इंडियन बैंक
Indian Bank

TENDER DOCUMENT

FOR

REVISED MAS 610 IMPLEMENTATION V1.0

Indian Bank
3 Raffles place,
Bharat Building
Singapore – 048 617

SCHEDULE

1)	Tender Reference Number and Date	RFP : **IB_SING_IT:003:2019** dated 04/10/2019
2)	Last date for seeking Pre-bid clarifications/ queries through email accounts@indianbank.sg	09/10/2019
4)	Last Date & Time for submission of Bids in our office at 3rd Floor, Accounts Department.	14/10/2019 at 05:00 PM
5)	Last Date & Time for submission of Physical Documents	14/10/2019 at 05:00 PM to be submitted to **Manager (Accounts & Admin)** **Indian Bank** **3 Raffles place,** **Bharat Building** **Singapore – 048 617** **Phone: +65 6309 4364**
6)	Date of opening of Technical (Part I) Bids & Conformity to Eligibility Criteria	14/10/2019 at 05:00 PM **Indian Bank** **3 Raffles place,** **Bharat Building** **Singapore – 048 617** **Phone: +65 6309 4364**
7)	Date of opening commercial bid (Part II)	Will be intimated after technical evaluation of the bids submitted.

This RFP document can be downloaded from our Singapore Branch website: **http://www.indianbank-singapore.com**. Clarifications, Modifications and Date of Extensions, if any, will also be posted on the same website and no paper publication will be done for the same.

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SECTION - I

INVITATION FOR BIDS

1.   Indian Bank, Singapore Branch is established in the year 1941 and having business around 3 Billion and its Corporate Office is located in Chennai, Tamil Nadu, India. Bank has strengthened its IT infrastructure in compliance with MAS guidelines and enabled marketing of technology based products and services. Bank has always recognized that Information Technology is an essential part of Banking.

2.   Our Indian Bank, Singapore Branch invites bids from eligible bidders for the Revised MAS 610 implementation.

3.   BID needs to be submitted as two parts with the separate sealed envelope in the cover write "RFP for Revised MAS 610 Implementation" along with Reference and your Company Name.

PART I – Technical Bid with the documents other than commercials

PART II – Commercial Bid in the enclosed format as a part of the Bid

Both PART I and PART II are needs to be submitted in compliance with the Bid requirement and terms & conditions.

4.   All envelopes which are submitted offline should be securely sealed and stamped and shall be submitted in a single sealed envelope duly super-scribing the envelope with the reference number of this RFQ, due date, name of the Bidder, Offer reference number etc. and addressed to,

> **Manager (Accounts & Admin)**
> **Indian Bank**
> **Accounts Department**
> **3 Raffles place,**
> **Bharat Building**
> **Singapore – 048 617**
> **Phone: +65 6309 4364**

and dropped in the box provided at the above address after noting the details in the register maintained at the Accounts Department, so as to reach them within the time stipulated as above (i.e 17.00 hours on 14/10/2019). The Technical quotations will be opened at 17:30 Hrs on 14/10/2019.

6. Bank has the right to accept or reject any quotation/cancel the tender at its sole discretion without assigning any reason thereof.

SECTION – II

QUALIFICATION CRITERIA

1. The Bidder must have a company/representative office in Singapore
2. The Bidder should have been in Software development/Implementation business atleast for 5 years
3. Last 3 years Audited Financial statement to be submitted to the bank and atleast two years should have shown profit.
4. Atleast at one place implemented the Regulatory/MIS Reporting System either in Singapore or in other countries.
5. Detailed company profile to be submitted
6. Proof of establishment of the Bidder's company with respect to the home country regulations.
7. The Bidder should not have been black listed in any country.

Bids which are not meeting the above criteria will be liable for rejection.

SECTION – III

INSTRUCTIONS TO BIDDERS

1. Introduction

The Bidder is expected to examine all instructions, forms, terms and specifications given in the Bidding Documents. If any element of doubt arises, the same should be clarified from the Bank before submitting the bid. Failure to furnish all information required by the Bidding Documents may result in the rejection of its bid and will be at the Bidder's own risk. Bank will not be responsible for the same.

2. Pre Bid Queries

The Bidder is requested to submit any queries/clarifications to the Bank in the following email id on or before 09/10/2019:

accounts@indianbank.sg

The text of the questions raised (without identifying the source of enquiry) and the responses given, together with amendment to the bid document, if any, will be ported in http://www.indianbank-singapore.com and informed vide mail to the bidders who have raised queries.

3. Amendment of bidding documents

3.1 At any time prior to the deadline for submission of bids, the Bank, for any reason, whether at its own initiative or in response to a clarification(s) requested by a prospective Bidder, may modify the Bidding Document by modification(s) / amendment(s).

3.2 The amendments if any, will be published in the Bank's website and will form part of the Bidding document.

4. Period of validity of bids

Bids should remain valid for the period of 90 days from the last date for submission of bid prescribed by the Bank. A bid valid for a shorter period shall be rejected by the Bank as non-responsive. Bank may seek extension of bid validity period, if required.

5. Opening of bids by Bank

The Bank will open the Part I of the bid (Technical bid) in the presence of officers authorised for the purpose and bidders' representatives at **17:30 hours on 14/10/2019.**

- The Bidders' names, bid modifications or withdrawals and the presence or absence of the required documents and such other details as the Bank, at its discretion, may consider appropriate, will be announced at the bid opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened to the Bidder.

6.   Clarification of Bids

During evaluation of the bids, the Bank may, at its discretion, ask the Bidder for clarification of its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted.

7.   Evaluation Methodology

- Bids will be short-listed based on the qualification criteria specified in the bid and compliance to Technical specifications.

- The technical evaluation will be carried out as follows

S.No	Description	Marks
1	Quality of Bid Submission	10
2	Solution Architecture	30
2	Functional Specification compliance	30
3	Technical & Functional Team Strength	10
4	Compliance to SLA and Delivery Terms	10
5	Interaction/Presentation on Technical/Functional Knowledge	15

On the above any company which scores above 70% marks will be called for commercial bid opening.

- The Bank will examine the bids to determine whether they are complete, whether the documents have been properly signed, and whether the bids are generally in order.
- The Bank at its discretion may modify any minor criteria in the bid, which does not affect the relative ranking of any Bidder.
- Bank reserves the right to negotiate with lowest bidder for further reduction in price under exceptional circumstances.

8.   Commercial Evaluation

- Technically qualified Bidders alone will be intimated to participate in the Commercial bid opening process.

  The L1 bidder will be identified through the process and order will be placed with L1 bidder. The offer to provide second give Software solution at L1 price will be given to L2 bidder. If L2 bidder is not willing to provide the Software solution at L1 Price, then L3 bidder will be offered to provide the software solution at L1 Price and if L3 bidder is not willing to provide the software solution at L1 Price the L4 bidder will be offered to provide the software solution at L1 Price. Purchase orders will be placed with successful bidders to deliver the software solution.

- The financial proposal should list all the costs associated with the Assignment.
- The price should be firm and not dependent on any variable factors.
- The final price quoted in the bid should be inclusive of all Duties, Levies, Freight, Insurance, Delivery, Installation etc but exclusive of taxes.
- No price variation will be accepted for increases in customs/excise duty, other taxes, and foreign exchange rate variation or for any other reasons.
- Cost must be expressed in Singapore Dollars(SGD).
- The bidder should quote their prices in commercial bid after taking into account the terms and conditions mentioned in the bid.

- No extra charges other than those quoted in the Bid will be entertained including Conveyance/Courier etc.

9.   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, and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders.

10. Signing of Contract

Within 15 (fifteen) days from the date of acceptance of the Purchase Order, the successful Bidder(s) shall sign the Contract and return it to the Bank in compliance with terms and conditions of the Bid.

9.   Bid proposal and ownership

The Bid submitted and all supporting documentation/templates are the sole property of Indian Bank and should not be redistributed, either in full or in part thereof, without the prior written consent of Bank. Violation of this would be a breach of trust and may, interalia cause the Bidder to be irrevocably disqualified. The proposal and all supporting documentation submitted by the Bidder shall become the property of Indian Bank and will not be returned.

10.   Bid pricing information

By submitting a signed bid, the Bidder certifies that the Bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP. No attempt by the Bidder, to induce any other bidder to submit or not to submit a bid for restricting competition, has occurred.

11.   Disclaimer

The Bank and /or its officers, employees disown all liabilities or claims arising out of any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Bank and/or any of its officers, employees.

12.   Negotiation

The Bank reserves the right to further negotiate on the price offered, with the L1 bidder, if the price quoted is found unreasonable or in any exceptional circumstances.

SECTION IV

SCOPE OF WORK & DELIVERABLES

1. **SCOPE OF WORK**

   Implementation of Revised MAS 610 Solution implementation. Bank is using the following core system from M/s FINASTRA

   1. EQUATION
   2. TRADE INNOVATION
   3. OPICS

   Everyday data needs to be extracted and loaded in the proposed solution in the Post EoD stage.

The proposed system should have the following features

SNo	Functional Requirements	Compliance(Yes/No)
1	Solution to be integrated with Bank's present AD for user Authentication	
2	Solution should have a provision to expand Two Factor authentication in case bank needs to implement the same	
3	User Access matrix to be created and maintained.	
4	User Access Matrix to be provided	
5	Used to generate MAS 610 reports as per the enclosed annexure on daily basis. The same will be validated and to be submitted monthly/Quarterly/Half yearly/yearly as per MAS 610 requirements enclosed in the Annexure	
6	The implemented solution to provide 15 control summary reports based on the needs of the Bank	

7	The system should have a provision to expand in feature to regular reporting of the Bank/MIS requirement of the Bank.	

8	The proposed solution needs to carry out
	
	    i) Extraction of Data from Core system
	    ii) Loading of data into staging area
	    iii) Validation of Data
	    iv) Transformation of Data
	    v) Loading of the Data to Revised Reporting system	

9	The system should provide everyday loaded data control summary to validate the User Department to ensure that Core system data is loaded successfully into the Proposed Solution.	

9	MAS 610 Reports (out of 66 Reports available, 50 Reports are applicable to Indian Bank) to be provided in the following formats
	
	    1. XML/Excel/PDF formats
	    2. Also to support MAS Data Collection Gateway for submission.	

10	Provision to Mark a holiday facility for the whole year	
11	System Design to be made in such a way that atleast 5 years data to be made available in the system.	
12	For the proposed solution required/ recommended Hardware/Software BoM needs to be provided	

13	Each reports needs to be validated, in case of any error exceptional needs to be made available.	
14	Necessary Templates to be made available for collection of adhoc data or the data which could not be build/derived from the Core system with Maker checker facility.	
15	Solution/support to be provided for one Primary, DR and UAT environment.	

- Bank has carried out the GAP analysis by engaging third party vendor. The bank may share the same with eligible bidders.

2. Support

1) During the Implementation and parallel run
2) Post Implementation period every month from 1st to 5th either online /offline to enable the bank submit the report on time inline with MAS610 requirements.

SECTION V

CONDITIONS OF THE CONTRACT

1. Definitions

1.1 In this contract, the following terms shall be interpreted as indicated:

(a) "**Applicable Law**" means the laws and any other instruments having the force of law in India.

(b) "**Bank**" means Indian Bank.

(c) "**Contract**" means the agreement entered into between the Bank and the successful bidder, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;

(d) "**Contract Price**" means the price payable to the successful bidder under the Contract for the full and proper performance of its contractual obligations;

(e) "**Software Solution**" means all of the deliverables or other materials which the Company should deliver as per this contract;

(f) "**Party**" means the Bank or the Company, as the case may be and Parties means both of them.

(g) "**Personnel**" means persons the employees of the successful bidder and assigned to the performance of the Services or any part thereof.

(h) "**Services**" means those services ancillary to the deliverables of the Company covered under the Contract.

1.2 Law governing the Contract

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law in Singapore. Any dispute arising out of this contract will be under the jurisdiction of Courts of Law in SINGAPORE.

1.3 Language

The contract has been executed in English which shall be the binding and controlling language for all matters relating to the meaning or interpretation of the contract,

1.4 Notices

Any notice, request or consent made pursuant to this contract shall be in writing and shall be deemed to have been made when delivered in person to an authorised representative of the party to whom the communication is addressed, or when sent by registered mail, courier or facsimile to such party at the address specified above.

2. Obligations of the Bidders

2.1.Confidentiality

The bidder either during the term or after the expiration of this contract shall not disclose any proprietary or confidential information relating to the project, the services, this contract, or the business or operations without the prior written consent of the Bank.

2.2.   Reporting obligations

The bidder shall submit to the Banks the reports and other works that are specified in deliverables within the time limit set forth.

2.3. Documents prepared by the bidder for this purpose to be the property of the Bank

All plans, drawings, specifications, designs, reports and other documents submitted by the bidder shall become and remain the property of the Bank and the bidder shall, upon termination or expiration of this contract, deliver all such documents to the Bank together with a detailed inventory thereof. The bidder may retain a copy of such documents.

The bidder shall not use these documents for purposes unrelated to this contract without the prior written approval of the Bank.

3. Use of contract documents and information

3.1.The Successful bidder shall not, without the Bank's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the Successful bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

3.2. The Successful bidder shall not, without the Bank's prior written consent, make use of any document or information pertaining to this contract except for purposes of performing the Contract.

4. Time frame for completion of project

The deliverables are to be made in such a way that on or before 29 the Feb 2020 to meet the requirements MAS 610 Notice dated 16th July 2019.

In this regard, from 1st April 2020 to October 10th October 2020, support to be provided for parallel run for the solution implementation and including the liasoning with the third party vendors.

5. Payment terms

The payment will be made as per the following payment terms

1. **On placing the Order 30%**
2. **Solution on Loading for testing – 20%**
3. **On User Acceptance Test Completion – 20%**
4. **On completion of First Parallel run – 10%**
5. **On Completion of Final parallel run – 10%**
6. **On successful submission for 3 months – 10%**

6. Liquidated Damages

a) The Bidder is expected to complete the responsibilities that have been assigned on time.
b) As a deterrent for delays during implementation, Bank would like to levy penalties for delays attributable to the Bidder.

If the commissioning is delayed beyond the timelines, the penalty of SGD 2,000/- per week or part thereof will be charged and recovered from subsequent payments. But overall penalty may not exceed 15% of the contract.

7. Acceptance tests

Acceptance tests will be carried out after the completion of the implementation and delivery of links. Bank will carry out acceptance tests and certify completion based on the results of the tests within 7 days from the date the circuit is made available to the bank.

8. Deliverables
The following are to be delivered
1. Solution Architecture
2. MAS 610 Reporting solution
3. User Documentation
4. Training
5. Housekeeping procedures
6. Escalation matrix for Technical/Functional Support

PRICE FORMAT – Commercial Proposal

Bidder Name:

Date:

PRICE : For the Revised MAS 610 Reporting system for Indian Bank, Singapore Branch

S.No	Description	Price in SGD Excl of GST
1	MAS 610 Revised Reporting Solution (Payment will be made as per the payment terms mentioned in the Tender)	
	Support	
2	Maintenance contract for 1st year (Advance payment will be made, includes support minor changes and atleast 3 new reports/change in the existing reports to be covered)	
3	Maintenance contract for subsequent years. Rate to be provided every annum payable with the increase if any	

- Rate   to be quoted in SGD only
- Rate to be quoted unconditionally
- Item No. 1 + Support rate for 5 years will be taken into consideration for arriving at L1 vendor based