MIS reports by branch for Bank HO reporting purpose
8. Investor satisfaction service
9. Login based (mail back) email reports/alerts for processed transactions for selected period
10. Fast clearance of Not In Good Order (NIGO) cases to avoid rejections
11. Branch performance report generation
12. Fast resolution of walk in investor queries such as value of investment, Processed NAV, transaction status bank details , updating of Change of bank details status , KYC , switch transaction processing status etc
13. IDBI Bank HO users can generate the all India business done any particular day, selected period or local contest reports like login day etc.
14. IDBI branch or HO can check online status of EUIN remedial action required cases to avoid brokerage withheld / not paid etc.
15. Applications can be accepted for non presence locations of RTA (Karvy) or AMC.
16. Remote locations login application also get same day NAV if logged in before cut off time (at presently those locations are submitting the applications to nearest RTA location and transactions are processing based on receipt of the application of RTA office).

17. HO can generate the branch based report to review the individual employees performance on frequent basis
18. Minimal data entry for submission of application ( two to three field only to be entered)

### Architecture of the proposed BIS Solution:



### Development Environment of the proposed BIS Solution:

OS	: Windows 2008 or higher
Programming	: ASP.NET
Database	: Oracle 11g or higher
External interface	: Web Services to Bank / Karvy
Connectivity	: Secure interface / SSL

### 3.2 Indicative Scope of the work

The successful bidder shall design, develop, deploy and provide regular maintenance of software solution i.e. **IDBI MUTUAL FUND – IDBI BANK INTEGRATION SOLUTION – (MF – BIS)**, which will help in generating IDBI Mutual Fund applications for New/Existing Investors, Additional Purchase, KYC, SIP etc. The basis for acquiring their details will be from the core banking system of IDBI Bank.

*Note: The bidder is also expected to prepare **Editable PDF** documents which would be used in generating applications as proposed above. IDBI AML will provide the requisite Blank/Draft PDF files as per the requirement.*

Post gathering requisite information for a proposed MF transaction, the proposed software solution would also facilitate funding of the investment made in IDBI MF if required. **This can be either done** through generating direct debit advice which would be processed by the IDBI Bank as per their routine manual process **or** by sending an automated request to the appropriate core banking server for execution of the debit instruction.

Post completion of the Mutual Fund transactions, the data would be further transmitted electronically to IDBI MF R&T agents i.e. Karvy Computershare Private Limited's servers through SFTP process, for further processing.

Development of a requisite SFTP application is also part & parcel of the bidder's responsibility. Files / Applications generated by the system have to be uploaded on the SFTP server hosted by Karvy in a Straight Through Process (STP) without any manual intervention.

The proposed BIS Solution would be installed at IDBI Bank, Belapur DC and DR facility at IDBI Bank, Chennai. The application would be accessed by authorized users of IDBI Bank on PAN India basis. The application would be hosted inside IDBI Bank's network and a link will be provided on its Intranet.

The Selected bidder is also expected to provide for DR Site configuration, implementation, testing etc.

The peak load expected for this BIS Software would be at least 500 concurrent users at any point of time.

**The tentative features of proposed BIS Software are:**

- a) All open-end schemes of IDBI Mutual Fund except ETF.
  - Eligible investors
    - i. Resident (RI)
    - ii. Non-Resident Indian (NRI)
    - iii. Proprietor / Sole Ownership Firm
    - iv. Hindu Undivided Family (HUF)
- b) A combination of lump sum & SIP is also allowed in an application
- c) List of transactions allowed:
  - i. New Investors – as per KYC guidelines given by AMC
  - ii. Additional Purchase
  - iii. Switch Request
  - iv. Redemption Request
  - v. Systematic Investment Plan (SIP)
  - vi. Systematic Withdrawl Plan (SWP)
  - vii. Systematic Transfer Plan (STP)
  - viii. NACH Debit Mandate
- d) The bank details should get populated from the existing IDBI Bank a/c and the same should get reflected in the MF application forms.
- e) SIP through ECS/ Standing Instruction only
- f) Daily Transaction Reports
- g) Other process reports

- h) Deposit slip
- i) Query
- j) Account statement view
- k) Account statement Subscription

The deployed resources shall be responsible for following industry standards software development methodology, prepare documents as per industry standard templates and undertake below mentioned activities as per the direction of IDBI AML:

### **3.2.1 Undertake Requirement Gathering, preparation of Project & FRS Study Document**

Carry out study of the existing business processes to thoroughly understand the functional and operational mechanism and collect requirement from the concerned officer(s) and undertake the following activities:

- a) Prepare As-Is Maps. To-Be maps and undertake gap analysis
- b) Understand / assess input data and outputs / reporting requirements
- c) Collect existing forms, registers and report formats
- d) Interact with concerned officials and review of the existing systems, applications.
- e) Detailed study of requirements of Application components and solutions
- f) Prepare different use cases scenario
- g) Assess existing applications from the perspective of integration with other application
- h) Prepare User Requirement Specifications document
- i) Prepare FRS detailing Functional and Non Functional requirements

### **3.2.2 Preparation of System Req. Specification (SRS) and System Design Document**

Prepare SRS and SDD based on the captured business, functional and technological requirements and undertake the following activities:

- Independent assessment of the requirements of the concerned department / user group and prepare SRS document.
- Prepare and maintain various design documents based on principles of modular approach to develop secure and scalable application software including:
  - i. Enterprise / Application and Security Architecture Document
  - ii. Data Flow Diagrams (DFD)
  - iii. High Level Design (HLD) and Low Level Design Documents(LLD)

### **3.2.3 Development of the Application Software**

Design and development of various application modules offering functionalities in line with the User Requirements, FRS, SRS, SDD etc. and undertake the following activities:

- a) Collect, collate and create metadata for design of database, design application screens, forms, modules, connectors, and develop the application as per final specifications / SRS / SDD etc.
- b) Ensure developed application modules meets industry standard guidelines and standards in terms of security features, application architecture, unicode compliance etc. as per the direction of IDBI AML.

### **3.2.4 Testing of the Developed Application**

Testing of developed application majorly covering performance, security, load and integration testing and undertake the following activities:

- a) Prepare & submit Test Strategy, Test Plan and Test Cases to IDBI AML.
- b) Conduct testing of various components / modules of the developed application as per the directions and approval from IDBI AML

Execute and perform various application/ modules testing like performance, load, security, quality testing etc. with the help of the industry standards tools like Load Runner, AppScan, Quality Centre etc.

### **3.2.5 User Acceptance Testing (UAT)**

Prepare Test cases, conduct UAT and undertake the following activities:

- a) Prepare detailed UAT plans, schedules, procedures and formats
- b) Prepare UAT use case scenarios and expected results
- c) Conduct UAT, identify and rectify developed application issues / errors / bugs reported during the testing / UAT up-to the satisfaction of IDBI AML.

### **3.2.6 Assist IDBI AML in Security Audit / Safe to Host Certification of developed application**

Provide assistance to IDBI AML team in undertaking Security Audit / Safe to Host Certification of the developed application by third party external agency selected by IDBI AML and undertake the following activities:

- a) Ensure developed application is free from Vulnerability / bugs / defects etc. mandatory for clearing Security Audit / Safe to Host Certification as per the direction of IDBI AML.
- b) Share all the relevant documents like FRS / SRS / Test Cases as required by the third party external agency
- c) Incorporate desired changes in the developed application software suggested by the third party external agency

### **3.2.7 Deployment and Configuration of Application**



Deploy and configure the developed application on the production server as per approval received from IDBI AML.

### 3.2.8 Application Go-Live

Post deployment of the application, the application development team shall monitor the performance of the application based on the application load / user traffic and make necessary modifications to enhance application performance. Team shall also undertake necessary corrective actions to resolve all the reported bugs to achieve Application Go Live.

### 3.2.9 Training & Capacity Building

Impart user training at various users levels as per the directions of IDBI AML. Broad activities would include:

- a) Prepare and submit Training Plan and Schedule
- b) Prepare Training Materials, User / Admin Manuals covering all major instructions for all types of users / roles
- c) Conduct hands-on training on developed application software to the identified set of users to make them well conversant with the built in functionalities, features and processes

### 3.2.10 Operation and Maintenance of the Application

Manage complete operations and maintenance of the developed application and ensure that the developed application is bug / error free, running smoothly and simultaneously incorporate necessary changes in the application functionality as approved by IDBI AML. Broad activities would include:

- a) Undertake activities like bug fixing, database management, corrective changes, application enhancement, handling teething issues etc.
- b) Provide the following during operations and maintenance of the developed application:
  - i. Database and System Administration support
  - ii. User Management and Maintenance
  - iii. Backup Management
  - iv. Debugging, modification, tuning, monitoring and updation in the Application Software as and when required by IDBI AML
  - v. Proper version control and configuration management of the source code

## 3.3 Inputs for the Development

### 3.3.1 Interface requirements

- a) Development of an interface / GUI application for generating and printing pre-filled Applications on the basis of details of an existing IDBI Bank

customer fetched from Core banking system through web services.

Verification of KYC status from Karvy's provided services will be a pre-requisite for accepting an investment application / proposal.

This application would also send funding request to the Core banking system electronically.

- b) Development of a middleware application which will gather data feed generated through above process and would further push data through SFTP to central servers hosted at Karvy for subsequent processing.

### 3.3.2 GUI Requirements

- a) Editing of the consolidated data for data sanctity / additional information required to be filled in manually.
- b) Processing funding of the application either through debit advice printing or pushing debit instructions electronically to Core banking through web services provided.
- c) Post completion of financial details / funding, pushing the consolidated data to SFTP application for further sending the same to Karvy i.e. R&T Agent of IDBI Mutual Fund.
- d) Maker checker facility to be built for all the activities.
- e) Building authentication through active directory services of IDBI Bank.
- f) Only Authentication would be done through Active Directory, Authorisation would have to be done by this application and should have role based access functionality.

### 3.3.3 Other features

- a) **Four User Options** - a) Admin b) User-Maker c) User-Checker d) Guest
- b) **Master Table** for different fields/attributes
- c) **Data Editing facility** for data to verify, update and save whenever required by Admin
- d) **Search data** by Fields with drop-down facility
- e) **Link with any objects file** i.e. image format, pdf, document, table, movie, etc.
- f) **SMS alert** to customer's registered mobile number for proposed transaction.

### 3.3.4 Reports Generation

MIS Reports generations as per the requirement

**Note: Only the licensed software platform / environment should used for developing the proposed applications as IDBI AML / IDBI Bank's policy doesn't allow hosting an Open Source / Unlicensed products.**

**IDBI AML prefers to use Oracle database as backend database.**

### **3.4 Training**

The Bidder shall provide training to officials of IDBI AML / Bank on request from IDBI AML / Bank. The training should cover hands-on training up to a comfort level of user. Training will have to be provided at IDBI AML / Bank's premises or external sites acceptable to IDBI AML / Bank with no extra cost.

**Training to the system administrator on following points but not limited to:**

- User management,
- Management of server
- Management of Operating System
- Management of Database
- Management of Application software
- Report writing
- Security & Network management
- Backup & Recovery Operations
- Disaster Recovery Operations
- Day End/Day begin process
- Troubleshooting etc.

**Training to the User Groups on following points but not limited to:**

- Functionality available in the Module
- Parameterization
- Use of different analytical tools
- Auditing Techniques
- Report Generation etc.

## SECTION IV: PRE-QUALIFICATION CRITERIA OF BIDDERS

### **RFP Ref. No. IDBIAML/RFP/002**

Only those Vendors who fulfill the following criteria are eligible to apply to the RFP. The requirements mentioned below are mandatory. Offers received from the vendors who do not fulfill any of the following eligibility criteria are liable to be rejected. Only those who fulfill all the eligibility criteria will qualify for further evaluation.

1. The Bidder must be a registered corporate in India and should be a profit-making company during the preceding two accounting years. The Bidder must have direct presence in India and it should be having its office in Mumbai.
2. The total revenues of the bidder from Software development and services to BFSI Sector should be at least Indian Rupees 10 Crores or equivalent amount during each of the preceding two years.

Audited Balance Sheet, Profit and Loss Statements for the last two accounting years along with the auditor's certificate confirming these criteria should be submitted.

3. The bidder must have adequate manpower to prepare the software as well to provide annual maintenance & training services to the client.

The bidder must submit an undertaking to this effect.

4. The Bidder should at least have a currently valid SEI CMMi level III certification or above and/or ISO 27001 certifications. The bidder must submit the copies of the same.
5. The Bidder should have implemented a MF-BIS solution or a similar solution in at least one (01) Banking Environment involving integration with Bank's core banking system or with R&T Services provider for minimum one of the Mutual Fund house / AMC / Bank in any of the last three years and should have been extending the support for such system.

A detailed list of such implementations, including the customer details, year of implementation, brief description of the projects, etc. should be submitted.

6. The bidder must have a separate practice/team for similar solutions to MF-BIS Solutions for BFSI /Mutual Fund vertical within the bidder's company for the MF-BIS solution being proposed. The bidder must have adequate and qualified professionals working within this practice/team for the MF-BIS solution for implementation and future support.

(The detail profiles of such personnel with their qualification and certification, who will be associated with the implementation and support at IDBIAML, should be provided by the vendor. Copy of the certificates of the staff should be submitted).

7. The Bidder must propose a separate project team for the implementation of MF-BIS solution being proposed. Details of the same must be submitted.
  
8. The companies bidding for the above tender should not have been black listed by any of the Government Authority or Public Sector Undertaking. The bidder shall give an undertaking (on their letter Head) that they are not black listed by any of the Government Authority or PSUs as on the last date of submission of the tender, otherwise their bid will not be considered.
  - Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made. IDBI AML reserves the right to verify / evaluate the claims made by the Bidder independently.
  - Reference Site Customer Name and Contact information to be provided to IDBI AML with whom discussion can be done.

## **SECTION V : SELECTION PROCEDURE - OPENING AND EVALUATION OF BIDS**

### **RFP Ref. No. IDBIAML/RFP/002**

#### **5.1. Bid Evaluation**

- 5.1.1 IDBI AML will formulate a Selection Committee for making technical and financial evaluation and ranking of Bids received. This committee(s) will undertake evaluation of technical bids, opening of financial bids, final selection of the company, negotiations (if any) on various terms and conditions, etc.
- 5.1.2 The envelope 1 (Technical Bid) shall be opened first. If the bid is not found to be in order then the Bid shall be treated as non responsive and shall not be evaluated further.
- 5.1.3 All the proposals received will be scrutinized to assess the eligibility based on the qualifying criteria. Those proposals which do not meet the qualifying criteria will be rejected at any stage of detection.

#### **5.2 Evaluation of Technical bids**

The eligibility criteria will be first evaluated as defined in Section-III of this RFP document for each bidder. Detailed technical evaluation will be taken up in respect of only those bidders, who meet with the prescribed eligibility criteria. Scrutiny of the tender document will be done by the Selection Committee to determine whether the documents have been properly signed and all relevant papers submitted. Tenders not conforming to such requirements will be prima facie rejected.

Technical Bid may not be considered for evaluation in any of the following cases:

- a) The Technical Bid was submitted in the wrong format; or
- b) The Technical Bid included details of financial bid; or
- c) The Technical Bid reached IDBI AML after the submission closing time and date specified in the Data Sheet.
- d) After the technical evaluation is completed, IDBI AML shall notify Bidders, whose Bids meet the minimum qualifying technical criteria.

##### **5.2.1 Technical Evaluation**

- a. All the bids (applications) will be evaluated based on the Eligibility Criteria. The Selection Committee will shortlist those companies which are satisfying the eligibility criteria in all respects and declare the companies which are technically qualified for further evaluation.

- b. For evaluation, a weighted composite success score will be calculated based on separate evaluations of the Technical Bid (70% weightage) and the Financial Bid (30% weightage). The Selection Committee will oversee the evaluation process.
- c. The Selection Committee would first thoroughly check the technical bid form and supporting documents and shortlist the eligible agencies based on the technical eligibility criteria.
- d. The above short-listed companies will be **advised to make a presentation (in power point)** duration of approximately 30 minutes including Q&A **to the Selection Committee** on their capabilities, experiences, etc. and showcase their work done for other clients. These companies will be given sufficient notice for this presentation. This presentation will include a strategy suggestion outlining the features of the MF-BIS software.
- e. The Selection Committee would evaluate the quality of Bidders on the criteria formulated by it. Points will be given on the basis of proposals submitted and the presentation given by the bidders. The Committee may even wish to personally visit the firms headquarter any time during the evaluation process. **Preference will be given to the firms having implemented MF-BIS or similar software in Mutual Fund industry integrating Banks / R&T in similar scenarios.**

### 5.2.2 Computation Methodology for arriving at “successful Quote” :

A Score (S) will be calculated for all qualified bidders using the following formula:

Commercial score (CS) =	$\frac{C_{low}}{C} \times 30$
Technical score (TS)=	$T \times 0.7$
Final score (S)	$= CS + TS$

- $C_{low}$  - The lowest commercial bid.
- C - Commercial quote of the bidder.
- T - The marks obtained by the bidder as per the technical evaluation.

#### Illustration:

S. N	Bidder	Technic al Score - (T)	Commercial Quote in Rs. (C)	CS = (C <sub>low</sub> / C)*30	TS = T *.70	Score(S )
1.	Bidder1	65	Not eligible for the commercial evaluation			

			process.			
2.	Bidder2	95	120/-	25	66.5	91.50
3.	Bidder 3	95	100/-	30	66.5	96.50
4.	Bidder 4	75	130/-	23.07	52.5	75.57
5	Bidder 5	75	100/-	30	52.5	82.50
6.	Bidder 6	75	120/-	25	52.5	77.5

In the above example, Bidder 3, with the highest score becomes the successful TC1 bidder.

**5.2.3. Marking Criteria: The criteria for evaluation and marks will be as follows:**

S. No.	Evaluation Criteria	Max Score	Score Evaluation	Documentary proof to be submitted.
1.	Company Experience in the Field of IT Services / Software development.	10	≥10 years = 10 ≥05 years = 05	
2.	Average Annual turnover in the last 3 financial years i.e. 2012-13, 2013-14 & 2014-15	10	≥50 Crore = 10 ≥25 Crore = 07 ≥10 Crore = 05	Copy of audited financial statements and/or a latest CA certificate.
3.	The bidding firm / company should have Designed, Developed, Deployed and maintained at least 1 (one) Software based integration solution involving Mutual Funds & R&T Services Providers for a Scheduled Commercial Bank which have been supported, maintained for minimum three (3) years.  <b>Project Value not less than 10 Lakhs.</b>	30	>10 projects = 30 >=5 projects = 20 >=3 projects = 10	Should be supported by copies of Work orders, testimonials & go-live sign off given by customers.
4.	At least one of the implemented software project should have minimum order value of 10 Lakhs, which should have been supported, maintained for minimum three (3) years and used by minimum Ten (10) offices.  <b>Maximum 5 Projects implemented in Mutual Funds / Banking industry would be Considered.</b>	10	Used by >= 100 offices = 10 marks. Used by 50-75 offices = 07 Marks Used by 10-49 offices = 05 Marks	Should be supported by copies of Work orders, testimonials & go-live sign off given by customers.
5.	Technical & Qualified Manpower on Payroll of the bidder (Minimum Qualification: B.E/B.Tech(Computer science /IT/ Electronics);	10	Qualified & Experienced Engineers ≥150 = 10	Undertaking on letterhead by HR head of the bidder.



	<p>MCA/MCS;M.E/M.Tech (Computer science/IT/ Electronics)</p> <ul style="list-style-type: none"> <li>• 75-100 Qualified &amp; Experienced Engineers</li> <li>• 100-150 Qualified &amp; Experienced Engineers</li> <li>• 150 &amp; above Qualified &amp; Experienced Engineers</li> </ul>		<p>Between 100 to 150 = 08 Between 75 to 100 = 05</p>	
6.	<p>Details of separate / dedicated project team with their qualifications / experience in similar projects has been shared.</p>	10	<p>Team of <math>\geq 15</math> Team Members = 10 Marks <math>\geq 5 &lt; 10</math> Team Members = 5 Marks</p>	<p>Undertaking on the letterhead of the bidder</p>
7.	<p>Quality certification</p>	5	<p>Having current &amp; valid certification for both of ISO 27001 and CMMI level 3 or above = 5 Marks</p> <p>Any one from ISO 27001 or CMMI level 3 or above = 3 Marks</p>	<p>Copy of current valid certificates.</p>
8.	<p>Proposed Technology Solution Architecture, Logical design, associated details of solution architecture required for the implementation of the MF-BIS software, manpower deployment during design, development, implementation and post implementation.</p>	5	<p>Evaluation on the basis of blue print and presentation.</p>	
9.	<p>Understanding of the Objectives of the Assignment: The extent to which the Bidders' approach respond to the objectives of the Projects, Key Challenges identified for successful completion of the project, best practices and manner in which proposed project to be approached to respond to the objectives. Change Management.</p>	5	<p>Evaluation on the basis of blue print and presentation. Submit the relevant documentation in Technical bid.</p>	

10.	Appropriateness of approach / methodology, and built in processes for engagement and Training of users / core team and for performance quality Assurance. Key challenges identified for successful completion of the project and the manner in which it would be dealt with, Backup Plan and Methodologies.	5	Evaluation on the basis of blue print and presentation. Submit the relevant documentation in Technical bid.	
	Max Marks	100		

**Note 1 : A minimum qualifying score of 70 is required otherwise the bidders would NOT be considered for further evaluation.**

**Note 2 : All the relevant documents required for the technical scoring should be placed in the technical bid.**

**The participating agencies will be assigned a Technical score (TS) out of a maximum of 100 points. Bidders with Technical score of 70 and above out of 100 will qualify for the evaluation in the commercial process / Financial Evaluation. These “Qualified bidders” will be considered further for Financial/Commercial Evaluation”.**

## **SECTION VI: GENERAL CONDITIONS OF WORK CONTRACT**

### **6.1. Requirement of Personal**

The firm will deploy the adequate number of personnel for the software development process as well as for the annual maintenance. The details of the personnel may be presented in the proposal.

### **6.2. Deliverables and Schedule of Delivery**

Post issue of the work order, the bidder will be required to enter into contract/agreement with IDBI AML and the bidder will be delivering the Bank Integration Solution as per the agreed dates of delivery mentioned therein.

### **6.3. Termination of Contract**

IDBI AML may terminate the contract at any time during the contract if it finds that the firm is not performing and there is likely to be time overrun. The decision of IDBI AML in this matter shall be final and binding. No increase in cost at any stage of Designing, Developing or Deployment shall be entertained. Any increase in cost for maintenance would be entertained on mutually agreeable terms at the time of each term end subject to review. Decision to this reference of IDBI AML will be final.

### **6.4. Final Decision of IDBI AML**

IDBI AML reserves the right to accept or reject any application and to annul the process and reject all/any application at any time without assigning any reason thereof and without thereby incurring any liability to the affected applicant or without informing the applicants.

### **6.5. Number of RFPs / Bidders**

An applicant shall submit only one Application. If only one bidder applies for the RFP then it is the sole discretion of IDBI AML to accept and continue with RFP process or may go ahead for inviting fresh bids as may deemed fit.

### **6.6. RFP Submission Date**

RFP submitted in all respect must reach at the specified address by the date and time specified on the control sheet of this document through Speed / Registered Post or

Courier. If the specified date for the submission of RFP is declared as a holiday for the department, the RFP will be received up to the appointed time on the next working day.

#### **6.7. Late Submission**

RFP received after the deadline for submission prescribed in the RFP / Control sheet will be rejected.

#### **6.8. Modification and Withdrawal of RFP**

No modifications to the RFP or withdrawal shall be allowed once the RFP is received.

#### **6.9. Intellectual Property Rights**

All Intellectual Property Rights in the works, developed hereunder, including any software and documentation, developed and any additional or new development or inventions made in the course of performance of services hereunder by the company or its personnel involved in the project of the Bank shall absolutely belong to IDBI Asset Management Limited.

#### **6.10. Source Code**

Source code of the software will be exclusive property of IDBI Asset Management Limited. Bank shall remain the exclusive owner of its proprietary information and all patents, copyrights, trade secrets, trademark and other intellectual property rights therein.

#### **6.11. Jurisdiction**

All disputes arising shall be subject to the jurisdiction of the appropriate court at Mumbai, India and will be governed by the laws of India.

#### **6.12. Resolution of Disputes**

The Parties shall use their best efforts to amicably settle all disputes arising out of or in connection with the Contract/Agreement in the following manner:

- a) The Party raising the dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b) The matter will be referred for negotiation between IDBI AML/IDBI AML and the Vendor. The matter shall then be resolved by them and the agreed course of action documented within a further period of 15 days.

The Parties agree that any dispute between the Parties, which cannot be settled by negotiation in the manner, described above, may be resolved exclusively by arbitration and such dispute may be submitted by either party to arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Mumbai, India and conducted in accordance with the provision of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint 1 arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator. The arbitration proceedings shall be conducted in the English language. Subject to the above, the courts of law at Mumbai alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The Vendor shall not be entitled to suspend the Service(s) or the completion of the job, pending resolution of any disputes between the Parties and shall continue to render the Service(s) in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

### **6.13. No Agency**

The Service(s) of the Vendor herein shall not be construed as any agency of IDBI AML/ IDBI AML and there shall be no principal agency relationship between IDBI AML and the Vendor in this regard

### **6.14. No Set-off, counter-claim and cross claims**

In case the Vendor/ Bidder has any other business relationship with IDBI AML/ IDBI AML, no right of set-off, counter-claim and cross-claim and or otherwise will be available under this Contract/Agreement to the Vendor/ Bidder for any payments receivable under and in accordance with that business. However, IDBI AML shall have such rights against the Successful Bidder.

### **6.15. Key Performance Measurements**

Unless specified by IDBI AML/ IDBI AML to the contrary (in writing), the Vendor/ Bidder shall perform the Service(s) and carry out the Service(s) under and in accordance with the terms of the Contract/Agreement.

### **6.16. Commencement and Progress**

The Vendor/ Bidder shall proceed to carry out the Service(s) with diligence and care in accordance with any stipulation as to the time, manner, mode, and method of execution contained in the Contract/Agreement and shall meet the standards of Good Industry Practice.

### **6.17. Statutory Requirements**

During the tenure of the Contract/Agreement nothing shall be carried out by the Vendor/Bidder in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof governing inter-alia customs, foreign exchange, etc., and shall keep IDBI AML/ IDBI AML, its directors, officers, employees, representatives, agents and consultants indemnified in this regard. The Vendor / Bidder shall procure any further approvals, consents as may be deemed necessary due to change in the applicable law or regulatory framework or any other reason.

### **6.18. Representations and Warranties**

In order to induce IDBI AML to enter into the Contract/Agreement, the Vendor/Bidder hereby represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:

- i. That the Bidder is a company which has the requisite qualifications, skills, experience and expertise in providing Information and Communication Technology (ICT) and other Service(s) contemplated hereunder to third parties, the technical know-how and the financial wherewithal, the power and the authority to enter into the Contract / Agreement and provide the Service(s)/Systems sought by IDBI AML/ IDBI AML.
- ii. That the Vendor/ Bidder is not involved in any major litigation, potential, threatened and existing, that may have an impact of affecting or compromising the performance and delivery of Service(s) /Systems under the Contract/Agreement.

- iii. That the representations made by the Vendor/ Bidder in its bid are and shall continue to remain true and fulfil all the requirements as are necessary for executing the duties, obligations and responsibilities as laid down in the Contract/Agreement and the Bid Documents and unless IDBI AML/ IDBI AML in writing specifies to the contrary, the Vendor/Bidder shall be bound by all the terms of the bid.
- iv. That the Vendor/ Bidder has the professional skills, personnel and resources/authorizations that are necessary for providing all such services as are necessary to perform its obligations under the bid and this Contract/Agreement.
- v. That the Vendor/Bidder shall ensure that all assets including but not limited to software's, licenses, databases, documents, etc. developed, procured, deployed and created during the term of the Contract/Agreement are duly maintained and suitably updated, upgraded, replaced with regard to contemporary and statutory requirements.
- vi. That the Vendor/ Bidder shall use such assets of IDBI AML IDBI AML as IDBI AML may permit for the sole purpose of execution of its obligations under the terms of the bid, Tender or the Contract/Agreement. The Bidder shall however, have no claim to any right, title, lien or other interest in any such property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by fact of such use or possession during or after the term hereof.
- vii. That the Vendor/Bidder shall procure all the necessary permissions and adequate approvals and licenses for use of various software and any copyrighted process/product free from all claims, titles, interests and liens thereon and shall keep IDBI AML , its directors, officers, employees, representatives, consultants and agents indemnified in relation thereto.
- viii. That all the representations and warranties as have been made by the Vendor/Bidder with respect to its bid and Contract / Agreement, are true and correct, and shall continue to remain true and correct through the term of the Contract.
- ix. That the execution of the Service(s) herein is and shall be in accordance and in compliance with all applicable laws as amended from time to time and the regulatory framework governing the same.
- x. That there are – (a) no legal proceedings pending or threatened against Vendor/ Bidder or its team which adversely affect/may affect performance under this Contract/Agreement; and (b) no inquiries or investigations have been threatened, commenced or pending against the Vendor/ Bidder or its team members by any statutory or regulatory or investigative agencies.
- xi. That the Bidder has the corporate power to execute, deliver and perform the terms and provisions of the Contract/Agreement and has taken all necessary corporate action to authorize the execution, delivery and performance by it of the Contract/Agreement.
- xii. That all conditions precedent under the Contract/Agreement has been complied.
- xiii. That neither the execution and delivery by the Vendor/Bidder of the Contract/Agreement nor the Vendor's/ Bidder's compliance with or performance of the terms and provisions of the Contract/Agreement (i) will contravene any provision of any applicable law or any order, writ, injunction or decree of any court or governmental authority binding on the Vendor/



- Bidder (ii) will conflict or be inconsistent with or result in any breach of any or the terms, covenants, conditions or provisions of, or constitute a default under any agreement, contract or instrument to which the Vendor/ Bidder is a party or by which it or any of its property or assets is bound or to which it may be subject or (iii) will violate any provision of the Memorandum and Articles of Association of the Vendor/ Bidder.
- xiv. That the Vendor/ Bidder certifies that all registrations, recordings, filings and notarizations of the Contract/Agreement and all payments of any tax or duty, including without limitation stamp duty, registration charges or similar amounts which are required to be effected or made by the Vendor/Bidder which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract/Agreement have been made.
- xv. That the Vendor/ Bidder confirms that there has not and shall not occur any execution, amendment or modification of any agreement/contract without the prior written consent of IDBI AML IDBI AML, which may directly or indirectly have a bearing on the Contract/Agreement or Service(s).
- xvi. That the Vendor/Bidder owns, has license to use or otherwise has the right to use, free of any pending or threatened liens or other security or other interests all Intellectual Property Rights, which are required or desirable for the Service(s) and the Vendor/Bidder does not, in carrying on its business and operations, infringe any Intellectual Property Rights of any person. None of the Intellectual Property or Intellectual Property Rights owned or enjoyed by the Vendor/Bidder or which the Vendor/Bidder is licensed to use, which are material in the context of the Vendor's/ Bidder's business and operations are being infringed nor, , is there any infringement or threatened infringement of those Intellectual Property or Intellectual Property Rights licensed or provided to the Vendor/ Bidder by any person. All Intellectual Property Rights (owned by the Vendor/ Bidder or which the Bidder is licensed to use) are valid and subsisting. All actions (including registration, payment of all registration and renewal fees) required to maintain the same in full force and effect have been taken thereon and shall keep IDBI AML the Purchaser, its directors, officers, employees, agents, representatives and consultants indemnified in relation thereto.

### **6.19. Confidentiality**

- a) The Parties agree that they shall hold in trust any Confidential Information received by either Party, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Confidential Information. The Parties also agree:
- i. To maintain and use the Confidential Information only for the purposes of the Contract/Agreement as permitted herein;
  - ii. to make copies of only such documents/paper as specifically authorized by the prior written consent of the other party and with the same confidential or proprietary notices as may be printed or displayed on the original;



- iii. to restrict access and disclosure of Confidential Information to such of their employees, agents, vendors, and Bidders strictly on a "need to know" basis, to maintain confidentiality of the Confidential Information disclosed to them in accordance with this Clause and
  - iv. to treat Confidential Information as confidential for a period of [five (5)] years from the date of receipt. In the event of earlier termination of the Contract/Agreement, the Parties hereby agree to maintain the confidentiality of the Confidential Information for a further period of [two (2)] years from the date of such termination.
- b) Confidential Information in oral form must be identified as confidential at the time of disclosure and confirmed as such in writing within 30 (thirty) days of such disclosure. Confidential Information does not include information which:
- i. the recipient knew or had in its possession, prior to disclosure, without limitation on its confidentiality;
  - ii. is independently developed by the recipient without breach of the Contract/Agreement ;
  - iii. information in the public domain as a matter of law;
  - iv. is received from a third party not subject to the obligation of confidentiality with respect to such information;
  - v. is released from confidentiality with the written consent of the other Party.

The recipient shall have the burden of proving that Clauses (i) or (ii) above are applicable to the information in the possession of the recipient.

- c) Notwithstanding the foregoing, the Parties acknowledge that the nature of the Service(s) to be performed under this Contract/Agreement may require the Vendor's/ Bidder's personnel to be present on premises of IDBI AML the Purchaser or may require the Vendor's/ Bidder's personnel to have access to computer networks and databases of IDBI AML/ the Purchaser while on or off premises of IDBI AML/the Purchaser. It is understood that it would be impractical for IDBI AML/ the Purchaser to monitor all information made available to the Vendor/ Bidder under such circumstances and to provide notice to the Vendor/ Bidder of the confidentiality of all such information. Therefore, the Vendor/ Bidder agrees that any technical or business or other information of the IDBI AML/ Purchaser that the Vendor's/ Bidder's personnel, or agents acquire while on the IDBI's/ Purchaser premises, or through access to IDBI's/ the Purchaser computer systems or databases while on or off IDBI's/ the Purchaser premises, shall be deemed Confidential Information.

- d) Confidential Information shall at all times remain the sole and exclusive property of the disclosing Party. Upon termination of the Contract/Agreement, Confidential Information shall be returned to the disclosing Party or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of the Parties. Nothing contained herein shall in any manner impair rights of IDBI AML/ the Purchaser in respect of the Systems, Service(s), and Documents etc.
- e) In the event that any of the Parties hereto becomes legally compelled to disclose any Confidential Information, such Party shall give sufficient notice to the other Party to enable the other Party to prevent or minimize to the extent possible, such disclosure. Neither party shall disclose to a third party any Confidential Information or the contents of the Contract/Agreement without the prior written consent of the other Party. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving Party applies to its own similar confidential information but in no event less than reasonable care. The obligations of this Clause shall survive the expiration, cancellation or termination of this Contract/Agreement

The provision of this clause shall survive termination of the Contract/Agreement till such Confidential Information enters public domain or as stated above.

## **6.20. Force Majeure**

- a) Notwithstanding the provisions of this RFP the Vendor shall not be liable for liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract/Agreement is the result of an event of Force Majeure.
- b) For purpose of this Clause “Force Majeure” means war or revolution, terrorist act, fire, flood, earthquake, epidemic, quarantine restriction and freight embargoes.

If a Force Majeure situation arises, the Vendor shall promptly notify IDBI AML in writing of such conditions and the cause thereof. Unless otherwise directed by IDBI AML in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. IDBI AML may terminate the Contract/Agreement, by giving a written notice of minimum 30 days to the Vendor, if as a result of Force Majeure the Vendor is unable to perform a material portion of the Service(s) for a period of more than 60 days

## 6.21. Indemnity

The Service Provider shall indemnify IDBI AMC, and shall always keep indemnified and hold IDBI AMC, its employees, personnel, officers, directors, harmless from and against any and all direct losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against IDBI AMC as a result of:

- IDBI AMC's authorized/ bona fide use of the deliverables and/ or the services provided by Service Provider under this RFP; and/ or
- A deliberate act or omission of the Service Provider, its employees, agents, in the performance of the obligations of the Service Provider under this RFP; and/ or
- Claims made by employees, who are deployed by the Service Provider, against IDBI AMC; and/ or
- Breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Service Provider under this RFP; and/ or
- Any or all deliverables or services infringing any copyrights or such other Intellectual Property Rights; and/ or
- Breach of confidentiality obligations of the Service Provider contained in this RFP; and/ or
- Gross negligence or wilful misconduct attributable to the Service Provider or its employees or agents and/or such persons who are directly responsible for performance of the assignment.

The Service Provider shall at its own cost and expenses defend or settle any third party claim against IDBI AML in the event that the Deliverables and Services delivered or provided under this RFP infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trade mark in the country where the Deliverables and Services are used, sold or received, provided IDBI AML:

- Notifies the Service Provider in writing; and
- Co-operates with the Service Provider in the defence and settlement of the claims

Time of the Essence

Time is of the essence to the performance of the parties' obligations under this Assignment

## 6.22. Payment Schedule

The Payment schedule will be as follows –

Contract Value will be sum of **Item 1 & Item2 – Annexure-5 – Commercial Bid.**

Milestone -1 Requirement Study, Business Process Engineering of MF-BIS solution and SRS / FRS etc. approved by IDBI AML	10% of the contract Value
Milestone – 2 & 3 After installation and UAT sign off of the solution	20% of the contract value
Milestone – 4 Set up Installation, commissioning of MF-BIS Solution in the production environment	30% of the contract value
Milestone – 5 Go live (Successful deployment of MF-BIS Solution and User Acceptance )	25% of the contract value
Milestone – 6 Training of the staff on application	15% of the contract value
Annual Maintenance fee	Will start post one year warranty period. One year after go live sign off. At the end of year.

**Note: The successful bidder may suggest a different payment schedule which IDBI may accept or reject at its sole discretion**

## 6.23. Agreement

- a) The successful agency shall execute a written agreement in quadruplicate for the fulfilment of the contract on applicable Non-judicial stamp paper within seven days from date of release of work order.

- b) The incidental expenses of execution of agreement shall be borne by the successful agency.
- c) The conditions stipulated in the agreement should be strictly adhered to and violation of any of the conditions will entail termination of the contract and recovery of any consequential losses from the agency.
- d) Subletting/assignment of the contract is not permitted

#### 6.24. Penalty

The following penalties are applicable in case the agency fails to execute the work as per the agreed Time Schedule indicated in the agreement

- a) Delay in submission of SRS Document : 2% of the payment to be released at Milestone-1, if the deliverable is late by two weeks or part thereof
- b) Delay in Deployment of Modules of Bank Integration solution as per defined scope to initiate Acceptance Testing:
  - 4 % of the Payment to be released at Milestone-2 if the deliverable is late by two weeks or part thereof
  - 10% of the Payment to be released at Milestone-3, if the deliverable is late by two weeks or part thereof
- c) Delay in delivery of remaining deliverables as per agreement: 6% of the Payment to be released at Milestone-4, if the deliverable is late by two weeks or Part thereof.

**Note: Penalties on delay will be applicable when the delay is attributable to the Service Provider. For the purpose of clarity, no such penalty will be applicable on the Service Provider under the clause above, for inability occasioned, if such inability is due to reasons entirely attributable to the other parties.**

#### 6.25. Amendment of Bid Document/RFP Document

- a) IDBI AML reserves the right in its sole discretion of inclusion of any addendum or modification to this entire Bid process or RFP. The Bidders shall not claim as a right for requiring IDBI AML to do the aforesaid.
- b) At any time before the deadline for submission of Bids / offers, IDBI AML may, for any reason, whether at its own initiative or in response to a clarification requested by prospective Bidders, modify this RFP / Bid Document and all such modifications shall be binding on them.
- c) All prospective Bidders who have received this RFP shall be notified about any amendment, in writing vide e-mail or the same may be hosted on IDBI

AML's website ([www.idbimutual.co.in](http://www.idbimutual.co.in)), and all such amendments shall be binding on them.

- d) If required in order to allow prospective Bidders reasonable time in which they need to take the amendment into account in preparing their Bids, IDBI AML at its sole discretion reserves the rights to extend the deadline for the submission of Bids. In no circumstance, the deadline for submission of Bids shall be extended beyond a period of 7 days. However, no request from the Bidder, shall be binding on IDBI AML for the same. IDBI AML's decision in this regard shall be final, conclusive and binding on all the Bidders.
  
- e) Any attempt by the Bidders to visit or meet Top management officials of IDBI AML in connection with or incidental to the Bid process , shall be construed by IDBI AML as an unlawful attempt by the prospective Bidder, to influence the RFP/ Bid process and may invite disqualification from bidding. Only one authorized representative of each bidder would be permitted to visit for submitting the RFP Document/ or when called by IDBI AML. Any form of canvassing/ lobbying/ influencing/ query regarding short listing, status, etc. shall result in disqualification. Applicants shall abide by the provisions of the Prevention of Corruption Act, 1988.

## SECTION VII: ANNEXURES

### Annexure I: Deviation Statement

**RFP Ref. No. IDBIAML/RFP/002**

Sl. No.	Description of work	Clause of Proposal condition	Originally stated condition in the Proposal	Offered condition in the bid	Deviations in columns 4 & 5

(Signature)

Printed Name and Designation

Seal

Date

Place

Business Address:

**Note:** In case of no deviation, NIL statement in the above Performa should be submitted. At the risk of repetition, it is mentioned that if this statement is not enclosed with the bid document, it would be presumed that the bidder have agreed with all terms and conditions in their entirety.

## Annexure II - Roles and Responsibilities

### RFP Ref. No. IDBIAML/RFP/002

Responsibly of Work	IDBI AML	Bidder
Design, Development, Deployment & Maintenance of MF-BIS Application & any other related application viz SFTP Application.		Y
Installation of MF-BIS Software & SFTP Application		Y
Backup and Recovery of Database		Y
Provision of necessary IT hardware / Network infrastructure & requisite access	Y	
Operating System / Anti Virus / RDBMS Licenses etc	Y	
Deployment Of Manpower at Offices and HQ		Y
Maintenance of Application Software, 3 years from date of LOI		Y
Monitoring of work flow	Y	Y
Reporting on completion	Y	Y
Exit Management	Y	Y
Sign off Certificate on completion of Contract and successful Exit Management	Y	Y
Data Availability from IDBI Bank in .xml or .xls format if required	Y	
Lease line connectivity with R&T Services provider	Y	
Web services availability from IDBI Bank for necessary integration	Y	
Active directory integration with IDBI Bank's AD		Y
Creation of Editable PDF files		Y

## Annexure III - Deployment Schedule:

### RFP Ref. No. IDBIAML/RFP/002

S. No.	Milestone	Completion Time
1	Requirement Study, Business Process Engineering of MF-BIS solution and preparation of SRS / FRS etc.	T+ 4 WEEKS
2	Design & Development of MF-BIS Solution	T+ 12 weeks
3	User Acceptance	T+ 16 weeks



<b>4</b>	Set up Installation, commissioning of MF-BIS Solution in the production environment	T+ 20 weeks
<b>5</b>	Go live (Successful deployment of MF-BIS Solution and User Acceptance )	T+ 22 weeks
<b>6</b>	Training of the staff on application	T+ 24 weeks

**Note: - T means date of Issue of Signing of contract.**

## Annexure IV: Format for Financial Bid

**RFP Ref. No. IDBIAML/RFP/002**

RFP Reference No. and Date:

Bidders Name and Address:

Person to be contacted:

Name: Designation:

Phone/Mobile No:

E-mail:

Telephone No(s): Fax No.:

**Subject:** “PROPOSAL FOR DESIGN, DEVELOPMENT, DEPLOYMENT & MAINTENANCE OF BIS SOFTWARE FOR IDBI AML”

Sir,

We, the undersigned Bidders, having read and examined in detail the Specifications and all the bidding documents in respect of Services for the above mentioned subject do hereby propose to provide Services as specified in the Bidding documents for which the cost will be as under:

PRICE AND VALIDITY –Cost of all works/ services mentioned in **section III “Scope of Work”** including the maintenance of the **software for 3 years** after GO LIVE support for 2 months –Rs. \_\_\_\_\_ (as per **Annexure V**).

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the date of opening of the Bids. We are an Indian firm and do hereby confirm that our Bid prices include all taxes, duties and levies. We hereby declare that all taxes which are liveable under law prevailing at that time will be paid by us.

**Note:** The bidders should quote the price in words also. In case of any discrepancy between the prices quoted in words and figures, the price quoted in words shall prevail and will be considered for comparison of bids.

This should be kept in envelope number 2 marked as “FINANCIAL BID”, which will be opened only after the Technical Bid is found suitable.

(Signature)

Name of the signatory

Designation

Company Seal

Date

Place

## Annexure V: Commercial Bid

**RFP Ref. No. IDBIAML/RFP/002**

<b>Sl no</b>	<b>Particulars</b>	<b>Total in INR</b>
<b>Item 1</b>	Design, Development, Deployment and Maintenance of <b>IDBI Mutual Fund – IDBI Bank Integration Solution (MF-BIS)</b>	
<b>Item 2</b>	Development and delivery of related documentation including source code and related artifacts	
<b>Item 3</b>	Post Implementation Support for a period of <b>three</b> years after completion of Go-live support for two months	
	Total	
Total Cost of Ownership ( in words ) :		

1. In case of any discrepancy/difference in the amounts indicated in figures and words the amount in the words will prevail.
2. The prices will be exclusive of service tax, Sales tax and VAT, as applicable. Any other fees, levies, etc. and any upward revision in the statutory taxes, fees etc will be responsibility of the bidder. Octroi if applicable, would be paid on actual basis on presentation of original receipt in the name of the Purchaser.
3. The payment will be made to the Bidder at any Bank Account maintain in India by way of ECS/RTGS after deducting the TDS as applicable.
4. All rates are to be indicated in Indian Rupees only.
5. The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.

(Signature)

Name of the signatory

Designation

Company Seal

Date

Place

**Annexure VI: Contract**

**(To be submitted by Successful Bidder)**

**THIS AGREEMENT (the Agreement)** made at..... the .....day of ..... 2016.

BETWEEN

IDBI Asset Management Limited , a company incorporated and registered under the Companies Act, 1956 (1 of 1956) and having its registered office at IDBI Tower, WTC Complex, Cuffe Parade, Mumbai – 400 005 and Corporate office at 5<sup>th</sup> Floor, Mafatlal Centre, Nariman Point, Mumbai 400 021 (hereinafter called “IDBI AML / **the Purchaser**” which expression shall unless it be repugnant to the subject, context or meaning thereof shall be deemed to mean and include its successors and assigns) of the **ONE PART**

AND

..... (*Name of successful Bidder / Contractor*) of ..... (Please specify the registered office of the (*Contractor*) (hereinafter called “**the Contractor**” which expression shall unless it be repugnant to the subject, context or meaning thereof shall be deemed to mean and include its successors and permitted assigns) of the **OTHER PART**;

The Purchaser and Contractor are hereinafter collectively referred to as "Parties".

**WHEREAS** the Purchaser invited bids for certain Services viz..... (*Brief Description of Services*) vide RFP Dated ----- and has accepted a bid by the Contractor for rendering of the Services for the sum of ..... (*Contract Price in Words and Figures*) (Hereinafter called “the Contract Price”).

WHEREAS the bidder interested in providing such services had applied under the RFP and had been awarded the contract.

**NOW THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:**

In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the terms and conditions of RFP / Contract / Agreement referred to.

The RFP Document / Bid No. \_\_\_\_\_ dated \_\_\_\_\_ together with all Annexure, Schedules and Forms amended from time to time and this Agreement,

and the other related documents shall be deemed to form and be read and construed as an integral part of this Agreement, which, inter alia, includes but not limited to

1. Notice for Inviting Tenders (NIT)
2. Invitation to Bidders (ITB)
3. The Bid form and the price schedule submitted by the Bidder/Contractor;
4. Service level requirements
5. The terms and conditions of RFP / Contract ;
6. Scope of work
7. Resolution of Disputes
8. The purchaser's notification of award ;
9. Schedule of dates, amounts etc.

(all the above are collectively referred to as "the said documents")

In consideration of the payments to be made by the Purchaser to the Contractor as hereinabove mentioned, the Contractor hereby agrees and covenants with the Purchaser to provide / render the Service(s), to furnish necessary undertakings, guarantees, etc. as mentioned in the RFP document / the said documents and to remedy defects, if any therein, including upgrading / updating the software, hardware, etc. and additional roll outs at other locations, strictly in conformity in all respects with the provisions of the said documents.

The Purchaser hereby agrees and covenants to pay the Contractor in consideration of the rendering of the Services and the remedying of defects, if any therein, including upgrading / updating the software, hardware, etc. and additional roll outs at other locations, the Contract price or such other sum as may become payable under the provisions of the said documents at the times and in the manner prescribed by the said documents.

**IN WITNESS WHEREOF** the Parties hereto have caused this Agreement to be executed on the day, month and year first above written.

Signed and Delivered by the within named IDBI AML / Purchaser

Signature :

Name :

Date :- .....

**IN THE PRESENCE OF.**

<p>1. Signature :-</p> <p>Name :- .....</p> <p>Address :- .....</p> <p>.....</p>	<p>2. Signature :-</p> <p>Name :- .....</p> <p>Address :- .....</p> <p>.....</p>
---	---

Signed and Delivered by ..... ,the within named Contractor

M/s. ....

.....

Date :- .....

<p>1. Signature :-</p> <p>Name :- .....</p> <p>Address :- .....</p> <p>.....</p>	<p>2. Signature :-</p> <p>Name :- .....</p> <p>Address :- .....</p> <p>.....</p>
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## Annexure VII: Non-Disclosure Agreement

### RFP Ref. No. IDBIAML/RFP/002

This Non-Disclosure Agreement entered into between IDBI Aset Management Limited , a company incorporated and registered under the Companies Act, 1956 (1 of 1956) and having its registered office at IDBI Tower, WTC Complex, Cuffe Parade, Mumbai – 400 005 and Corporate office at 5<sup>th</sup> Floor, Mafatlal Centre, Nariman Point, Mumbai 400 021 (hereinafter called “the Purchaser/IDBI AML” which expression shall unless it be repugnant to the subject, context or meaning thereof shall be deemed to mean and include its successors and assigns) of the **ONE PART** and ..... (*Name of Bidder*) of ..... (please specify the registered office of the (*Bidder*) (hereinafter called “the Bidder/Contractor” which expression shall unless it be repugnant to the subject, context or meaning thereof shall be deemed to mean and include its successors) of the **OTHER PART**;

WHEREAS, IDBI AML called for the bids for engagement of Bidder to Design, Develop, Deploy & Maintain **IDBI Mutual Fund – IDBI Bank Integration Solution (MF-BIS)** to IDBI AML. M/s..... (hereinafter referred to as "Bidder"), after going through the Bid Documents and being interested to act as Bidder and provide the services for installation and commission of \_\_\_\_\_, had submitted its bid on being eligible as per criteria mentioned in the RFP document dated -----.

WHEREAS the Successful Bidder represents that it is engaged in the business of providing the Services and has all the requisite skills, expertise, experience and necessary facilitates for providing/rendering/delivering the Service(s) to IDBI AML.

WHEREAS IDBI AML based upon the representation and warranties made by the Successful Bidder shall entered into a contract dated [●] (the Contract) for the performance/delivery of Services by the Successful Bidder.

WHEREAS, the Bidder is aware and confirms that the information, data, drawings and designs, and other documents made available in the Bid Documents / the Contract and thereafter regarding the Services as furnished by the Bidder in their Request For Proposal or otherwise and all the Confidential Information under the Bid Documents/the Contract is privileged and strictly confidential and/or proprietary to IDBI AML.

NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, for IDBI AML, to grant the Bidder specific access to IDBI AML's property/information and other data.

It is hereby agreed as under:

a) The words and expressions not specifically defined shall have the same meanings as are respectively assigned to them in the RFP/the Contract

b) Definitions

**“Permitted Person(s)”** means such person/s, who have been authorized to do the permitted purpose, who may be provided with Confidential Information and that are under a duty of confidentiality to IDBI AML.

**“Permitted Place”** shall refer to Data centre at Belapur, DR at Chennai, the Corporate Office at Nariman Point Mumbai and such other place as may be notified by IDBI AML in writing.

**“Permitted Purpose”** means Supply and Installation of Bank Integration Module (BIM) at Data Center of IDBI Bank & IDBI AML and the DR site of IDBI Bank & IDBI AML and also to conduct customization and configuration of the same with any third party software.

c) The parties agree that they shall hold in trust any Confidential Information received by either party, under this Contract, and the strictest of confidence shall be maintained in respect of such Confidential Information. The parties also agree and undertake to:

(i) Maintain and use the Confidential Information only for the purposes of this Contract and only as permitted herein;

(ii) Make copies as specifically authorized by the prior written consent of the other party and with the same confidential or proprietary notices as may be printed or displayed on the original;

(iii) Restrict access and disclosure of confidential information to such of their employees, agents, vendors, and contractors strictly on a "need to know" basis, to maintain confidentiality of the Confidential Information disclosed to them in accordance with this clause; and

(iv) Treat Confidential Information as confidential for a period of five (5) years from the date of receipt. In the event of earlier termination of this Contract, the Parties hereby agree to maintain the confidentiality of the Confidential Information for a further period of [two (2)] years from the date of such termination.



d) Confidential Information in oral form must be identified as confidential at the time of disclosure and confirmed as such in writing within 30 days of such disclosure. Confidential Information does not include information which:

- (i) The recipient knew or had in its possession, prior to disclosure, without limitation on its confidentiality;
- (ii) Is independently developed by the recipient without breach of this Contract;
- (iii) Is in the public domain;
- (iv) Is received from a third party not subject to the obligation of confidentiality with respect to such information;
- (v) Is released from confidentiality with the prior written consent of the other party.

The recipient shall have the burden of proving hereinabove are applicable to the information in the possession of the recipient.

e) Notwithstanding the foregoing, the parties acknowledge that the nature of the Services to be performed under this Contract may require the Bidder's personnel to be present on premises of IDBI AML or may require the Bidder's personnel to have access to computer networks and databases of IDBI AML while on or off premises of IDBI AML. It is understood that it would be impractical for IDBI AML to monitor all information made available to the Bidder's personnel under such circumstances and to provide notice to the Bidder's of the confidentiality of all such information. Therefore, the Bidder agrees and undertakes that any technical or business or other information of IDBI AML that the Bidder's personnel or agents acquire while on IDBI AML premises, or through access to IDBI AML computer systems or databases while on or off IDBI AML premises, shall be deemed Confidential Information.

f) Confidential Information shall at all times remain the sole and exclusive property of the disclosing party. Upon termination of this Contract, confidential information shall be returned to the disclosing party or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorised representative of each of the parties. Nothing contained herein shall in any manner impair or affect rights of IDBI AML in respect of the Confidential Information.

g) In the event that any of the parties hereto becomes legally compelled to disclose any Confidential Information where requested or required by any court of competent jurisdiction or any applicable judicial, governmental, supervisory, regulatory or self-regulatory body; such party shall give sufficient notice to the other party to enable the other party to prevent or minimize to the extent possible, such disclosure. Neither party shall disclose to a third party any Confidential Information or the contents of this Contract without the prior written consent of the other party. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving party applies to its own similar confidential information but in no event less than reasonable care. The obligations of this clause shall survive the expiration, cancellation or termination of this Contract.

h) Bidder hereby undertakes and ensures

- i. to inform IDBI AML and keep them informed of the details of the identities of the Permitted Persons who shall perform the Permitted Purpose at the Permitted Place.
- ii. to keep all the Information's disclosed by IDBI AML hereunder during the course of permitted purpose as confidential and not to disclose it to anyone except by the Permitted Persons at the Permitted Place and shall be used solely/only for the permitted purpose in accordance with the terms and conditions hereof
- iii. to not to otherwise use, modify, disclose, sell or license, such Confidential Information without the prior express written consent of IDBI AML.
- iv. to use the Confidential Information only for the Permitted purpose and only at the permitted place in terms of this Agreement and shall not be permitted to take any information whether in hard form or in electronic form or otherwise outside the Permitted place without the prior written permission of the CDR Cell.

i) Return or destruction of Confidential Information

- i. Bidder hereby agrees that it shall immediate from the date of successful completion of the permitted purpose return herewith all the information, whether obtained on paper or otherwise, by bidder or by its permitted persons during the course of the permitted purpose and shall
- ii. Return all Confidential Information supplied to them

- iii. Handover the software along with all the access details thereof; and
- iv. Use reasonable endeavours to procure/ensure that the Permitted Persons have destroyed all such Confidential Information and any copies made by them and shall confirm IDBI AML of the same in writing.

j) Third party rights

Unless stated otherwise in this Agreement:

- i. A person not a Party to this Agreement has no right to enjoy or enforce any benefit under it; and
- ii. The consent of any person not a Party to this Agreement, shall not have any effect on any of the rights/obligations agreed to by the parties under this Agreement.

k) Governing law and jurisdiction

This Agreement is governed by the law in force in India and the Parties submit to the non-exclusive jurisdiction of the courts of Mumbai, India.

The provisions hereunder shall survive termination of the Contract.

Authorized Signatory:

Name :

Designation:

Company Seal:

Place:

Date:

Accepted –

IDBI AML

## Annexure VIII: Power of Attorney

(On Stamp Paper of relevant value)

Know all men by these presents, we \_\_\_\_\_ (name of the company and address of the registered office) do hereby appoint and authorize Mr. \_\_\_\_\_ (full name and residential address) who is presently employed with us and holding the position of \_\_\_\_\_ as our true and lawful attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal in response to the RFP ( Request for Proposal) for “**IDBI Mutual Fund – IDBI Bank Integration Solution (MF-BIS)**” by IDBI Asset Management Limited (hereinafter referred to as IDBI AML), including signing and submission of all documents and providing information/responses to IDBI AML in all matters in connection with our Bid / Offer.

We hereby agree, declare and undertake that all acts, deeds and things lawfully done by our said appointed attorney shall be construed as acts, deeds and things done, performed and executed by us and we hereby agree to ratify and confirm all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2016

For \_\_\_\_\_

(Signature)

(Name, Designation and Address)

### **Accepted**

(Signature)

(Name, Title and Address of the Attorney)

Date:

### Note:

1. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.
2. Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.
3. In case the Application is signed by an authorized Director / Partner or Proprietor of the Applicant, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

## Annexure IX - Acceptance Certificate

No.

Date:

M/s.

Sub: Certificate of commissioning of MF-BIS Solution

1. This is to certify that the MF-BIS Solution as detailed below has/have been successfully completed (subject to remarks in para No.2) in accordance with the Agreement. The same has been implemented.

Contract No. \_\_\_\_\_ dated \_\_\_\_\_

Description of the Services / BIM \_\_\_\_\_

Date of commissioning and proving test \_\_\_\_\_

2. Details of services not yet supplied and recoveries to be made on that account:

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

3. The Contractor has fulfilled his contractual obligations satisfactorily\*

or

The Contractor has failed to fulfil his contractual obligations with regard to the following:

(a)

(b)

(c)

(d)

The amount of recovery on account of non-render of MF-BIS is given under Para No.\_\_\_\_\_.

The amount of recovery on account of failure of the Contractor to meet his contractual obligations is as indicated in endorsement of the letter.

Signature: \_\_\_\_\_

Name : \_\_\_\_\_

Designation \_\_\_\_\_

\_\_\_\_\_

Explanatory notes for filing up the certificates:

He has adhered to the time schedule specified in the contract in dispatching the Services pursuant to Specifications.

He has commissioned the services in time i.e., within the period specified in the Contract from the date of intimation by IDBI AML in respect of the Implementation of the Services.

Training of personnel has been done by the Vendor/Bidder as specified in the Contract/Agreement.

In the event of Manuals having not been supplied or Implementation of MF-BIS or deliverables having been delayed on account of the Vendor/Bidder, the extent of delay should always be mentioned.